



# Drive-Thru Area Leader Verification Form

Passed: Y / N  
Total: \_\_\_\_\_

Name: \_\_\_\_\_ Coach: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

## Purpose

- To determine if the area leader can lead the areasuccessfully.
- To assess the area leader on what is working well and what would work even better by:
  - Setting performanceexpectations
  - Reinforcing standards of operations
  - Applying basic peoplepractices

## Targets

Determine 2-3 targets to measure, and set the goals for the shift:

Target:	Goal:	Actual:
_____	_____	_____
_____	_____	_____
_____	_____	_____

Plan for the shift	Y/N
1. Communicates with previous/current Shift Leader about successes and opportunities	
2. Completes Drive-thru travel path and DT Pre-Shift Checklist	
3. Sets and communicates targets and expectations	
4. Restaurant safeguards are in place in the Drive-thru and being used properly (masks, gloves, protective panels, PED paddles, safety+ signage, etc.)	
5. Positions according to DSPT and Pull Forward Runner Identified	
6. Communicates secondary duties and promotional information	
7. Ensures equipment is functioning properly and being used <ul style="list-style-type: none"> <li>Headset batteries charged</li> <li>Coin changer</li> <li>Scanner &amp; printer</li> <li>Contactless payment – PED paddles in use</li> </ul>	

## Instructions

### Step 1. The Coach and Area Leader

- Review the document to understand the behaviors of a successful area leader. **Critical behaviors are highlighted.**
- Set and record area targets.

### Step 2. The Coach

- Observes pre-shift, leading the area, and post-shift tasks.
- Complete points assessment for all three sections. Each question is worth one point.

### Step 3. The Coach and Area Leader

- Determine the result by totaling the points scored across all 3 sections.
- Discuss the shift and summarize what the area leader did well, and what they could do better next time.
- Review the results with the area leader to identify needs for performance improvement.
- Develop an action plan.

Leading the Area	Y/N
8. Positioned to focus attention on entire Drive-thru area	
9. Observes and provides feedback to ensure correct procedures: <ul style="list-style-type: none"> <li>Pull forward/Roll forward (Why/Wait/Where)</li> <li>Back to Basics Order Taking</li> <li>Split functions</li> <li>Contactless operations (including PED paddle)</li> <li>MOP</li> </ul>	
10. Identifies, prioritizes, and solves problems/ blockages effectively (uses DT timer where applicable)	
11. Maintains positioning according to DSPT, repositions to meet customer demand, and ensures social distancing positioning	
12. Maintains shift cleanliness/sanitation inside and outside	
13. Model and coach to elevated hospitality behaviors to ensure customer satisfaction throughout the shift	
14. Follows customer recovery process when necessary	
15. Monitors and communicates progress toward targets throughout shift	
16. Prioritizes to eliminate any potential risk to customer or crew safety	
17. Follows security and food safety procedures	

Post shift Analysis	Y/N
18. Compares results to targets and identifies strengths and opportunities	
19. Determines plan to address opportunities and blockages	
20. Discusses successes and opportunities with Shift Leader and seeks feedback	
21. Provides appreciative and/or constructive feedback to the Drive-thru Team	
22. Resolves or communicates outstanding issues before leaving shift	

<b>Total Critical:</b> ____ out of 12	<b>Total Answered Yes:</b> ____
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### Verified:

- Area lead must have scored **18** or more **AND**
- Area lead has **100%** of the **critical** behaviors
- ➔ Coach recognizes area leader for successfully completing the verification

### More Steps Required to be Verified:

- Area lead scores between **16-17** points **AND**
- Area lead has **100%** of the **critical** behaviors
- ➔ Area lead can work with their coach to correct remaining behaviors and sign off when complete

### Schedule Another Verification:

- Area lead scores between **0-15** points **OR**
- Area lead misses **1 or more critical** behaviors
- ➔ Area leader to review feedback from verification and practice demonstrating missed behaviors

**Feedback:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Coach Signature:** \_\_\_\_\_

**Learner Signature:** \_\_\_\_\_