

# Drive Thru Assembler/Expeditor Health Check



**Purpose:** Improve the execution and remove barriers at the **assembly point**, to meet the optimal of 50 seconds or less to assemble and present the guests order while remaining friendly, accurate, and fast to keep the wheels moving in the Drive Thru and capture the full potential.

- 50% of delays in DT are caused by assembling orders.
- Most orders include both hot and cold menu items.
- It is important to assemble the orders in a specific sequence so that the food's temperature is as close as possible to McDonald's quality standards.
- To eliminate the back and forth, items are displayed by "like locations" ( i.e. cooler for milk, bottled water, etc.) and separated by lines per category for ease of use.
- If the runner prepares service area items while the kitchen is producing product, all items can be completed at the same time. Items that are produced in the service area are shown first in the sequence.
- For best taste and temperature, assemble orders in the proper sequence for breakfast and regular menu orders (shown below).

Gather Employee Input	Why is this important?	Comments
Is all the equipment working and are they missing anything?	Improperly working equipment or missing equipment can cause crew frustration.	
Does the restaurant have a <u>tracking board</u> ? Is the shift manager tracking DT results? Does the crew know the targets?	Ensuring the targets have been communicated keeps everyone focused.	
Does the shift manager know how to coach crew if they see red or yellow on the <u>DT timer</u> ?	Crew and managers should all be aware of the colors on the DT timer and what needs be done to remove bottlenecks.	
Evaluate the comfort of the employee. (e.g. HVAC working, jackets/gloves available in cold weather, etc.)		
Equipment		
Is the HLZ/HLS/OAT and order assembly area set up according to <u>Be Well Served</u> ?	Having each area set up to reduce the bends, steps, turns and reaches also saves time.	
Does the Present booth window function correctly?	The window should open/close without binding, moving easily on the track.	
Are the headsets and batteries charged, and is there a minimum of five headsets and seven batteries in good working condition and in use? Are the headsets being sanitized between uses?		
Is the Assembler/Expeditor wearing a headset?	This allows the entire DT team the ability to communicate with each other.	
Are all bump bars working properly?		
Are the monitors labeled to indicate complex orders?	Complex orders are any orders that have more than 8 lines on the monitor. Colored tape or arrows affixed to the monitors at 8 lines is a good visual for presenters and runners indicating the order is complex and should be pulled forward.	
Are orders appearing on the Expo monitors "on store" or "on the fly"?	This setting can be changed on the BOS Manager's configuration tool. By default, the setting is "on store" – meaning DT orders will not appear on the monitor until the employee "stores" the order.	
Is a fry monitor present? Is it displaying fry size totals or fries needed by order (legacy)?	Displaying fries by order instructs the fry person which sizes are needed first vs. how many of each size. An OTP Pro can make this change.	

Are there extra bags readily available?	Stock all positions prior to the peak to keep people in position.	
Are there adequate condiment bags pre-prepared?		
Is the HLZ and order assembly area stocked prior to peak?	If properly stocked for the peak, crew won't have to leave their positions which could impact service times.	

## Procedures

Has the shift manager designated a person to prepare and run out pulled forward orders?	The pull forward runner should not be a member of the DT team.	
Is the assembler/expeditor selecting the proper bag size to prevent going back and forth?		
Are napkins and condiment bags (if applicable) being added to the bag to help with order accuracy?		
If no one is scheduled or positioned, has the drink position been assigned as a secondary role?	If using a coordinator, they should be coordinating beverages and assisting with McCafe, coordinating non-bagged items, keeping orders together and sharing responsibilities of the runner.	
If using an expeditor, they should be bagging the orders for the runner.		

Depending on staffing and positioning, the hot drinks, cold drinks and refrigerated drinks, unless a McCafe beverage has been ordered should be prepared first. If there is a McCafe beverage, that's first. Then assemble the refrigerated items especially if there is no refrigerator in the drive thru.

Assemble the shakes, sundaes/McFlurries before the sandwiches and fries/hash browns are bagged. This way, the kitchen still has time to finish preparing the sandwiches – saving time and ensuring all parts of the order are complete at the same time.

Drinks should be in a drink carrier if there are more than two in the order. The drinks should be side by side so that the bag can be placed on the carrier and handed out in one motion. This saves time and builds drive thru capacity.

## Assemble orders in this sequence:

### Breakfast

Oatmeal  
Hot Beverages  
Cold Beverages  
McCafé shakes, sundaes, cones, and McFlurry desserts  
Refrigerated items  
Condiments  
Entrees  
Pies and Cookies  
Hash Browns or Fries

### Regular Menu

Hot Beverages  
Cold Beverages  
McCafé shakes, sundaes, cones, and McFlurry desserts  
Refrigerated items  
Condiments  
Entrees  
Pies and Cookies  
French Fries or Hash Browns

**Guidelines for Assembling Orders:**

<b>Bag Size</b>	<b>Capacity (number of items)</b>
A	1 to 3
B	4 to 6
C	7 to 9
Salad bag/breakfast bag	3 salads or breakfast entrees

**Bag Capacities**

<b>Breakfast Product</b>	<b>Number of items a product equals when packing a bag</b>	<b>Regular Menu Product</b>	<b>Number of items a product equals when packing a bag</b>
Bagel only	1 item	Big Mac	2 items
Bagel sandwiches	2 items	Cheeseburger or Hamburger	1 item
Big Breakfast	6 items (use breakfast bag)	Chicken McNuggets (4 piece)	1 item
Big Breakfast with Hotcakes	6 items (use breakfast bag)	Chicken McNuggets (6 or 10 piece)	2 items
Biscuit only	1 item	Cookies	1 item
Biscuit sandwiches	2 items	Double Cheeseburger/McDouble	2 items
English Muffin Only	1 item	Filet-o-Fish	2 items
McMuffin sandwiches	2 items	Fries – small	1 item
Fruit 'n Yogurt Parfait	2 items (only 1 can go in a bag, if there are 2 parfaits, they should be placed in a beverage carrier)	Fries – medium or large	2 items
Hash Brown	1 item	McChicken	1 item
Hotcakes with Sausage entrée/Hotcakes only	6 items (use breakfast bag)	Pies	1 item
McGriddles only	1 item	Crispy Chicken	2 items
McGriddle sandwiches	2 items	Quarter Pounders	2 items
Oatmeal	1 item	Salads	2 items (use salad bag)
Sausage Burrito	2 items	Sandwiches without buns	2 items (use salad bag)
Bakery	2 items		

**Restaurant Action Items/Next Steps:**

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