



# Quick Coaching Scripts for Common Per-Shift Restaurant Issues

## Purpose and Use

This guide provides practical, ready-to-use coaching language for restaurant managers and team leads. Each script helps address common per-shift performance issues—upselling, timing, accuracy, and guest connection; in a way that keeps feedback clear, constructive, and consistent.

Use these scripts:

- **During post-shift huddles or one-on-one check-ins** to reinforce key behaviors.
- **Mid-shift** when a quick reset or confidence boost can help turn the night around.
- **In training follow-ups** to ensure skills like upselling, pacing, and accuracy are consistently applied.

The focus is always on helping team members understand what's going well, what needs adjustment, and how to improve on the next shift.



### **1. Low Upsell Rate**

**Coach:** “I noticed your upsell attach rate was below target today.

Let’s try focusing on two simple suggestions per table — a featured drink or dessert, tailored to what they’ve ordered. For example, when guests order steak, suggest our truffle fries or house red wine. How confident do you feel about making those recommendations during service?”

### **2. Slow Table Turns / Low Productivity**

**Coach:** “Your tables were seating a bit longer today. Try checking in midway through the meal to anticipate guest needs and prep for timely dessert or check offers. Also, keeping your sections organized helps speed things up during peak. Let’s plan on a quick role-play tomorrow to practice those timings.”

### **3. Order Errors**

**Coach:** “I reviewed some order mistakes from your shift. They happen, but accuracy is key to guest satisfaction and speed. To improve, double-check orders before submission and repeat special requests back to guests. What challenges did you face during order entry today?”



#### **4. Low Guest Satisfaction / Tips**

**Coach:** “Tips and guest feedback suggest some conversations could be more engaging. A great way to boost rapport is by personalizing your greetings and using positive suggestive selling language like, ‘May I recommend...’ instead of ‘Would you like...?’ Let’s work on some communication drills this week.”

#### **5. Late Arrival or Shift Compliance**

**Coach:** “Being on time is critical for smooth shift starts and team support. I saw you clocked in late today, which puts extra pressure on others. Let’s discuss if anything’s impacting your punctuality and ways we can help you get here on time consistently.”

#### **6. Low Participation in Training or Feedback**

**Coach:** “Your progress will speed up as you engage in training and feedback. I encourage you to attend pre-shift huddles and complete the short quizzes we send. What would make it easier for you to participate regularly?”

### **General Coaching Tips**

- Use specific examples from data or direct observation.
- Start with a positive note or encouragement.
- Ask open questions to uncover barriers.
- Offer clear, actionable next steps or practice opportunities.
- End on a motivational note showing belief in their growth.

### **Key Takeaway**

Consistent coaching builds stronger teams. When leaders use clear, supportive language, servers respond with better engagement, higher upsells, and stronger guest satisfaction. Especially in restaurants adopting kitchen automation or robotics to streamline operations.