



## FAST CASUAL **QUIZ**

- 1) The 3 Most Important Attributes of a Successful Restaurant are \_\_\_\_\_, \_\_\_\_\_, & \_\_\_\_\_? But \_\_\_\_\_ makes the Biggest Difference to your Customers.
- 2) SALES STARS use their personalities to \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ each customer.
- 3) The restaurant business is Show Business, its all about \_\_\_\_\_.
- 4) Treat guests at the Counter or Drive-Thru as if they were your \_\_\_\_\_.
- 5) \_\_\_\_\_ are unique Nuggets of information that make your restaurant unique, special and stand out from the competition.
- 6) The Most Important Guest Theory means guests want to be \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.
- 7) In the ICEBERG Theory, "Order Takers" Miss many \_\_\_\_\_ opportunities.



8) Never \_\_\_\_\_ it. Have a "Game Plan" Every Guest, Every Time.

9) Selling in your restaurant is Easy because every customer is not just \_\_\_\_\_, but here to buy.

10) Giving the customer \_\_\_\_\_ Doubles your odds of making the sale.

11) Describing your Food & Drink so guests can \_\_\_\_\_ It, \_\_\_\_\_ It and \_\_\_\_\_ It is called Theatre of the Mind.

12) Happy \_\_\_\_\_ = Happy Parents.

13) Every day, we want to Suggest & Sell our \_\_\_\_\_ items.

14) First and Last \_\_\_\_\_ are very important to every guest's experience.

15) SALES STARS Welcome guests with a \_\_\_\_\_ and a \_\_\_\_\_.

16) Does every Food & Drink you sell have a fantastic presentation called \_\_\_\_\_ ?

17) Remember, Every Customer at the Counter or Drive-Thru is your \_\_\_\_\_.