



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.

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