



Employee Scripts

Answering the phone:

Hello, [Restaurant Name], how can I help you?

[If pickup or delivery] Sure, let's get that started! By the way, if you want to place your order through our ordering partner, ChowNow, you get \$5 off orders of \$25 or more on your first order with the promo code 'THRIVE'.

Do you want to download the ChowNow app and get that deal, or would you prefer to continue your order with me?

Or:

By the way, we use ChowNow as our ordering partner, if you would prefer to look at our current menu and check out online. They don't charge us any fees, so we're able to offer you the best price online. When you order next time, use the app!

Do you want to download the ChowNow app and try it, or would you prefer to continue your order with me?

[End of order] Thanks for your order! By the way, for next time, did you know that you can order directly from the ChowNow app and save money? We love using them because you never have to worry about being put on hold, you can order ahead, and you get \$5 off your first order of \$25 or more if you use the code 'THRIVE'. Plus, they don't charge restaurants any commissions so it's better for us too.