

Restaurant Frequent Question Answers

This form will help your staff members answer frequently-asked-questions about your restaurant.

It is especially helpful for kitchen and perhaps office staffers - who may not know the answers to every question on the form and who may benefit by having brief, clear, accurate responses at hand. Fill in the form's blanks with your data. Then post a copy near the back of the house phones, in the office and at the reservation and/or cashier station.

Enabling all members of your staff to give consistent, accurate answers to callers' frequent questions about your restaurant will help build sales and promote good customer relations.

**Answers to Frequently Asked Questions about our Restaurant:
... on the phone...**

☺ Remember to **SMILE WHEN YOU ARE TALKING**. Speak clearly & politely.

☺ Answer the phone by saying:

_____.

☺ Our MENU is:

☺ We are located at: _____

☺ You can park your car: _____

☺ _____

☺ We are open on these days _____

☺ ..during these hours _____

☺ _____

☺ Do We accept Personal checks? Yes No

☺ Which Credit Cards do we accept?

Card Name	Yes	NO
VISA		
MasterCard		
American Express		

☺ Is smoking allowed? _____

☺ Do we serve: Beer? _____, Wine? _____, Full Bar? _____

☺ RESERVATIONS: (USE THE RESERVATION Details sheet.)

☺ WHEN FINISHED, SAY **“THANK YOU FOR CALLING”**.