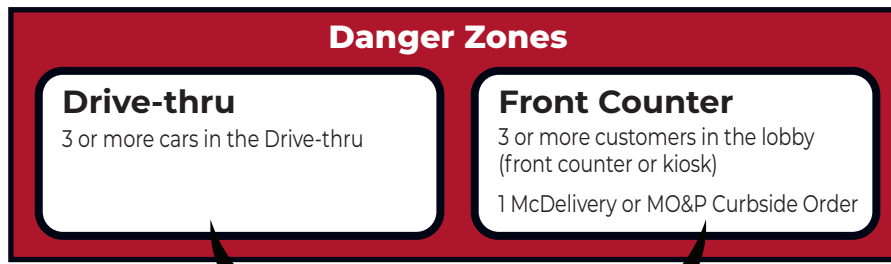


Troubleshooting Tool for Shift Leaders



Fries/Hash Browns
3 or less orders of fries prepared

Production – Food
3 or more orders on the KVS
1 Quarter Patty on the HOTG monitor

Production – Beverage
3 or more orders on the Beverage Monitor **with** a McCafé Beverage Specialist
1 order on the Beverage Monitor **without** a McCafé Beverage Specialist

- Positioning**
- Add a fry and/or hash brown person when needed
 - Make support person available for fries
 - Keep crew in position
- Shift Preparation**
- Ensure proper stock levels

- Positioning**
- Go to 2-sided prep when appropriate
 - Verify Production Manager added to schedule and DSPT when 5 or more crew in grill (10 or more on floor)
 - Designate a leader in production area during all hours of business
 - Keep crew in position
 - If needed, temporarily reposition crew from another area
- Shift Preparation**
- Stock for 24/2
 - Ensure all equipment is available and working properly
 - Confirm current promotion build guides properly posted

- Positioning**
- Temporarily reposition crew from another area, if possible
- Shift Preparation**
- Stock for 24/2
 - Ensure all equipment is available and working properly
 - Confirm current promotion build guides properly posted

- Positioning**
- Confirm runner is making McCafé beverages
 - Verify Beverage Specialist added to schedule and DSPT when 20 or more drinks in the McCafé cell
 - Confirm crew are reacting immediately when an order appears on the beverage monitor
 - Verify crew are cross-trained on the role of McCafé Beverage Specialist



Drive-thru

Positioning

- Split all functions when possible
- Keep crew in position
- Confirm Shift Leader is addressing blockages (bottlenecks) by repositioning crew from another area of the restaurant if available AND flexing in and out as needed

Shift Preparation

- Stock for 24/2

Front Counter

Positioning

- Verify GEL assigned and expectations set
- Confirm crew focused on primary roles of taking orders for in-store guests and assisting at the kiosk. (Secondary roles are assisting with assembly, presenting orders and guest hospitality.)
- Temporarily reposition crew from another area of the restaurant, if available

Shift Preparation

- Stock for 24/2