

# Drive Thru Runner Health Check



**Purpose:** Improve the execution and remove barriers at the **runner position**, to meet the optimal OEPE time of 120 seconds or less to keep the wheels moving in the Drive Thru and capture the full potential.

- For every 20 seconds OEPE goes up, we decrease our DT capacity by 10 cars per hour.
- OEPE times should be two times that of KVS times
- 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.

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 vests if outside, etc.)		
Equipment		
Is the Present booth, 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.	
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?		
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?		
Are there adequate condiment bags pre-prepared?		
Is the DT Runner cart set up by Be Well Served standards? Not used as extra storage?	Having commonly used condiments on the top row saves time by minimizing reaches and bends by the runner and presenter.	
Is there a 2-1-Ready board or order divider sticks in use to separate orders?	Keeping the bags and drinks organized helps with order accuracy.	
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 person chosen to be the runner one of the elite crew.	An experienced runner will reduce inaccurate orders and maintain service speed.	
Is the runner aware and "managing the green border" on the monitor? Green on runner expo monitor could mean seconds are being added for changes.	If the monitor is full and orders are pending, but the green box is on the first or second position, check to see if the production area needs assistance.  If the monitor is full and orders are pending with no green box position, check to see if the present area needs assistance.	
Is the runner communicating the decision to pull forward based on entrees and/or fries?		
Is the runner selecting the proper bag size to prevent going back and forth?	Overfilled the bags makes it hard to double check for accuracy.	
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

### Lunch

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

## Guidelines for Assembling Orders:

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

### Bag Capacities

Breakfast Product	Number of items a product equals when packing a bag	Regular Menu Product	Number of items a product equals when packing a bag
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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