

Behaviour staff member	Was the behaviour observed	Comments
Smiles and makes eye contact with the customer		
Greets the customer in a friendly manner		
Gives the customer undivided attention throughout the transaction		
Suggests extra items that have not been ordered by the customer		
Places items on clean tray with trayliner facing customer		
Ensures that customer is told where all relevant extras (e.g. cream, sugar) are located		
Explains to customer reasons for any delays and indicates likely duration of delay		
Neatly double-folds bags containing items with the fastfoodchain logo facing the customer		
Price of order is stated and customer thanked for payment		
Lays all money notes across till drawer until change is given and clearly states the appropriate amount of change		
Customer is finally thanked for transaction, hope expressed that the meal will be enjoyed, and an invitation to return to the restaurant issued		



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