

Name: _____ Grade: _____ Date: _____

Suggestive Selling and Upselling



What is Suggestive Selling?

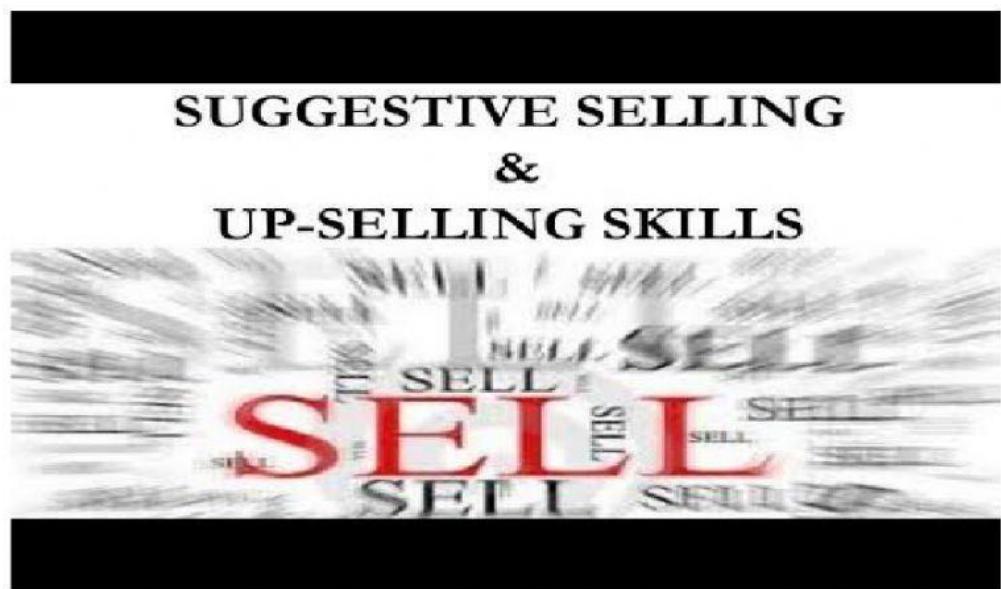
Name two benefits of suggestive selling:

1. _____
2. _____

Give two examples of suggestive selling in a restaurant.

1. _____
2. _____

Instructions: Watch the following video to learn about Upselling.



A. What is Upselling?

B. Give two examples of upselling in a restaurant.

1. _____
2. _____

C. What does both suggestive selling and upselling have in common?

D. Write **S** if the statement is **Suggestive Selling** and **U** if it is **Upselling**

1. _____ Asking the customer if they wish to upgrade to a large soda
2. _____ Recommending a salad to a customer that orders fritters only.
3. _____ Describing flavors in a more expensive drink to a guest that orders a soda.
4. _____ Letting the guests know that delicious guava duff is on the dessert menu.