Drive Thru Order Accuracy Health Check



FN/AP K/R/M

REMEMBER: Right people, right time, right position

Shift Operations

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.
- 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

Y/N

experience.
 Fewer guest complaints can lead to an improved work experience for managers and crew.

Shift Operation	ns	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 <u>Staffing, Scheduling & Positioning</u> tools?			
	Are all areas of Drive Thru and BDAP cell set up according to <u>Be</u> <u>Well Served</u> 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 High 5 cards posted in each position, BDAP cell and being followed?			
Crew Position		Y/N	FN/AP	K/R/M
Order Taker: CLARIFY 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 Digital Menu Board?			
	Does the order taker store the orders in the proper sequence? (Refer to <u>Drive Thru Execution Manual</u> for your specific configuration.)			
	Are the order takers interrupting guests during the order taking process?			
Cashier: CONFIRM 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? PLX / PL neXt Development Program			
	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)?			

BDAP Cell:	Are all crew that prepare beverages been trained and verified on all McCafé Beverages?		
Assembler/ Runner:	Has the shift manager designated a person to prepare and run out pulled forward orders?		
	Are the Expeditor monitors labeled to indicate complex orders?		
	Is the assembler/runner/expeditor selecting the proper bag size?		
	Are napkins and condiment bags (if applicable) being added to the bag?		
	Is there a 2-1 Ready board or order divider sticks in use to separate orders on the Drive Thru cart?		
Presenter: COMPLETE for	Is the yellow text and parked car image enabled on the POS? (Atos or OTP Pro can make this change.)		
Accuracy	Is the presenter double checking the order for accuracy, handing the open bag out the window, and then serving the order off the monitor (including items that are not bagged)?		

Please visit the <u>Drive Thru Resource Guide & Toolkit</u> for more information, including other health checks that restaurants can use to do additional diagnosis.

Restaurant Action Items/Next Steps: