

# DRIVE-THRU OPTIMIZATION EVALUATION



Touch-free service, social distancing, and contactless ordering are now industry must-haves. When adapting to contactless service for a safer drive-thru experience for everyone, consider the following:

## HOW CAN YOUR DRIVE-THRU BETTER ADAPT FOR CONTACTLESS SERVICE?

- Have you added parking spots for curbside pickup only? How about mobile order pickup?
- Are you tracking and measuring service times for pull-forward, curbside pickup, mobile ordering, and delivery drivers?
- Have you considered implementing face-to-face ordering, where team members are positioned outside to take orders from a tablet to greet and assist customers quicker?
- Is your store ready to accept Google Pay, Apple Pay, and other touch-free payment options?

## HOW'S YOUR CREW DOING?

- Are all team members following social distancing guidelines and CDC protocols, like using face masks and gloves?
- Is your crew aware of best practices for cleaning and sanitizing HME equipment?
- Are you fully staffed during the busiest dayparts?
- Do you have equipment that your crew needs to be trained on?
- Are you providing refresher training on service time goals and contactless service basics?
- Is your team motivated and engaged or can your store benefit from some fun competition and contests?
- Are you regularly recognizing and rewarding your team for a job well done?

## ARE YOUR HEADSETS AND TIMERS WORKING PROPERLY?

- Are you using HD audio so both your customers and crew hear each other clearly and you get the order right the first time?
- Are you scheduling reminders on your EOS | HD system to automatically remind your crew to wash their hands, clean their workstation, refill the sanitizer solution, and more?
- Are you utilizing historical performance reports to identify opportunities for improvement for all your stores?
- Are you stocked up on accessories like headset batteries, and especially ear foams and earpad covers?

### Ready to Optimize Your Restaurant?

Call (800) 848-4468 or your local authorized HME dealer for more information

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