

Drive Thru Cashier Health Check



Purpose: Improve the execution and remove barriers at the **cashier window**, to meet the optimal 15 seconds or less target of cashing out orders while remaining friendly, accurate, and fast to keep the wheels moving in the Drive Thru and capture the full potential.

Cashiering causes 19% of Drive Thru delays.

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, safety vest if outside, etc.)		
Equipment		
Is the DT Cash booth set up according to <u>Be Well Served</u> ? No overshef – no Be Well Served!	Having the cash cell set up to reduce the bends, steps, turns and reaches also saves time.	
Does the Cash booth window function correctly?	The window should open/close without binding, moving easily on the track.	
Is the cash drawer secured to the DT stand or is it loose and moving around? Are there any missing or broken springs in the cash drawer?	The drawer should be secured to prevent employees from constantly moving it back into position. Missing or broken springs could cause the drawer to jam.	
Are the cameras, monitors working, and pointed at the correct angle? The danger zone camera would alert the manager if they need to assist the drive thru crew. Merge monitors would assist order takers when storing orders if video capture is not available.	Danger Zone camera should be pointed 12-20' above the ground to provide a wide viewing area of the DT. It should show the COD and the danger zone area in front of the COD to be able to see the DT stacking.	
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?		
Does the customer's order display on the <u>digital menu board</u> ? ** With ODMB, it is no longer necessary to repeat the order at the cash booth.	As long as the order is correct on the menu board, there is no need to repeat the order. This could save as much as 15 seconds in the cash time.	
Does the restaurant have the required PED Paddle for contactless cashiering? Is it being offered?	Coach employees on the use and angle of the paddle if handing out.	
Has the volume on the PED been increased to 100%?	Customers and crew know when the credit transaction has been completed	
Is the offers scanner working properly and is it being stored in the holder when not in use?	Scanning offers is quicker than manually entering the code on the POS.	
Is the coin changer in use and filled prior to peak?	Coin changers save 3 – 5 seconds on cash orders in Drive Thru.	
Is the cash drawer stocked prior to the peak?		
Are Arch Cards readily available?	Lost seconds due to manager's having to run to get Arch Cards.	
Is the PED device being cleaned every 5000 uses with the approved cleaning card?	Regular cleaning prevents guests from having multiple attempts when swiping cards. Encourage "tapping" if the card is enabled.	

Procedures

Is the cashier proficient at making change?		
Is the cashier proficient at basic cashiering? Examples: POS knowledge, exact cash keys, Arch card sales/redemption, use of multi-order.		
Does the cashier look ahead to the next car for visual cues as to how the guest will be paying? If the guest has a credit card in their hand, the cashier can pull the order down quicker, press "credit" sooner on the POS.		
If the order is changed at the cash window, does the cashier notify the rest of the DT team immediately via the headsets so they are aware and to help ensure order accuracy.		
When receiving cash payments, does the cashier lay the bills face down across the cash drawer and leave it there until the customer receives the correct change?	Putting cash away as it's received takes valuable time, plus there is less chance of confusion (I thought I gave you a twenty). It also makes spotting counterfeits easier.	
When returning change to the guest, does the cashier state the amount of change to the guest?		
When returning change to the guest, does the cashier place the coins in the guest's hand first followed by the bills and receipt?	Employees should encourage guests to use the "tap" method as it processes faster than dip or swipe.	
Is the cashier assigned any secondary duties that will potentially add seconds to cash times? Examples include building happy meal boxes, tray cleaning, condiment bags and multi-tasking during peak (order taking and cashiering simultaneously)?		
Is the cashier aware of all current mobile offers and/or promotions, how to describe them, and where to find them on the POS?	Being aware of all promotions saves valuable time in the order taking process.	
Are receipts being handed out with every order? The receipt printer may be located in the present booth however all guests should receive their receipt.		

Restaurant Action Items/Next Steps:
