



Suggested telephone scripts for taking orders with alcohol

REMEMBER: Only crew with current certified RSA certificates can take orders that contain the sale of alcohol.

Example One - Call to store

Store: Thank you for calling Pizza Hut XX how can I help you?

Customer: I'd like to order a large peperoni pizza and a 6 pack of beer please.

Store: Sure, no worries, please understand that all orders containing alcohol can only be ordered by customers who are 18 years or older with valid ID. We will check ID on delivery. The ID holder must be present. Is that okay?

Customer: Yes that's fine.

Store completes order and follows process for delivery of alcohol as per pages 10-11 of this document.

Example Two - Call to store

Store: Thank you for calling Pizza Hut XX how can I help you?

Customer: I'd like to order a large peperoni pizza and a 6 pack of beer please.

Store: Sure, no worries, please understand that all orders containing alcohol can only be ordered by customers who are 18 years or older with valid ID. We will check ID on delivery the ID holder must be present. Is that okay?

Customer: Why do you need my ID for?

Store: Pizza Hut practices the responsible service of alcohol. That means we need to ensure that whoever is buying alcohol is over the legal age of 18 and is eligible to purchase alcohol. We also need to ensure that the person ordering and receiving the alcohol is not in breach of RSA laws for your state.

Customer: I am still not happy with this.

Store: Unfortunately, this is the law in this state. Did you wish to continue your order without the alcohol?

Store completes order and follows process for delivery of alcohol as per page 10-11 of this document.



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Example Three – Pick up and order from store

Store: Hi there welcome to Pizza Hut – what can I get for you?

Customer: I would like a large super supreme pizza please and 1 x 6 pack of beer.

Store: Sure, no worries we can do that for you, I just need to confirm you age, can I see some ID please? Also, please note that alcohol cannot be consumed on the premises and must be taken away from the store.

Customer: No worries (Hands over ID for store to check)

Store: Thank you for that, that comes to \$32.50

Example Four – Pick up and order from store

Store: Hi there welcome to Pizza Hut – what can I get for you?

Customer: I would like a large super supreme pizza please and 1 x 6 pack of beer.

Store: Sure, no worries we can do that for you, I just need to confirm you age, can I see some ID please? Also, please note that alcohol cannot be consumed on the premises and must be taken away from the store.

Customer: I don't have my ID with me, but I am over 18 years of age.

Store: Unfortunately, we need to check ID before selling alcohol to our customers. If we can not verify your age with a valid ID card or passport we will not be able to sell you alcohol.

Customer: This is not fair I am not happy with this.

Store: Pizza Hut practices the responsible service of alcohol and we need to follow the laws when it comes to the sale of alcohol to our customers.

Customer: okay I will just take the Pizza this time.