

speed EVALUATION



Use this form to evaluate and troubleshoot your restaurant's speed of service. It will identify your biggest areas of opportunity by daypart and should be completed by the RGM or SL. Then discuss results and an action plan for the restaurant and follow-up.

1 Review your speed results from last week to identify which days and dayparts aren't hitting target.

Dayparts not hitting target: _____

2 Compare your results to the company target. Which daypart has the largest opportunity? *TIP: focus on the peaks - then fill in the fields below.*

Largest Opportunity Daypart: _____ Higher Time: Order or Window: _____

3 Identify the root cause of the problem by working through the statements below. Circle Y (yes) or N (no) to complete your assessment.

Target Setting & Communication

- Y N Team members know the target and how they are doing against the target
- Y N Starter communicates end and special orders, both lines communicate

Rush Execution

- Y N Staffed appropriately for each daypart (2 people in Drive-thru at peaks)
- Y N MIC Walk has been completed
- Y N Order taker is able to focus on one customer at a time (during peak order taker is not the cashier)
- Y N Order taker only upsells if beverage is not ordered
- Y N Order taker knows the menu (items, prices, builds, etc.)
- Y N Drive-thru uses 2 handed method: Hand out food/beverage while collecting money, hand out remainder of order with change
- Y N Drive-thru Cashier uses beverage carrier for more than 2 beverages
- Y N Drive-thru Cashier pre-assembles napkins, utensils, etc.
- Y N All POS stations are stocked (napkins, sauce, change, etc.)
- Y N Drive-thru Cashier helps bag orders when waiting for items to be ready
- Y N All prep is done before rush (including backups and nothing in rethermalizer)

Equipment Ready

- Y N Station layouts are set up for speed (drive-thru, front counter, production line)
- Y N Equipment is in good condition and working properly
- Y N There are four headsets (or five, if applicable) in use: Order Taker, Cashier, Drive-thru Starter, MIC

Deployment

- Y N Team members are trained in their primary and secondary responsibilities (Own Your Zone)
- Y N Deployment charts are posted and filled out
- Y N Order taker stays in position (during peak)
- Y N MIC works position that they can easily leave (in the MIC Zone)
- Y N MIC is coaching for speed and resolving bottlenecks
- Y N Starters/Finishers stay in position (except when they are slide deployed)
- Y N Team members use priority sequence

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Analyze the answers you circled in step 3 and identify which T, R, E or D area has the most "N" and write that letter here:

This is your root cause; now let's develop a plan to fix it. Copy over all the statements that you answered "N's" to in that area. Ask yourself WHY 5 times and write down the final reason.

"N" Statements from Step 3	Reasons WHY this isn't Happening

Notes:

Who's Responsible?	What are they Doing?	When are they Doing it?

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Now that you know which daypart you need to focus on and why, it's time to implement a plan and provide follow-up.

Fill out the table below, and don't forget to utilize these tools to help you manage speed:

RGM Speed Tools:

- Own Your Zone Cards
- Speed in 3 Poster
- 7-Day Deployment Chart
- MIC Success Routine
- Speed Up with TRED Board
- Deployment Quick Reference Guide

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In order to make it stick in your restaurant, it's all about follow-up! Ensure you're executing these tasks to build and grow a culture of speed with your team:

- Communicate and implement the action plan with your team.
- Verify that your area of focus (Order or Window time) has improved from the prior week, then set a bottleneck target for the next week and write it on the Speed up with TRED board.
- Celebrate your wins - did you hit your goal?! Recognize the people who made it possible. Complete this exercise for the next daypart that has opportunity for improvement until all your dayparts are meeting the national target.