

Answering Phones:

Thank you for calling Li'l Rizzo's in (Lake Ozark/Osage Beach), my name is _____, how may I help you?

Take order, beginning with their name and cell phone number, write it down, NEVER ring in as you are taking the order.

Read back the order.

Upsell – ask if they would like to add wings or a salad...

Your order will be ready in approximately _____ minutes, thank you for calling.