

Packaging And Condiments

Part 2

(DINING ORDERS)





Packing Chicken : Maximum 3pcs on one food tray.
Maximum 2 food trays on one tray.



Family & Friends Combo

Use 2 separate trays, one for chicken & one for sides.



Packing Wraps / Sandwiches



Sides



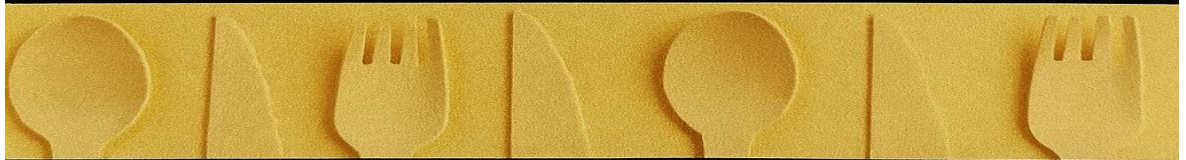
Portioning of all the sides must remain same as take-out orders to ensure consistency.

Condiments Policy

ATTENTION

Single Use Items such as utensils, straws, napkins, and condiments will only be available upon request.

As required by the Province of British Columbia as of December 20th, 2023.



How to ask?

Friendly and respectful tone at the same time.

- How many napkins would you require?
- Would you like any cutlery or condiments with your order?
- Would you like to try our spicy hot sauce?



Dipping Sauces

- **Tenders & Wings** – 1 sauce for up to 3 pcs. 2 sauces for up to 5 pcs.
- **Bombers** – 1 sauce for 5 pcs. 2 sauces for 10 pcs & 4 sauces for 20 pcs.
- **First extra is free!**



Top Potential Customer Questions & Responses

Response

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| 1. Why are you charging for extra Sauce now? | We've updated our policy to align with our competitors and to maintain consistency across all orders. Our standard sauce portions are still included for free, and you always welcome to add more if you'd like for a small fee. |
| 2. What sauces are included for free? | With every order, you continue to receive sauces at no extra charge:
1 for every 3 tenders *
2 for every 5 tenders *
1 for up to 3 wings *
2 for up to 5 wings *
1 – 5 Bombers *
2 – 10 Bombers *
40- 20 Bombers * <ul style="list-style-type: none">• First extra is free! |
| 3. How much will an extra sauce cost? | Each additional sauce beyond the included amount will be available for \$0.50, so you can customize your meal the way you like. |
| 4. Will this affect combo meals or promotions? | No, our combos and promotions still come with the same included sauces. Only additional requests beyond those amounts have a small fee. |
| 5. Other restaurants give sauces for free "why don't you"? | Actually, most restaurants have a similar policy and charge for extra sauces. We've kept our included portions generous, and the new policy helps us keep prices fair for everyone. |
| 6. What if I really need more sauce because I like extra? | We totally understand! That's why we've made it easy to add more sauces to your order for a small additional charge. |
| 7. Does this apply to dine-in and takeout? | Yes, this policy applies to all orders dine-in, takeout, and delivery so it's consistent everywhere. |
| 8. Can I choose different sauces within the free limit? | Absolutely! You can mix and match any of our sauces within the included portions at no extra cost |
| 10. When does this policy take effect? | This change takes effect on August 22 nd We're making sure everyone knows ahead of time, so it's a smooth transition. |

Staff Training

- Create awareness – waste reduction
- Role plays
- Condiments Question/ Answers

Recap

- Follow standards- helps keep guests satisfied and reduces waste
- Ensure consistency
- Follow up on trainings

Goal is to keep presentation neat while also ensuring food is easy for customer to handle.