

## **MIH Guest Scripting**

***Big Smile – Eye Contact – Friendly – Enthusiastic***

**1 – GREETING:**     *“Welcome to Hardee’s, may I serve you please?”*

**2 – CONFIRM:**     *“You ordered \_\_\_\_\_, is that correct?”*

**3 – DIRECTION:**

**TO-GO:**            *“Your total is \_\_\_\_\_. We will call your number as soon as it’s ready. Thank you and enjoy your meal”*

**DINE-IN:**          *“Your total is \_\_\_\_\_. We will bring your order to your table. Thank you and enjoy your meal”*

**DRIVE-THRU:**     *“Your total is \_\_\_\_\_. Please drive to the window. Thank you”*

**DT-WINDOW:**      *“Hello, your total is \_\_\_\_\_. Would you like any Ketchup? Thank you and enjoy your meal”*

*Make Guests Happy - Our Guests are our paycheck and we treat them like Guests in our home*