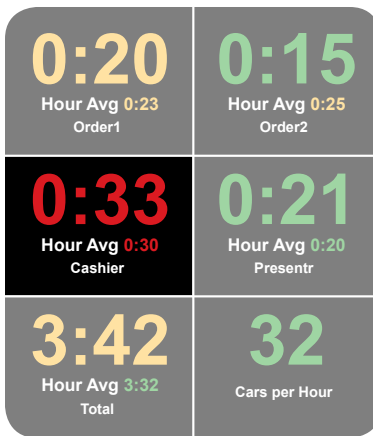


ZOOM® Timer Drive-Thru Actions

When bottlenecks are observed in the Drive-thru (indicated by the yellow and red colors displayed), you should observe the activity, ask the following questions to determine the root cause for the bottle neck; then coach the crew accordingly to improve the times and meet targets.



Red at Order Point

Order taking times are too high

What you should ask:

- Are the order taking and cash functions split?
- Are greetings prompt, brief and friendly?
- Is order taking simplified?
- Is the order taker interrupting the guest?
- Is the order taker asking: "Is the order on the screen correct?"
- Are we using EOT and "back to basic" order taking techniques?
- Are we following "Ask, Ask, Tell" procedures?

Red at Cashier

Cash times are too high

What you should ask:

- Are the order taking and cash functions split?
- Is the crew ready to accept payment, or taking extra time to verify the order?
- Is there enough change ready?
- Is the crew separating bulk change later?
- Are skims complete?
- Is there enough change in the drawer?
- Is credit card reader functioning properly?

Red at Presenter

Presenter times are too high

What you should ask:

- Is food ready for assembly?
- Do we have a second side open in the production area in order to ensure food is ready?
- Is crew using HBOs?
- Is food being presented first and the drinks last?
- Is the order of food & drink being followed?
- Is the presenter pulling cars forward when food or drink is not ready?
- Are Pull Forward procedures in place?
- Is the runner communicating for pull forwards?
- Is the Presenter using drink carriers?
- Is the McCafe or beverages/desserts staffed?