**Server interview #1**

**How often do you work per week?**

13-15 hours

**How busy is it usually?**

Usually very busy, it depends on the time of the week. Weekends are the busiest.

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

Yes, we have a couple of options and customers are welcome to add substitutions in their orders.

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

Vegetarian, gluten free and nut free

**Does your restaurant allow for food substitutions per dishes?**

Yes we do.

**Do the substitutions cost more?**

No. it does not cost more. Usually the ingredients that are substituted with are cheaper so it does not matter.

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

* + **10 %, 20% etc**

25% on usual days, probably 30-35% on busy days.

**When customers ask for substitutions how easy is it to implement this at your restaurant?**

It is pretty easy for me! I just have to add comments for the kitchen in the order.

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

It usually depends on how they understand. But on average mayber 2 minutes. The menu is also easy to follow and lists most ingredients and we have small icons to indicate restriction friendly food.

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

Yes, it would make a difference in the time taken to input an order even though it would be quite a small difference.

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

I feel pretty confident. On a scale from 1-10, maybe a 9.5. (On one incident the customer ordered gluten free fries and she was not sure if that was possible)

**Server interview #2**

**How often do you work per week?**

12-15 hours

**How busy is it usually?**

Very busy all the time. Weekends are the busiest.

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

Yes and customers can substitute ingredients in their orders.

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

Vegetarian and vegan

**Does your restaurant allow for food substitutions per dishes?**

Yes.

**Do the substitutions cost more?**

No they don’t.

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

* + **10 %, 20% etc**

15%

**When customers ask for substitutions how easy is it to implement this at your restaurant?**

It is easy! I just need to press a couple buttons on the POS system

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

It is usually pretty fast. But sometimes the customers are confused about things and it takes about a minute or two to explain the substitution to them.

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

I don’t think so. We barely get any requests for substitutions.

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

(I asked them on a scale from 1-10)

10. We have very few items and I am confident about my knowledge of these items.