



## FAST CASUAL WORKBOOK ANSWER KEY

### MODULE 1

1. ENTERTAINMENT
2. MANAGER, RESTAURANT
3. FOOD, SERVICE, AMBIANCE
4. AVERAGE SERVICE
5. EDUCATE, INFORM & ENTERTAIN
6. PERSONALITY & ATTITUDE
7. FUN
8. DINING EXPERIENCE
9. ENTERTAINMENT
10. ONLY GUEST
11. SERVICE
12. BRAND
13. BRAND
14. HOOKS
15. RECOGNIZED, ACKNOWLEDGED, SERVED
16. PERSONALITY, ATTENTIVENESS & SALESMANSHIP
17. STUDENT
18. QUESTIONS, CHOICES, FAVORITES

### MODULE 2

1. SALES, DRINKS, UP-SELLS, -ON
2. ATTITUDE & APPROACH
3. OPPORTUNITIES
4. LOST CUSTOMERS
5. SERVE & SELL
6. HOOKS
7. WING
8. LOOKING, BUY
9. ASSUMING THE SALE
10. CHOICES
11. SEE, SMELL
12. CAN, I, BRING
13. KIDS
14. FRIENDLY, ATTENTIVE, CARING, EFFICIENT, SELLING
15. PERFECT CHECK

### MODULE 3

1. SUGGESTING & SELLING
2. COMMUNICATE, CHECK, HELP, ACCURATE, THANK
3. IMPRESSIONS
4. NAME, SMILE
5. TABLES, KIDS, WOW FACTOR
6. MOST IMPORTANT GUEST