

# Drive Thru Order Accuracy Health Check



**REMEMBER:** Right people, right time, right position

**Purpose:** To improve execution and remove barriers to **improve accuracy**, which can have a tremendous impact on every aspect of restaurant operations.

- Improved Drive Thru order accuracy can lead to improved VOICE Customer Satisfaction.
- Improved Drive Thru order accuracy can lead to an improved guest experience.
- Fewer guest complaints can lead to an improved work experience for managers and crew.

- Answer each question: Yes (Y) or No (N)
- Decide if you should Fix it Now (FN) or add this to the Action Plan (AP)
- Determine if the root cause for any No answers is Knowledge, Resources or Motivation (K/R/M)

Shift Operations		Y/N	FN/AP	K/R/M
	Was a Pre-Shift Checklist completed and action items addressed?			
	Is the Drive Thru and BDAP Cell staffed and positioned effectively using the <a href="#">Staffing, Scheduling &amp; Positioning</a> tools?			
	Are all areas of Drive Thru and BDAP cell set up according to <a href="#">Be Well Served</a> and stocked before peak (including Drive Thru cart)?			
	Is all the equipment working in both the Drive Thru and BPAD cell?			
	Do all printers have the correct printer paper (sticky printer paper for BDAP cell) installed and working properly?			
	If you have a side-by-side Drive Thru, does your Drive Thru stripping include a merge point strip?			
	Are all <b>High 5 cards</b> posted in each position, BDAP cell and being followed?			
Crew Position		Y/N	FN/AP	K/R/M
Order Taker: <b>CLARIFY</b> for Accuracy	Are the headsets and batteries charged, and is there a minimum of 5 headsets and 7 batteries in good working condition and in use?			
	Does the headset system sound clear when communicating with guests?			
	Are all orders displaying correctly on the <a href="#">Digital Menu Board</a> ?			
	Does the order taker store the orders in the proper sequence? (Refer to <a href="#">Drive Thru Execution Manual</a> for your specific configuration.)			
	Are the order takers interrupting guests during the order taking process?			
Cashier: <b>CONFIRM</b> for Accuracy	Are the correct orders being confirmed with the correct car?			
	Are all members of the Drive Thru team and shift managers wearing a headset so that if there is a change the team can communicate immediately via the headset, so they are aware and to help ensure accuracy?			
Kitchen:	Has the restaurant developed people to lead the kitchen? <a href="#">PLX / PL neXt Development Program</a>			
	Is there a system in place to have a Production Leader when 2 or more are in the kitchen?			
	Are all grill slips being placed on grilled products properly?			
	Are grilled orders being double checked by finisher (including plain items with cheese)?			



# McCafé Premium Roast Coffee, Iced Tea, and Iced Coffee Health Check

- People
- Optimized Equipment Layout
- Coffee Production
- Delivering a Great Guest Experience

- Step 1** – Complete monthly with Supervisor and General Manager.
- Step 2** – Answer questions with Yes (Y) or No (N).
- Step 3** – Decide should you Fix it Now (FN) or add to Action Plan (AP).
- Step 4** – For any “No” answers, determine if the root cause is Knowledge, Resources or Motivation (K/R/M).
- Step 5** – Choose 1-2 items below and make an improvement plan.

		Y/N	FN/AP	K/R/M
<b>People</b>	Was a pre-shift checklist completed and followed up on? <a href="#">Pre-shift Checklist</a>			
	Has a Beverage Team been identified and are they in place and providing training and coaching?			
	Is the Beverage Cell staffed and positioned effectively using Staffing, Scheduling & Positioning Guide? <a href="#">Staffing</a>			
	Are the crew reacting immediately to the Beverage Monitor when a drink appears?			
	Have the crew been trained in brewing, holding, and serving premium roast coffee, iced tea, and coffee?			
<b>Procedures</b>	Is premium roasted coffee, iced tea, and iced coffee being timed correctly, and is the product wasted if it's not served within its holding time? (premium roast coffee 1 hour in the thermal decanter, iced tea 8 hours, iced coffee 12 hours).	Y/N	FN/AP	K/R/M
	Are the crew stirring all premium roast coffees with four (4) or more sweeteners?			
	Do premium roast coffees and iced coffees have a beverage sticker applied to the cup for accuracy?			
	Are crew following the Single Spoon procedures for premium roast coffee and iced coffee?			
	Are crew using the new ice pitcher for iced tea and iced coffee?			
	Are crew adding the correct amount of ice before brewing iced tea and iced coffee? (full pitcher)			
	Are empty BIBs of MIS being replaced immediately when the display reads “REPLACE BIB!” in order to prevent having to prime the brewer?			
<b>Equipment McCafé' Premium Roast</b>	Is the Beverage Cell laid out according to Be Well Served? <a href="#">Be Well Served</a>			
	Use the <a href="#">Coffee Capacity Tool</a> to ensure you have enough brewers.			
	Use the Coffee Prep Chart to determine how many pots of coffee to brew. <a href="#">Coffee Prep Chart</a>			
	Have you performed daily and weekly calibration of your coffee brewer? <a href="#">Coffee Brewer Calibration</a>			
	Are coffee pots and brew baskets cleaned daily using the Kay Filter Pouch cleaner?			
	Is your timing system in place and working? <a href="#">Timing System</a>			
	Are both your <a href="#">beverage printer</a> and <a href="#">monitor</a> working?			
	Are any coffee smallwares or replacement parts for your coffee equipment needed? <a href="#">H&amp;K Franke</a>			

		Y/N	FN/AP	K/R/M
<b>Equipment\ Iced Tea Iced Coffee</b>	Are all dispensers and lids clean, in good repair and have a working locking device?			
	Are the dispenser wraps and/or stickers in good condition?			
	Is the correct ice pitchers being used when preparing iced tea and iced coffee?			
	Are the iced tea and iced coffee brew baskets clean (not stained) and in good repair? Is restaurant using Kay Filter Pouch Cleaner weekly on the tea and iced coffee brew baskets?			
	Have you performed the monthly calibration on your iced tea/iced coffee brewer?			
	Have you cleaned and sanitized the sweetener lines on your iced tea/iced coffee brewer?			
	Have you used the <a href="#">Dispenser Estimator</a> tool to ensure you have enough dispensers for sweet tea, iced tea and iced coffee?			
	Have you added Sweet Tea, Iced Tea and Iced Coffee to your prep charts to determine the number of batches of each product needed daily?			
	Is the ABS dispensing a full cup of ice for iced tea?			
	Are the BIBs of MIS stored at room temperature and hooked up properly at the brewers (top side up/spout down)?			
	Are all dispensers of brewed sweet tea, iced tea, and iced coffee at or below 70°F?			
	Is the restaurant using the correct iced coffee? Bold WRIN# 13257-001			

Who will own and write a plan #1:	Who will own and write a plan #2:
Attach plan start and end dates:	Attach plan start and end dates:

# e\*Production Health Check

*A prescription to your success...*

The Right Product at the right time.....



- Step 1** – Schedule time for eProduction Health Check
- Step 2** – Sup, GM, or eProduction SME Completes eProduction Health check - answering questions, either Yes (Y) or No (N)
- Step 3** – Complete action planning (bottom of form)

Key Success Areas		Y/N
<b>People</b>	Does the team know where to find the eProduction training materials/tools on the <a href="#">eProduction website</a> (also in August NABIT kit) and the eProduction training on FRED?	
	Has the restaurant completed training for eProduction?	
	Are all eProduction settings correct in the eProduction configuration tool? <a href="#">eProduction execution manual</a>	
	Are all eProduction training/station guides posted?	
	Is there an eProduction SME in the restaurant?	
	Does the restaurant team understand how to use and follow the Fry, UHC, and Bake monitors?	
	Are Shift or Production Managers/PLX Leaders trained on how to react to changes in volume, adjusting eProduction levels using the increase/decrease keys as needed throughout the day based on the previous 15- minute period guest count changes? (Red – below 10%, yellow above 10%, and green within 10% of projected guest counts for each 15-minute period)	
<b>Equipment &amp; Smallwares</b>	Are all monitors positioned correctly per the eProduction recommended placement? (Including moving HOTG monitor to middle of grill)	
	Are all eProduction monitors, bump bars, printers*, and speakers* working correctly and in good repair? (*Future eProduction additions)	
	Does the restaurant have enough trays, spatulas, seasoning dispensers, etc....in rotation for execution and cleaning? (ex... 2 seasoning dispensers in use and 2 in rotation for cleaning)	
<b>Product</b>	Have asterisks (*) been removed from all product boxes on the UHC monitor? (Asterisks mean additional trays should be added in the eProduction configuration tool and the same number of trays available in the UHC cabinet - removing asterisks will ensure crew utilization is maximized)	
	Have all breakfast items been removed from the UHC screen during the rest of day menu? (Breakfast items can be removed using the "breakfast at lunch" tool on the eProduction website)	
	Are the cook times for baked items set for off peak times? (Baked items can be set to cook what is needed before peaks begin)	
	Are all UHC holding times being followed?	

**Action 1:** \_\_\_\_\_  
 Who will own & write a plan: \_\_\_\_\_  
 Attach plan & start date: \_\_\_\_\_  
 Follow up of Previous Health Check Action:  
 \_\_\_\_\_  
 \_\_\_\_\_

**Action 2:** \_\_\_\_\_  
 Who will own & write a plan: \_\_\_\_\_  
 Attach plan & start date: \_\_\_\_\_  
 Follow up of Previous Health Check Action:  
 \_\_\_\_\_  
 \_\_\_\_\_

# Kitchen Health Check

*A prescription to your success..*



## The "Pulse" of your Kitchen:

- It all starts with ME
- Choose 1 – 2 Actions
- Plan - with Follow Up

**Step 1** – Complete monthly (Supervisor, GM and/or Kitchen Manager)  
**Step 2** – Answer question, either Yes (Y) or No (N)  
**Step 3** – Decide if you should Fix it Now (FN) or add this to the Action Plan (AP) – (*Prescription to your success*)  
**Step 4** – Determine if the root cause for any 'No' answers is Knowledge, Resources or Motivation (K/R/M)

Key Success Areas		Y/N	FN/AP	K/R/M
<b>Food Safety</b>	Was <a href="#">Food Safety</a> completed correctly today? Check 60 days if needed.			
	During your observations was food safety always handled properly?			
<b>People</b>	A system in place to have a <a href="#">Production Leader</a> when 2 or more are in the kitchen?			
	Did the Production Leader do a <a href="#">Pre-Shift</a> ?			
	Is the grill staffed effectively for all dayparts? If not, what daypart and plan?			
	Right # of Staff & People positioned appropriate for sandwich ranges?			
	Did crew follow procedures correctly? – note training needs separately			
<b>Equipment</b>  <a href="#">Be Well Served (BWS) Book</a>	Ask 3 grill members is <a href="#">equipment working</a> ? _____			
	Grill Certification #1 _____ #2 _____ #3 _____			
	Equipment in the right place? (BWS) (coolers/freezers have thermometers)			
	Small Equipment Minimums? <a href="#">Franke</a> / <a href="#">H&amp;K</a>			
	Fryer Recovery – Routine in Place - <a href="#">Boil-Out</a> & <a href="#">Filtered Daily</a>			
	Grill Recovery <a href="#">Routine in Place</a> (date of last recovery) _____ No Carbon Build Up – remove one Teflon - quality of Teflon's and platen			
	<a href="#">Blade Changing</a> Routine in Place - i.e., every Thursday			
	KVS Monitors (Beep) & Bump Bars working and in proper place? (BWS)			
	Grill Printers in right place and working? (BWS)			
	Label Maker used correctly & current version? <a href="#">NABIT Site</a>			
<b>Product</b>	Taste a couple of products – are they gold standard?			
	Bake/Prep chart used correctly – no products made during the Peak?			
	Prep person(s) – correctly used and trained?			
	<a href="#">Prep Charts</a> in place – new ½ hour charts? UHCs set-up for success			
	HOTG dialed in for Quality? <a href="#">Check Gap Setting</a>			

*Prescriptions to your Success - Choose 1 to 2 on above outcomes*

<p><b>Action 1:</b> _____</p> <p>Who will own &amp; write a plan: _____</p> <p>Attach plan &amp; start date: _____</p> <p>Follow up of Previous Health Check Action: _____</p>	<p><b>Action 2:</b> _____</p> <p>Who will own &amp; write a plan: _____</p> <p>Attach plan &amp; start date: _____</p> <p>Follow up of Previous Health Check Action: _____</p>
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# Monthly Drive-thru Health Check

*A prescription to your success..*



- Observe DT from the outside and inside
- Coach to success
- Execute a fast, accurate, and friendly DT

**Step 1** – Complete minimally monthly  
(Supervisor, GM and/or GSM)

**Step 2** – Answer questions either Yes (Y) or No (N)

**Step 3** – Decide should you Fix it Now (FN) or add to Action Plan (AP)

**Step 4** – Determine if the root cause for any 'No' answers is Knowledge, Resources or Motivation (K/R/M)

**Step 5**- Choose 1-2 items below make a plan to improve

**Step 6**- Follow up on the plan

		Y/N	FN/AP	K/R/M
People	Has the restaurant been trained on PLX/PLneXt? <a href="#">Click here</a>			
	Are the drive-thru and supporting areas staffed and positioned effectively and being utilized correctly? <a href="#">Click here</a>			
	Are all DT crew and managers friendly with customers and greeting and thanking appropriately?			
	Are targets set (e.g. cars over last year/OEPE) posted and communicated?			
	Is a DT Leader identified, in place, and providing coaching?			
	Are DT functions split and the second side of the prep table opened when called for?			
	Was an effective DT Pre-shift checklist completed and followed up on?			
	Are support areas (fry /hash brown, McCafé) staffed when called for? If no one scheduled, are these areas assigned as secondary duties?			
Equipment	Are all cells laid out according to Be Well Served? <a href="#">Click here</a>			
	Is a coin changer functional and in use in the cash booth?			
	Are the headsets and speaker working and clear? (listen to orders)			
	Are DT menu boards clean and in good repair?			
	Is DT striping clear and visible including lane indicators? <a href="#">Click here</a>			
	Is the scanner and card reader working properly?			
	Is all of the equipment working today? Ask DT crew to verify.			
Procedures/ Product	Is there a person identified to run out pull forward orders?			
	Are correct procedures followed for service-made products? (Oatmeal, sundaes etc.)			
	Is back to basics/smart order taking being used? <a href="#">Click here</a>			
	Is the cashier trained in all forms of payment (Arch cards, mobile offers, mobile pay, Apple pay, etc.)? <b>Is the PED paddle available for all cashless transactions?</b>			
	Are runners assembling orders correctly? <a href="#">Click here</a>			
	Are crew reacting quickly for longer-to- prep items? (e.g. McCafé)			
Are Shift or Production Managers/PLX Leaders trained on how to react to changes in volume, adjusting <a href="#">eProduction</a> levels using the increase/decrease keys as needed throughout the day based on the previous 15 minute period guest count changes? (RED – below 10%, YELLOW – above 10%, GREEN within 10% of projected guest counts for each 15 minute period)				

*Prescriptions to your Success - Choose 1 to 2 on above outcomes*

**Action 1:** \_\_\_\_\_

Who will own & write a plan: \_\_\_\_\_

Attach plan & start & end dates: \_\_\_\_\_

Who will follow up and when?

**Action 2:** \_\_\_\_\_

Who will own & write a plan: \_\_\_\_\_

Attach plan & start & end dates: \_\_\_\_\_

Who will follow up and when?

# Mobile Order & Pay (MOP) Health Check

## Leading with Hospitality

- Review Organizational Digital Plan
- Observe DT, Curbside, & Dine-In from the outside and inside
- Place a mobile order
- Coach to Success
- Execute fast, accurate, and friendly MOP operations

- Step 1 – Complete monthly (Supervisor, GM and/or GSM)
- Step 2 – Answer questions either Yes (Y) or No (N)
- Step 3 – Decide should you Fix it Now (FN) or add to Action Plan (AP)
- Step 4 – Choose 1-2 items below make a plan to improve
- Step 5 – Follow up on the plan

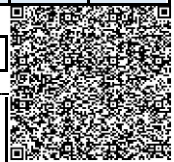
Place a mobile order on the McDonald's App & evaluate your experience as a customer.	Y/N	FN/AP
Are all McDonald's products available on the GMA?		
Was the order in the correct packaging and presented correctly?		
Was the order accurate? (including condiments, napkins)		
Was the order Gold Standard Quality?		
Was the MOP service experience time within customer expectation (the target is 4:00 or <)?		
Did the employees interact with you in a friendly manner and attentive to you as a customer?		
Was the restaurant clean and were all safety practices followed?		
How would you rate the MOP overall customer experience (1 to 5, with 5 being excellent)?		

## In Restaurant Health Check:

	Y/N	FN/AP
<b>PEOPLE</b>	<a href="#">o Have all crew members completed MOP training on FRED?</a>	
	<input type="checkbox"/> Is there a crew person assigned to manage Delivery & Mobile Order duties (recommended during peak hours)?	
	<input type="checkbox"/> Does the restaurant position a MOP Ambassador or a dedicated service experience lead?	
	<input type="checkbox"/> Are crew comfortable with using the GMA and MOP features?	
	<input type="checkbox"/> Are managers familiar with how to process customer requested refunds?	
	<input type="checkbox"/> Does the service staff understand the basics of MOP troubleshooting?	
<b>SERVICE: IN-STORE</b>	<input type="checkbox"/> Can the service staff distinguish between attended and unattended orders?	
	<input type="checkbox"/> Does the service staff know how to recall mobile orders?	
	<input type="checkbox"/> Can the service staff process understand how to process order modifications?	
	<input type="checkbox"/> Do guests receive a hard copy receipt when placing an attended order at the Front Counter?	
	<input type="checkbox"/> Is MOP Table Service executed to standards?	
<b>SERVICE: DRIVE-THRU</b>	<input type="checkbox"/> When a guest says they have a Mobile Order, does the crew person ask them for their mobile order code?	
	<input type="checkbox"/> Does the crew person ask the customer for their Mobile Order code, then greets customer by name?	
	<input type="checkbox"/> Does the crew person know how to handle order modifications?	
<b>SERVICE: CURBSIDE</b>	<input type="checkbox"/> Did you receive a hard copy receipt when placing an attended order at the Drive-thru?	
	<input type="checkbox"/> Is MOP curbside signage visible, clear, effective and in good condition?	
	<input type="checkbox"/> Are the MOP Curbside stalls located in locations that maximize customer convenience?	
	<input type="checkbox"/> Do the number of MOP Curbside stalls maximize customer convenience (minimum of 2)?	
	<input type="checkbox"/> When presenting the completed order, is the picklist adhered to the exterior of the double folded bag?	
	<input type="checkbox"/> Does curbside runner use a condiment apron and safety equipment?	
	<input type="checkbox"/> Are safety vests and apron(s) available, neat, and clean?	
	<input type="checkbox"/> Does curbside runner greet you by name & thank you for your mobile order?	
<b>MARKETING</b>	<input type="checkbox"/> Was the customer experience wait time over 4 minutes? If Yes, was the customer notified of longer wait time?	
	<input type="checkbox"/> Is proper MOP signage in place and visible to customers? (i.e. Window and Door decals)	
	<input type="checkbox"/> Is curbside parking signage visible and does it clearly guide customers to MOP parking stalls?	
<b>TECHNOLOGY</b>	<input type="checkbox"/> Are Mobile Order & Pay parking stalls clearly marked, visible, & easily accessible?	
	<input type="checkbox"/> Do the restaurant operating hours in the GMA match the hours posted in eRestaurant?	
	<input type="checkbox"/> <a href="#">o Does the MOP check-in availability match the hours posted in RFM?</a>	
	<input type="checkbox"/> Do current menu items in the GMA accurate & priced correctly?	
	<input type="checkbox"/> Are the headsets and speakers working and clear-sounding?	
	<input type="checkbox"/> Do crew/managers know how to use the Out of Product feature on the POS?	
<input type="checkbox"/> After the guest checks-in, does the order auto release to the FC EXPO screen with appropriate MOP header?		
<input type="checkbox"/> <a href="#">o Are online business listings up to date and accurate (e.g. Google Maps, Yelp, etc.)?</a>		

### Developing your digital plan - Choose 1 to 2 on above outcomes

<b>Action 1:</b> _____	<b>Action 2:</b> _____
Who will own and write a plan?	Who will own and write a plan?
Attach plan & start & end dates:	Attach plan & start & end dates:
Who will follow up and when?	Who will follow up and when?



MOP Resource Guide