

Drive Thru Presenter Health Check



Purpose: Improve the execution and remove barriers for the **Presenter**, to meet the optimal 15 seconds or less target of presenting the guests with their order in a friendly, accurate, and fast manner to keep the wheels moving in the Drive Thru and capture the full potential.

50% of delays in DT are caused by waiting on food/drinks. Time spent at the Present window can be driven by assembly or production, but can be managed by using Pull Forward. If it takes 40 seconds per car at the Present window, you will serve only 90 cars in an hour. If it takes 20 seconds, this equates to 180 cars in an hour.

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 Present booth 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.	
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?		
Does the customer's order display on the <u>digital menu board</u> ?	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 present time.	
** With ODMB, it is no longer necessary to repeat the order at the present booth.		
Is the ABS functioning correctly? Are the cup grabbers working? Is the <u>ABS being cleaned correctly</u> ?		
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.	
Is the yellow text and parked car image enabled on the POS? (Atos or OTP Pro can make this change)	Enabling the text and image makes the orders easier to read. The POS will also display the parking stall for the car to be sent to.	
Is there a process in place to keep the pulled forward cars organized? Is the restaurant using a "board" with sticky paper receipts or pick lists to keep organized?	Keeping the orders organized helps ensure order accuracy.	
Is there an adequate number of stalls available for pulling cars forward?	With the increase in DT visits, it may be necessary to add (or temporarily add) additional stalls for pulled forward cars. Ensure appropriate signage is available to clearly mark the stalls.	
Is the present booth and condiment cart stocked prior to peak?		

Procedures

Is the presenter double checking the orders for accuracy?	All bags should be open when handing to the guest.	
Is the presenter checking the accuracy of all items that are not bagged?		
Does the presenter make sure that the straws are either included in the bag or visible on the cup carrier?	A best bet is to "separate" the drink carriers ahead of time so they are easier to grab when putting the drinks in.	
Is the presenter hanging the bags out (HBO) the window for the approaching car?		
When presenting orders with two drinks or less, does the presenter hand out the order with the drinks in the carrier and the bag on the carrier?	The side with the drinks should be in the presenter's hand.	
When presenting orders, is the food going out first followed by the beverages?		
Is the presenter bumping the orders from the screen before they are served out the window?	Orders should not be served off the monitor until the guest receives their order	
Is the presenter listening for cues from the runner to indicate when a car should be pulled forward? Is the presenter looking at the RED hold on the monitors?	The presenter should not have to ask the runner if they should pull the car forward! If asking to pull the car forward, it should have already been done!	
Is the presenter looking ahead on the monitors for complex orders so they are prepared to pull the car forward?		
If orders need to be pulled forward, is the presenter pressing the "Held" button on the bump bar?	Orders should not be served off the monitor if they are held. This impacts order accuracy.	
When pulling cars forward, is the presenter telling the guest what they are waiting on, how long the wait will be and where to pull forward to?	When guests are told the 3 W's (Why, Wait and Where), guest satisfaction scores improve greatly.	

Restaurant Action Items/Next Steps:
