

Drive Thru Order Accuracy Health Check



REMEMBER: Right people, right time, right position

Purpose: To improve execution and remove barriers to **improve accuracy**, which can have a tremendous impact on every aspect of restaurant operations.

- Improved Drive Thru order accuracy can lead to improved VOICE Customer Satisfaction.
- Improved Drive Thru order accuracy can lead to an improved guest experience.
- Fewer guest complaints can lead to an improved work experience for managers and crew.

- Answer each question: Yes (Y) or No (N)
- Decide if you should Fix it Now (FN) or add this to the Action Plan (AP)
- Determine if the root cause for any No answers is Knowledge, Resources or Motivation (K/R/M)

Shift Operations		Y/N	FN/AP	K/R/M
	Was a Pre-Shift Checklist completed and action items addressed?			
	Is the Drive Thru and BDAP Cell staffed and positioned effectively using the Staffing, Scheduling & Positioning tools?			
	Are all areas of Drive Thru and BDAP cell set up according to Be Well Served and stocked before peak (including Drive Thru cart)?			
	Is all the equipment working in both the Drive Thru and BPAD cell?			
	Do all printers have the correct printer paper (sticky printer paper for BDAP cell) installed and working properly?			
	If you have a side-by-side Drive Thru, does your Drive Thru stripping include a merge point strip?			
	Are all High 5 cards posted in each position, BDAP cell and being followed?			
Crew Position		Y/N	FN/AP	K/R/M
Order Taker: CLARIFY for Accuracy	Are the headsets and batteries charged, and is there a minimum of 5 headsets and 7 batteries in good working condition and in use?			
	Does the headset system sound clear when communicating with guests?			
	Are all orders displaying correctly on the Digital Menu Board ?			
	Does the order taker store the orders in the proper sequence? (Refer to Drive Thru Execution Manual for your specific configuration.)			
	Are the order takers interrupting guests during the order taking process?			
Cashier: CONFIRM for Accuracy	Are the correct orders being confirmed with the correct car?			
	Are all members of the Drive Thru team and shift managers wearing a headset so that if there is a change the team can communicate immediately via the headset, so they are aware and to help ensure accuracy?			
Kitchen:	Has the restaurant developed people to lead the kitchen? PLX / PL neXt Development Program			
	Is there a system in place to have a Production Leader when 2 or more are in the kitchen?			
	Are all grill slips being placed on grilled products properly?			
	Are grilled orders being double checked by finisher (including plain items with cheese)?			

