

Restaurant Service Recovery Scripts

Three ready-to-use examples for front-of-house teams. Each pairs a calm customer response with an action and a clear point to involve a manager.

01 A long wait

SAY

I'm sorry we've kept you waiting. I'll check the seating status now and give you a realistic update in about [X] minutes. Would you prefer to wait here, or should I check another option?

DO

Check live seating status; give a supported estimate; return when promised.

BRING IN A MANAGER WHEN

A manager needs to review compensation requests or waits beyond your venue's approved limit.

02 The wrong item arrived

SAY

I'm sorry, this isn't what you ordered. I'll confirm the correct item and ask the kitchen how soon it can be prepared. Would you like us to replace it, or would you prefer to review the available options with a manager?

DO

Verify the order ticket and route any replacement through the normal system.

BRING IN A MANAGER WHEN

Bring in a manager for refund requests, repeated errors, or any safety concern.

03 An ingredient question

SAY

I want to give you accurate information. I'll check the current ingredient and preparation details with the kitchen before answering. Please wait to eat it until we confirm.

DO

Pause service of the item and check the approved ingredient/allergen reference with the kitchen lead.

BRING IN A MANAGER WHEN

Immediately involve the manager or food-safety lead if allergen exposure is possible. Never guess.

Use these as starting points

Replace bracketed fields and match the wording to your current menu, service standards, local requirements, and manager-approved authority. A good response includes a next action the team can actually take.

Quick response pattern

1. Acknowledge the concern without arguing.
2. Check the order, policy, or current facts.
3. Offer only options the team can deliver.
4. Say who will act and when the guest will hear back.
5. Bring in a manager when the issue is outside your authority.

Important safety reminder

For ingredient or allergen questions, pause service of the item and verify with the approved reference and kitchen lead. Never guess. For illness, injury, or possible exposure, promptly involve the manager or designated food-safety lead and follow the venue's procedure.

Get all 24 editable scripts

The full toolkit includes Word + print-ready PDF, six service situations, a manager setup sheet, and a quick reminder page.

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Scope and use

This free sample and the full pack are general communication templates, not legal, medical, food-safety, or HR advice. They have not been tested in a live restaurant. Review and adapt them before use. The complete pack is licensed to one purchaser for one restaurant location/team; do not resell, redistribute, or share publicly.