

# Pull Forward 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 full potential.

- The hours that have an effective use of the second side of the prep table, combined with proper use of Pull Forward have higher car counts
- The Optimal Pull Forward range is 10-15%
- Pulling cars forward does not help if the kitchen is unresponsive.

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 to 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 HLZ 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.	
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 Pull Forward Runner 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?	Stocking all areas prior to the peak keeps crew 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.	

## Layout and Signage

Are there adequate park stalls designated?	These stalls are typically in sight of the drive thru window so the presenter can direct the customers which stall to pull into. If the POS has been configured, that will tell the presenter the stall number also.	
Is there adequate space and layout to utilize roll forward? Not all sites can utilize this. <a href="#">Reference the DT Execution page for more details.</a>	If there is 40' from the present window to a reserved sign, roll forward can be utilized. The guests like being connected to the building and it is easier to run orders out.	
Is the forward present (3 <sup>rd</sup> window) being utilized? (if applicable)		

## Procedures

Has the shift manager designated a person(s) to prepare and run out pulled forward orders?	The pull forward runner should not be a member of the DT team or the GESSL.	
Is the assembler/expeditor selecting the proper bag size to prevent going back and forth?	Overfilling bags makes it harder to double check for accuracy.	
Are napkins and condiment bags (if applicable) being added to the bag to help with order accuracy?		
Is the Pull Forward runner wearing an apron stocked with condiments and straws to prevent running back inside? Is a safety vest being worn?		
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, are they should be bagging the orders for the runner?		
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. Pick lists or simply writing on the receipts the location of the car will help the pull forward runner.	
Are more than 2 orders being run out at a time?	This could cause confusion for the crew and the guests and will take longer if the orders aren't organized.	
<b>Forward Present:</b> Is the second present station fully stocked with straws, napkins, salt, ketchup to assist with quick requests?	Stocking the second stations saves time running back and forth.	
<b>Forward Present:</b> If more than one order is marked "paid" on the monitor, is the first car to arrive at the present window sent to the 2nd window?	The second presenter should run and present that guest with their order – bagged items first then drinks. This allows for double present at both windows.	
<b>Forward Present:</b> Is the presenter looking ahead to orders with only drinks?	Orders that appear on the screen that have drink only orders behind them should be pulled to the forward present window – allowing for double present at both windows.	
<b>Forward Present:</b> If any part of an order is not ready, is the presenter directing the guest to a designated park stalls?	If the order is not ready, never pull the car forward to the forward present window. Orders sent to this window should sit no longer than 30 seconds – keep the wheels moving!	

**Restaurant Action Items/Next Steps:**

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