



Customer Service Example Conversations

Welcoming Guests

- Pizza Plaza Sawasdee Kha/Krub
- Did you make a reservation?
- A table foramount of people.....?
- Where would you like to sit?
- This way please...

For guests who have made a reservation

- We have been expecting you Mr/Ms. This way please.

In situations where there is a line or influx of customers

- Good afternoon/evening, welcome to Pizza Plaza. We are really sorry that Pizza Plaza is full right now, would you like to wait?
- May I please have your name and number of guests?

When guests take their seats present the menu to them

- May I get you something to drink?
- May I suggest
- Our....is one of our best sellers.
- May I please take your order?
- So that will berepeat customers order.....
- Have you eaten here before?
- May I please give you instructions for our buffet?
 - For the Pizza buffet, take the wooden board with you to pick your toppings. We will bring you pizza sauce & cheese. Decorate your pizza then use the spatula on the side of the table to put your pizza in the oven and wait for 3 minutes.
 - The time for the buffet is 1 hour 15 minutes
- Enjoy your meal!

Check for allergies

- By the way, may I ask if anybody has any allergies?

Monitor customers/ Follow up

- Would you like another drink?
- Is everything alright?
- How's the food?
- Is there anything else you would like?

Serving canned drinks, refill drinks & wine

- Would you like me to open the coke/sprite etc. for you?
- May I please have your glass?
- Would you like to have another glass?

Ask to clear used plates, garbage or any clutter

- Excuse me, may I please take away the
 -Used plates
 -Garbage

Watch for signals

- May I help you?

When guests are done ask to clear table and offer Coffee

- Is everybody done with their meal?
- May I please clear the table?
- Would you like some coffee?

Checking the Bill

- So you would like to check the bill?
- Excuse me, here is the bill
- Would you like to pay by cash or credit card?
- Here is your change. Thank you very much!
- Thank you very much! We hope you enjoyed your meal!