

FAST ALL DAY, EVERY DAY



TEAM MEMBERS

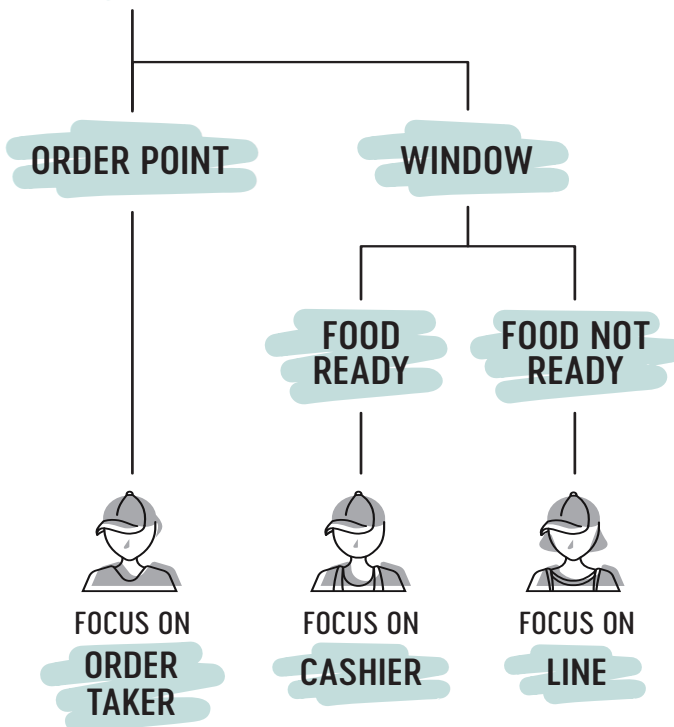
Use the speed behaviors on the right based on your position to ensure you're being fast, friendly, and accurate with every customer

MICs

Focus on maximizing transactions, balancing bottlenecks, and executing TRED on every shift to meet your speed goals

BOTTLENECK

IF BOTTLENECK IS AT



SPEED BEHAVIORS

BOTTLENECK BEHAVIORS

	DRIVE-THRU	COUNTER	CASHIER/HOST	STARTER	FINISHER	EXPEDITOR
	ORDER TAKER	CASHIER	CASHIER/HOST	STARTER	FINISHER	EXPEDITOR
T	TARGET SETTING					
	Know your time target! 🎯					
	Multiple cars backed up Short hold fry item ordered	Need help at window	Need help at counter	• Modifications • Getting backed up • Start and end of order • Low on short hold fry items (fry back-up person)	End of order	Shift in bottleneck
	Talk to FC	Talk to MIC	Talk to SC	Talk to FINISHER	Talk to EXPEDITOR	Talk to TEAM
R	RUSH READY					
	Coffee at Breakfast Fully stocked with soda Cups and lids	Fully stocked: Napkins, Sauce Packets, Utensils, Receipt Papers Printer has receipt paper If you need change	Breakfast menuboard switched	All packaging stocked: Wraps, Cups, Boxes, Trays Line set up for faster flow (refer to line diagrams) Prep completed Smallware set up	Back-up produce in reach-in	Bags, trays stocked Twists, Nachos prepared
E	EQUIPMENT					
	5 Working Headsets and back-up headset batteries fully charged 🔄					
	POS has all green bars	POS has all green bars Cash drawer is mounted and does not slide	Ice Machine full and dispensing Freeze machine functional	GTO is seasoned	Reach-in does not hold temperature Melter melts cheese in one cycle Grill is properly working	
D	DEPLOYMENT					
	NO MIC					
	Bag orders Slide to help Front Counter Cashier if backed up in Dining Room Sweep and mop kitchen	Know secondary tasks on Own Your Zone card	In position 30 min before start of peak 30 MIN	If new Team Member, deploy between Starter and Expeditor	Deployed as 3rd person on the line when 4 or more FCs Deployed if there are 3 FCs and 1 is new	
B	BOTTLENECK BEHAVIORS					
	Use default protein option and do not over clarify. Example: Crunchy or Soft Beef / Chicken / Steak	Hand drink out while collecting payment	Slide to help Drive-Thru Cashier If cars are stacked before menuboard Help hand out Front Counter orders Slide from Dining Room to Front Counter if Customers in line	Slide to help Finisher, finish what you started Don't let food pile up on the rail for Finisher If frying needed: When available to help:	Help Starter: Make Tacos Load Chips Mark modifications on packaging If Drive-Thru Cashier is backed up: Use two-hand method when portioning Take Quesadilla directly from melter to grill	Keep an eye on Bottleneck Display and re-deploy Slide to Drive-thru Order Taker if only one SC and Bottleneck is not on line Slide to Front Counter Register if backed up Slide to other Line if Line is backed up
	Ask for sauce packet Make drinks while taking order Refer customer to OCB instead of repeating order	Prepare items for cars in queue Napkins Sauce Packets Utensils Keep cash drawer organized, drop excess cash				