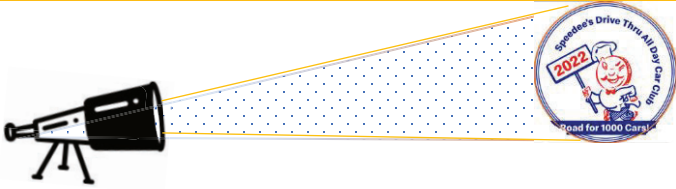


DT FOCUS OF THE MONTH



Order Taking & Cashiering

Use “Back to Basics” order taking to help take guest’s orders efficiently.
“make it your own and use a different response”

Remember



- All questions are asked at the end. **DO NOT interrupt the guest!**
- The guest can always clarify but be specific with your questions to improve the entire order process.

The Guest says

I'd like a 10-piece McNuggets.

I'd like a Number 3 Meal.

I'd like a Number 4 with a Diet Coke.

I'd like a frappe.

I'd like a Happy Meal.

Reply

Would that be BBQ sauce for the McNuggets?

Will that be Large with a Coke?

Will that be the Crispy Chicken Deluxe meal?

Will that be a Large Caramel Frappe?

Will that be a 6-piece McNugget meal with BBQ sauce and a Barbie toy?

Order Taker and Cashier Best Bets

ORDER TAKING

- ✓ Respond at the 1st beep
- ✓ Only repeat orders if unsure
- ✓ Refrain from multi-tasking during the peaks. Stay focused on order taking to ensure accuracy
- ✓ For Side by Side, wait to store orders until *after* the car's front bumper has crossed the merge point line

CASHIERING

- ✓ Look ahead for visual cues of payment type (cash, credit or linked payment)
- ✓ Recall orders quickly – be ready with receipt for linked payment orders and direct guest ahead to present booth
- ✓ Refrain from multi-tasking during the peaks
- ✓ If orders are being changed at the cash window, be sure to communicate with order taker if necessary



Target for ORDER TAKING

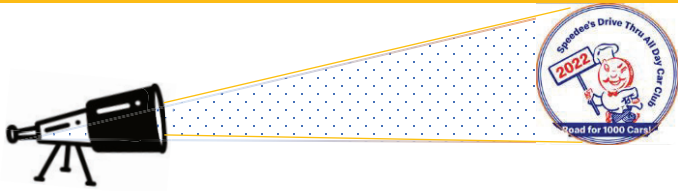
25 seconds or less



Target for CASH

15 seconds or less

DT FOCUS OF THE MONTH



Order Taking & Cashiering

Use “Back to Basics” order taking to help take guest’s orders efficiently.
“make it your own and use a different response”

Remember



- All questions are asked at the end. **DO NOT interrupt the guest!**
- The guest can always clarify but be specific with your questions to improve the entire order process.

The Guest says

I'd like a 10-piece McNuggets.

I'd like a Number 3 Meal.

I'd like a Number 4 with a Diet Coke.

I'd like a frappe.

I'd like a Happy Meal.

Reply

Would that be BBQ sauce for the McNuggets?

Will that be Large with a Coke?

Will that be the Crispy Chicken Deluxe meal?

Will that be a Large Caramel Frappe?

Will that be a 6-piece McNugget meal with BBQ sauce and a Barbie toy?

Order Taker and Cashier Best Bets

ORDER TAKING

- ✓ Respond at the 1st beep
- ✓ Only repeat orders if unsure
- ✓ Refrain from multi-tasking during the peaks. Stay focused on order taking to ensure accuracy
- ✓ For Side by Side, wait to store orders until *after* the car's front bumper has crossed the merge point line

CASHIERING

- ✓ Look ahead for visual cues of payment type (cash, credit or linked payment)
- ✓ Recall orders quickly – be ready with receipt for linked payment orders and direct guest ahead to present booth
- ✓ Refrain from multi-tasking during the peaks
- ✓ If orders are being changed at the cash window, be sure to communicate with order taker if necessary



Target for ORDER TAKING

25 seconds or less



Target for CASH

15 seconds or less