

Drive Thru Order Taker Health Check



Purpose: Improve the execution and remove barriers at the **order taker point**, to meet the optimal 25 seconds or less target of taking the guests order remaining friendly, accurate, and fast to keep the wheels moving in the Drive Thru and capture the full potential.

Order taking causes 9% of Drive Thru delays. The order taker should be an elite crewmember that is not easily distracted.

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 tracking board? 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 and safety of the employee. (e.g. HVAC working, jackets/gloves available in cold weather, safety vests if outside, etc.)		
Equipment		
Is the order taker position set up according to <u>Be Well Served</u> ?	Having the order taker cell set up to reduce the bends, steps, turns and reaches also saves time.	
Is the DT menu board clean and in good repair, not blocked by any landscaping?	If guests cannot see or read the menu board, it will affect order-taking times.	
Is the DT lot striping appropriate for your restaurant's configuration? (e.g. side by side merge stripe)	Consistent use of signage and striping guides the drive thru traffic. The striping should define the drive thru lane by starting at the entrance of drive thru and stopping at the exit.	
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. State "if your order is correct on the screen your total is XXX."	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 order taking time.	
Are both order points (lanes) in use?	Multiple order points increase capacity and sales. When both order points are always open, sales can grow every hour of the day.	

Procedures

Is the order taker 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.	
Does the order taker greet the guests immediately and friendly? Hospitality in their voice?	Save up to 10 seconds by greeting guests on the first beep.	
Is the order taker only taking orders at one order point and not at both order points during peak periods?		
Does the order taker wait for guests to finish ordering before asking any questions? (not interrupting)	Every question asked during the order taking process add 9 seconds.	
Is the order taker able to answer any of the guest's questions and requests?		
Does the order taker store the order in the proper sequence? (refer to DT Execution manual for your specific configuration)	If cashiers do not have to re-sequence orders, it will save 5 seconds at the cash booth.	
Does the order taker repeat the entire order each time or only if they are uncertain?	Repeating the entire order can add significant time to the order taking process.	
Does the order taker use back to basics / smart order taking ?		
Is the order taker multi-tasking?	During peak periods, separating the order taking and cash functions can save up to 5 seconds.	
Are other DT members assigned secondary duties to flex in to help take orders?		
Has the order taker been verified in FRED?		

Restaurant Action Items/Next Steps:
