**Server Interview Questions 1**

* How often do you work per week?

She works 4 days a week.

* How busy is it usually?

Depending on the day, but usually Friday/Saturday/Sunday are the busiest times. Other than that, one half of the restaurant is usually taken.

* Does the restaurant you work for have restriction friendly foods?

Yes we do, but it is not advertised at all.

* + What restrictions does your restaurant’s menu cover?

Vegetarian mostly, but modifications can be made for lactose intolerance as well.

* Does your restaurant allow for food substitutions per dishes?

Yes they allow for substitutions per dishes

* + Do the substitutions cost more?

No, never.

* When helping customers with food orders, how many customers request food changes based on allergies per shift?

On average it is 2 customers per shift. The percentage depends on the day of the week. 2 customers can be <10% on a Friday but 30% on a Wednesday.

* + 10 %, 20% etc
* When customers ask for substitutions how easy is it to implement this at your restaurant?

For dishes that need to have been prepped for a long time, there cannot be any substitutions, however foods that require less prep time can be substituted.

* How much time does it take to explain the menu and restrictions/substitutions?

A very long time, sometimes (she) needs to ask the kitchen first if substitutions can be made and how.

* Would you find it helpful if the customers knew of substitutions before hand?

Definitely, they would already know what not to order and we would not have issues in the end.

* How confident would you feel of knowing food allergies on items on the menu?

(She) thinks she knows most allergies but needs to always confirm with the kitchen to ensure nobody is hurt.

**Server Interview Questions 2**

* How often do you work per week?

1-2 times per week

* How busy is it usually?

Not busy

* Does the restaurant you work for have restriction friendly foods?

Yes they do

* + What restrictions does your restaurant’s menu cover?

Vegetarian, Lactose-free, gluten-free

* Does your restaurant allow for food substitutions per dishes?

Yes they do, as long as the customer understands that the taste won’t be the same.

* + Do the substitutions cost more?

Depends on what substitutions - if it is a swap in sides, no, but changing to gluten-free costs on average $2 more.

* When helping customers with food orders, how many customers request food changes based on allergies per shift?

On Average 1 customer, that is roughly 10-20% of my shift in my section

* + 10 %, 20% etc
* When customers ask for substitutions how easy is it to implement this at your restaurant?

Depends, but usually very easy, everything is freshly made which makes substitutions easy

* How much time does it take to explain the menu and restrictions/substitutions?

Not that long, it is usually just per ingredient. Most customers know what they want to substitute and I can tell them what can be substituted and for what.

* Would you find it helpful if the customers knew of substitutions before hand?

Yes, especially the new customers. Our regulars know the menu very well so they know the process and substitutions that can be made.

* How confident would you feel of knowing food allergies on items on the menu?

I am very confident I know the menu and all information to do with it.

**Server Interview Questions 3**

* How often do you work per week?

3-4 times per week

* How busy is it usually?

Very busy

* Does the restaurant you work for have restriction friendly foods?

Yes they do

* + What restrictions does your restaurant’s menu cover?

Vegetarian, Halal,

* Does your restaurant allow for food substitutions per dishes?

Yes

* + Do the substitutions cost more?

Yes

* When helping customers with food orders, how many customers request food changes based on allergies per shift?

50%

* + 10 %, 20% etc
* When customers ask for substitutions how easy is it to implement this at your restaurant?

Not easy. The restaurant tries to already be good towards people with restrictions, so changing things is not easy. Most things are pre-made like sauces and dough

* How much time does it take to explain the menu and restrictions/substitutions?

Not that long, the menu is very good in that customers understand it

* Would you find it helpful if the customers knew of substitutions before hand?

Yes, then I would feel less bad when telling them we cannot substitute. Sometimes people have to leave because we have nothing for them to eat.

* How confident would you feel of knowing food allergies on items on the menu?

I am okay.