Server Interview

How many days do you work per week

- six days a week, does not work Tuesday

How busy is it usually

- weekends and Friday nights get a lot of orders

- also get a lot of orders on game night (like hockey games and football matches)

Does the restaurant you work for have restriction friendly food?

- we have vegetarian options and vegan options (can order a pizza without cheese)

- do not have gluten free options

Does the restaurant you work for allow for food substitutions per dish?

- customers are allowed to swap out or remove pizza toppings

- customers can order custom pizza as well

Do substitutions cost more?

-substitutions do not cost more, but custom pizza is more expensive then the default choices

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

- usually around 3-4 per day

- this is mainly for people who have milk allergies or are lactose intolerant and can't have cheese

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

- very easy as substitutions just mean changes to pizza toppings

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

- most people look at the menu online and just call in to ask for changes they want

- doesn't really take much time

Would you find it helpful if customers knew about substitutions before hand?

- not really, because most customers are regulars and have very specific orders anyways

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

-the only allergy thing we really need to deal with is just cheese for people with milk allergies, and most of our pizza people can just ask for it to be made with no cheese.