



# Manager Scripts & Coaching

## Purpose

Give managers clear, usable language they can use in the moment during pre-shift, live service, and recovery conversations.

## What This Section Does

Reduces friction for managers by giving them simple, natural lines that reinforce the weekly bets and coaching moments.

These scripts help maintain consistency across shifts.

## Section 1: Pre-Shift Scripts

Short lines managers use to set expectations and anchor the weekly bets.

Examples:

- “Today we are focusing on pacing and clean handoffs. Here’s what that looks like.”
- “Your regained time today goes toward natural offers and supporting expo flow.”

# Manager Scripts & Coaching

Pre-shift, on-the-line, recovery

## Section 2: On-the-Line Coaching

Live-service coaching lines that correct behavior without pressure.

Examples:

- "Let's reset this handoff so expo stays clean."
- "Watch the table timing. They are ready for a natural add-on."

## Section 3: Recovery Scripts

Simple lines for service recovery.

Examples:

- "Thank you for your patience. We want to reset this so your meal finishes strong."
- "I appreciate the feedback. I am taking care of this for you now."

## Section 4: Weekly Bet Reinforcement

Lines managers use during the daily huddle or during mid-shift corrections.

Examples:

- "We are watching attach on drinks today. Use your regained time to engage early."
- "Portion control is our bet this week. Slow is smooth. Smooth is fast."





# 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?”



# Restaurant Upselling Scripts by Channel and Moment

Upselling only works when the timing is right and the moment makes sense. What works at the counter does not always work in the drive-through. What works on a mobile order does not always translate to a table.

These scripts are built for live service. Managers can use them in ten-minute pre-shift drills, side-by-side coaching, and short performance tune-ups without slowing the operation.

This handbook is a practical collection of quick coaching prompts, manager scripts, and in-the-moment guidance designed around when and where to upsell, not just what to say. It covers drive-through flow, mobile ordering, front-counter service, and manager-side coaching for reinforcing behaviors in real time.







#### **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.



# One-sentence upsell prompts for drive-thru window

Here are tailored one-sentence upsell prompts for the drive-thru window:

1. "Would you like to make that a combo with fries and a drink for just \$2 more?"

2. "Can I add our crispy mozzarella sticks to your order today?"

3. "Would you prefer a side of our seasoned fries or onion rings with your meal?"

4. "Try our limited-time spicy chicken wrap for an extra kick—add one today?"

5. Can I tempt you with a delicious chocolate chip cookie for the road?"

6. "Would you like to upgrade your drink to a large for just 50 cents more?"

7. "Our house-made lemonade is refreshing—would you like one with your order?"

8. "How about adding a side salad for a fresh twist to your meal?"

### Key Takeaway

The best upselling happens when it feels personal and well-timed. By focusing on the guest's experience and positioning combos as convenient, valuable additions, restaurant teams can turn every payment interaction into a moment that builds satisfaction and revenue.





# Best Timing to Suggest Add-Ons in Drive-Thru Flow

## Purpose and Use

This handout helps restaurant and quick-service teams master the timing of add-on suggestions during drive-thru service. When phrased naturally and delivered at the right moment, these prompts enhance the guest experience without interrupting speed or flow.

The focus is on precision: knowing when guests are most receptive, keeping the language simple, and maintaining the upbeat pace that defines great drive-thru service. Use this resource in team huddles, role-play sessions, or as a reference for drive-thru coaches who want to refine staff timing and confidence.



## Best Timing Points

### 1. During Initial Order Placement

When the guest places their main order This is the best time to suggest a logical upgrade or complementary item while the guest is still in “decision mode.”

**Example:** "Would you like to make that a combo with our seasoned fries and a drink for just a little extra?"

**Why It Works:** It builds on momentum and positions the add-on as part of the order, not an afterthought.

### 2. Before Finalizing the Order After

The guest confirms their main items but before total or introduce a small, appealing add-on that feels like a bonus.

**Example:** "Can I add a warm cinnamon roll or iced coffee to go with your meal today?"

**Why It Works:** Guests are still in an active buying mindset, and a small prompt here often feels like a treat, not a pitch.

### 3. At the Payment Windows

The guest pays or waits for their order Offer one quick, low-effort option. Usually a snack, dessert, or drink that’s easy to add.

**Example:** "Would you like to grab a cold lemonade or one of our chocolate brownie bites while you wait?"

**Why It Works:** Impulse add-ons at the payment window capture attention during idle time without disrupting service flow.

## Key Timing Tips

- Secure the main order before suggesting an add-on.
- Keep phrasing short and confident to match the drive-thru pace.
- Space out offers — one well-timed suggestion beats a list of options.
- Use product names that sound appetizing and visual (*e.g., iced coffee, brownie bites, cinnamon roll*).
- Reinforce positive interactions with a friendly close, even if the guest declines.

This timing model improves attach rates and guest experience by blending sales awareness with genuine hospitality.



# Drive-Thru Upsell Tips and Scripts

## Purpose and Use

This guide helps restaurant and quick-service teams improve drive-thru upselling while keeping service quick and friendly. Use these during **pre-shift huddles**, **drive-thru role-play sessions**, or **post-shift reviews** to help employees build confidence and consistency in their approach.

When cooking robots or kitchen automation handle production, your team has more bandwidth to focus on conversation, connection, and upselling, turning every drive-thru moment into a brand-building interaction.

Upselling in the drive-thru requires balance; guests expect fast service, so recommendations must be clear, concise, and delivered with natural confidence.

# Drive-Thru Upsell Tips

- **Be Quick and Clear:** Use short, natural phrasing that fits the fast-paced setting.
- **Use Positive Language:** Frame suggestions as benefits or favorites (“Our most popular add-on,” “a guest favorite”).
- **Offer Two Choices:** Present two appealing upsell options to increase acceptance.
- **Listen for Cues:** Adapt suggestions based on guest reactions or order details.
- **Time It Right:** Upsell during order entry and again at the payment window for the best results.

# Drive-Thru Upsell Scripts

**1. Meal Upgrade** “Would you like to make that a combo with fries and a drink for just \$2 more?” If declined: “Would you prefer to add a bottled water or soda with your meal?”

**2. Premium Add-On** “Our truffle fries are a guest favorite. Would you like to try them instead of regular fries?”

**3. Limited-Time Item** “We have a limited-time spicy chicken wrap available — can I add one for you to try today?”

**4. Dessert Offer (at Payment Window)** “Can I tempt you with our fresh-baked chocolate chip cookie to enjoy later?” If declined: “No problem — I’ll have it ready anytime you want.”

### Key Points for Servers

- Smile — guests can hear it in your voice.
- Use names or repeat order details to make the exchange feel personal.
- Keep the pace steady to avoid slowing the line.
- Acknowledge refusals gracefully, leaving the door open for next time.

### Coaching Application

Supervisors can use these scripts as part of quick micro-coaching sessions or live-practice drills. Pair each example with a timing challenge (e.g., under 7 seconds per upsell) to help employees build muscle memory while maintaining the friendly, confident tone that drives results.

### Key Takeaway

Automation may save time in the kitchen, but great upselling still happens one conversation at a time. Clear, friendly drive-thru dialogue connects speed and service; helping your team increase revenue and guest satisfaction together.





# Scripts for Cashier and Mobile Checkout Upselling

## Purpose and use:

This resource provides restaurant and quick-service teams with practical upselling scripts for two common checkout settings: in-person cashier interactions and mobile app orders. Each script supports higher average check values through natural, guest-friendly recommendations that fit the flow of service.

When automation and kitchen robotics handle production, staff gain more time to focus on conversation and connection. These moments—at checkout or pickup—are where small, well-timed upsells create stronger experiences and measurable revenue impact.

# Cashier Upsell Script

**Warm and Personal:** “Thanks for your order! For just a little extra, would you like to make that a combo with fries and a drink? It’s a great value and goes perfectly with your meal.”

**Offer Two Options:** “Would you prefer adding our crispy fries or a fresh side salad today?”

**Handling Decline:** “No problem, just let me know if you change your mind.”

**Use During:** Finalizing the order or confirming payment in the register flow.

## Mobile App Checkout (In-App Prompt)

**Purpose:** Encourage guests to add upgrades or sides during the mobile checkout process before completing payment.

**Script Examples:**

“Complete your meal with our popular combo upgrade. Add fries and a drink for just \$2 more.”

“Tap ‘Add Combo’ to upgrade instantly and save.”

“Today only: Get 10% off when you upgrade your order.”

“Customers who ordered [item] also added [add-on].  
Want to try it?”

**Use During:** Checkout screen flow before the confirmation page.

## Mobile Order Pickup (In-Person Interaction)

**Purpose:** Create one last moment of connection when guests arrive to collect their mobile orders.

**Script Examples:**

“Did you want to add a shake or dessert? We have a new seasonal flavor that’s been a hit.”

“Would you like any sauces or sides before you go? The garlic aioli is a guest favorite.”

“We just launched a new snack option that pairs well with your meal if you’d like to try it.”

**Use During:** In-person handoff of mobile orders or at the pickup counter.

## Key Differences

Aspect	Cashier Upsell Script	Mobile App Checkout (In-App)	Mobile Order Pickup (In-Person)
Delivery	Spoken and personal	Automated prompt in checkout flow	Brief conversation at pickup
Interaction	Real-time guest dialogue	Click-to-add buttons and visuals	Friendly verbal follow-up
Objection Handling	Immediate response	Built-in decline or skip option	Light, conversational tone
Timing	Before final payment	Before checkout confirmation	At pickup window or counter

## Coaching Application

Use these examples to help both staff and digital teams build a consistent approach to upselling.

- For cashiers: Role-play short, timed interactions that emphasize warmth and natural delivery.
- For mobile experiences: Review these prompts with the app or marketing team to ensure offers appear at the right time and feel guest friendly.
- For pickup: Encourage staff to identify the right balance between friendly suggestions and quick service.

## Key Takeaway

Upselling works best when it feels personal and effortless. Whether it's through a cashier's friendly tone, a well-placed in-app prompt, or a quick offer at pickup, the goal is the same: create small moments that add value for guests and drive meaningful revenue growth.

## ABOUT US

RoboOp365 is a solutions provider and distributor of kitchen and service robotics.

We deliver Robby, a kitchen automation robot that takes on high-volume cooking tasks,

Our solutions help operators reduce labor strain, improve efficiency, and create more resilient operations.

## CONTACT US

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