

# Sales & Service Checklist

## Welcome the Customer

- ☐ Smile and use positive body language
- ☐ Maintain eye contact
- ☐ Initiate the interaction verbally
- ☐ Profile the customer quickly; use their name if known
- ☐ Make light conversation to ease the customer
- ☐ Acknowledge and apologise for any wait time

## Take the Order

- ☐ Assist with menu choices
- ☐ Inform of any unavailable items
- ☐ Ask about drink preferences (where applicable)
- ☐ Offer additional or premium items
- ☐ Confirm and endorse choices

## Add Value

- ☐ Recommend specials or deals
- ☐ Highlight savings and benefits
- ☐ Cross-sell other services or locations

## Upsell

- ☐ Offer larger sizes or multi-buy options
- ☐ Suggest complementary items – add-ons

## MORE Membership

- ☐ Ask if customer is a MORE member

## Present Order and Thank Customer

- ☐ Ask if there is anything more you can get them
- ☐ Offer sincere thanks and well wishes