

Laminate and post these Sheets at your FC And DT OT Stations.

To Emprove Gest Experience, Order accuracy, Car Count, FC Guest Count, OT Times, and over all Consitncy.

Or ask John to make some up, I'm sure he'd be glad to do it for you! ;)

Front Counter 6 steps to “Smart Order Taking” System.

Step 1: Greet the customer.

“Hello My Name is _____, welcome to McDonald’s... Well you be using mobile Rewards app today?”

Step 2: Take the Order, **never interrupt.**

Step 3: Clarify the Order using back to basics order taking.

Examples of the most common/Basic clarifications:

If ordered on regular menu:	Then you ask:
McNuggets without specifying sauce	Would you like BBQ sauce?
Extra Value meal without specifying size	Would you like to make that a large?
McFlurry without specifying flavor	Would you like an oreo Mcflurry?
Drink without specifying size	Would that be a large?
Soft Drink without specifying flavor	Would that be a coke?
McCafe Latte or Mocha	Would that be an iced (latte or mocha)?
Happy Meal without specifying drink or side item	Would you like chocolate milk? Would you like apple slices?
If ordered on breakfast menu?	Then you ask:
Burrito without specifying sauce	Would you like mild sauce?
Big Breakfast or Big Breakfast w/Hotcakes	Would you like grape jelly?
Breakfast Extra Value Meal without specifying drink	Would that be coffee with your meal?
Coffee without specifying condiments	Would that be black?

Step 4: Confirm Order Accuracy by Repeating the entire order, Then say.

“If that's Correct? (Pause Briefly) Then your total will be \$xx.xx”

Step 5: Cash out the guest.

-Inform the guest what their Table (Take out) number will be.

-Inform them about The Voice Opportunity.

-Let Them make Their Drink(s), and be seated, Or where their take out order will be presented.

-Example:

“Your order number is __. (While your circling the voice website on the receipt) if you would, please go to this web address, we would love to hear about your experience today...we strive for highly satisfied. When you do You'll receive a validation code for a buy one, get one Sandwich. We'll Bring Your order to you when it's ready.”

Step 6: Thank the Guest!

Drive Thru 7 steps to “Smart Order Taking” System.

Step 1: Greet the customer.

“Hello My Name is _____, welcome to McDonald’s... Well you be using mobile Rewards app today?”

Step 2: Take The Order. **Never Interrupt.**

When the customers is finished ordering, Clarify the Order using back to basics order taking.

Examples of the most common/Basic clarifications:

If ordered on regular menu:	Then you ask:
McNuggets without specifying sauce	Would you like BBQ sauce?
Extra Value meal without specifying size	Would you like to make that a large?
McFlurry without specifying flavor	Would you like an oreo Mcflurry?
Drink without specifying size	Would that be a large?
Soft Drink without specifying flavor	Would that be a coke?
McCafe Latte or Mocha	Would that be an iced (latte or mocha)?
Happy Meal without specifying drink or side item	Would you like chocolate milk? Would you like apple slices?
If ordered on breakfast menu?	Then you ask:
Burrito without specifying sauce	Would you like mild sauce?
Big Breakfast or Big Breakfast w/Hotcakes	Would you like grape jelly?
Breakfast Extra Value Meal without specifying drink	Would that be coffee with your meal?
Coffee without specifying condiments	Would that be black?

Step 3: Clarify the order by Asking.

“If Your Screen is correct? (Pause briefly) your total will be \$xx.xx at the first window. Thank You!”

Step 4: Wait to Store the order until the Guest crosses the merge point.

Step 5: Cashier greets the customer and confirms the order with one distinguishing item.

“Hello my name is, did you have the order with the _____? Your total is \$xx.xx.”
Cash out customer & say, “Thank You!”

Step 6: Presenter greets the customer and confirms the order with one distinguishing item. “Hello, you have the order with the _____?”

-Always present food first unless the food is not ready.
-Park the customer if the food is not ready. “We are holding on your **(What)**. It will be Ready **(When)**. Please pull forward to **(Where)**, and we'll bring your order right out.

Step 7: Thank the Guest!