

Acting On Video Detection Information From Your ZOOM Nitro® Dashboard

The ZOOM Nitro Timer with Video Detection enables you to track Total Experience Time of cars at your store. Here are suggestions and best practices on ways you can adjust your focus to act upon the new information being presented when Video Detection is added to your ZOOM Nitro system.

- With **Danger Zone**, **Pre-Menu**, and **Drive-Off** metrics visible on the dashboard, managers and crew will have greater awareness into areas that need more focus.
- Not only will you see the number of cars waiting to place an order, you will also know when the **Danger Zone** is full and guests may abandon the lane and drive off.



- If you encounter the above conditions, begin by asking yourself these questions:
 - Are guests being greeted immediately when they arrive at the menu board?
 - Are guests that have complicated or large orders being pulled-forward, so that the wheels keep moving for the other guests in the lane?
 - Is a manager wearing a headset and coordinating the drive-thru?
 - If your location has two order points, are both order points being used?
 - If you have two order points, are two dedicated and well-trained order-takers in position?
 - Have you split the cashier and order-taker position?
 - Is a kitchen manager in place, and wearing a headset?
 - Should your store send an employee outside to take orders face-to-face? (if applicable)
 - Was the restaurant stocked and prepared for the rush? (e.g. coins, receipt tape, condiments, paper goods, etc.)
 - Are the headset batteries charged?
 - Are employees wearing the headsets to hear the guests' order sooner and beginning preparation of the meals?
 - If this is a rush period, are your well-trained employees positioned in the drive-thru?

- The ZOOM Nitro Timer with Video Detection will enhance guests' overall experience in the Pick-Up areas.
- If a guest's time in a pick-up location is exceeding the target, this can have a significant effect on the customer's experience and impact the speed of service in the drive-thru lane.
- When mobile guests arrive in your parking lot and see spaces are full, they may use drive-thru for pickup. This impacts the number of cars that can be served in the drive-thru.
- By closely monitoring all pick-up locations and ensuring guests have a quick experience, you can increase the total number of guests served, impacting your customer satisfaction and profitability.



The ZOOM Nitro Timer with Video Detection improves not only the customer experience, but also affords your team the opportunity to contribute to the store's ultimate success.

For help, call 800.848.4468 (options 1,2, and 3) or email: support@hme.com

2 of 2

HME Training Portal

Find instructional videos, supporting documents, and other guides.

www.hme.com/training
Scan to Visit ▶

