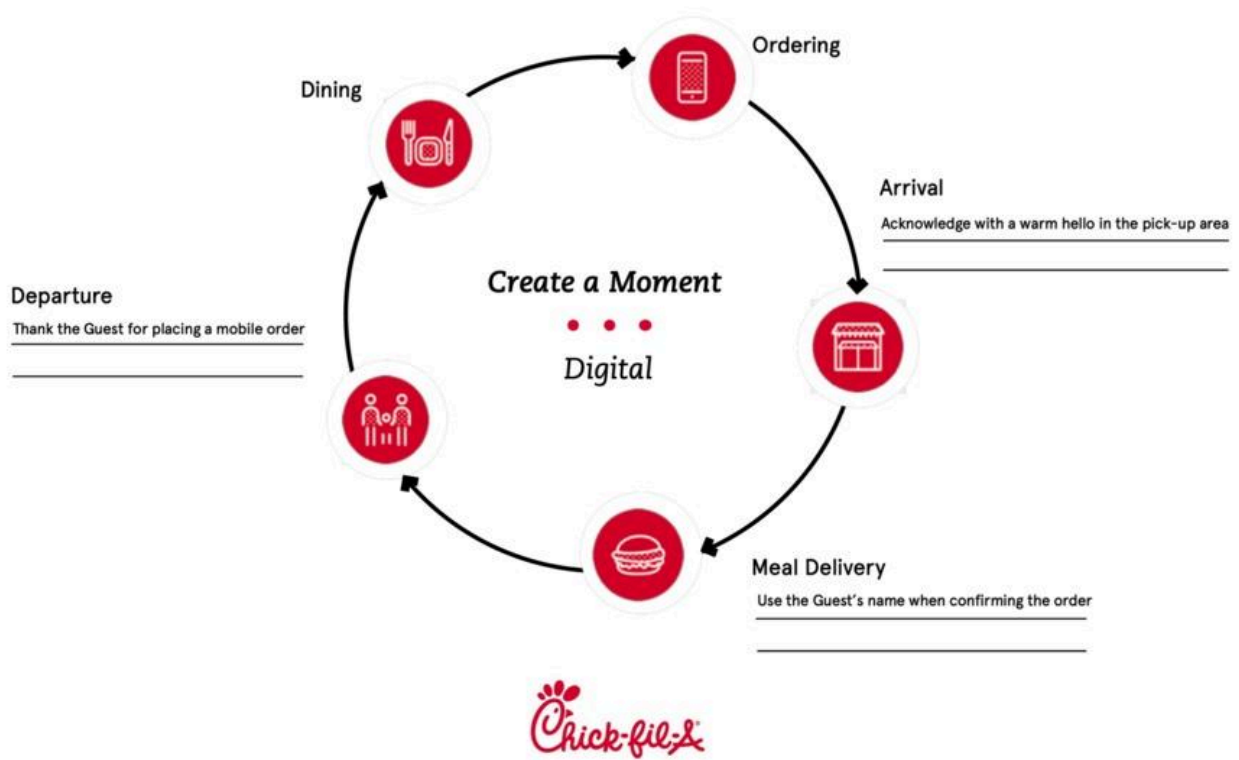


Digital Guest Dining Experience - Mobile Runner

Guest Journey Activity



Think through each phase of the Guest Journey for the Digital dining experience. Listed below are behaviors we know are valuable to our Guests. Add another "big" or "small" moment that could be created for a Guest in each phase. Then with your restaurant, team identify one specific behavior to focus on for the test that will Create A Moment for your Guests.



- What are the key elements that are important to consider for our Mobile Ordering Guest?
 - Accuracy - everything needs to be correct (sauces, straws, napkins)
 - Speed - the order needs to be ready for the guest prior to pick up/arrival
 - Send them a text on the ipad using the phone number on the Order
 - Service - acknowledge guests in the PickUp area, ask them "May I help you with an order?" Offer guests a warm farewell and thanks for using our Mobile Service

Front Counter Bagging Training

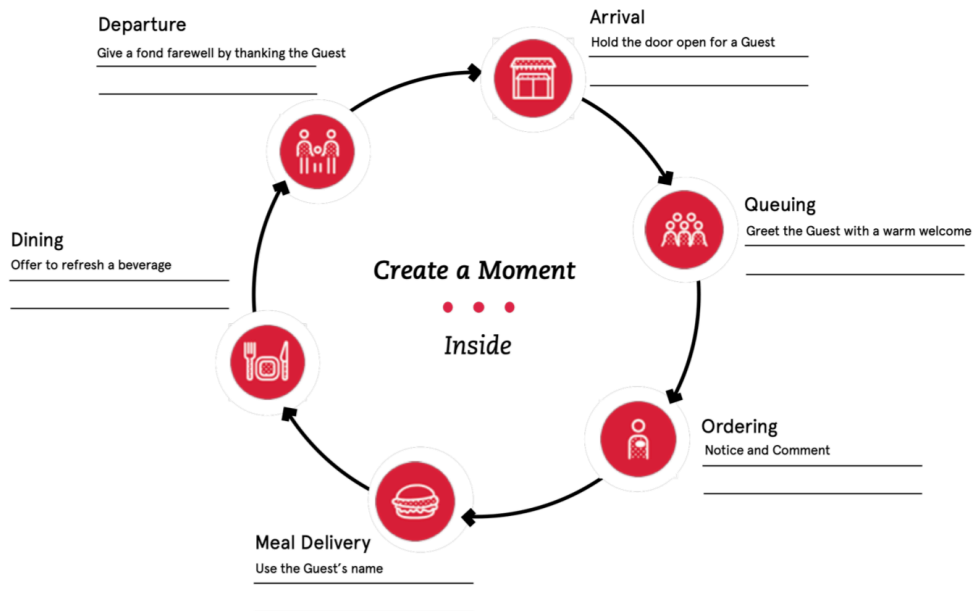
Key Expectations -

1. **Order Accuracy** - matching orders on screen to actual food food on tray/bag
2. **Speed** - keeps orders in the green, stays proactive, stays ahead
3. **Presentation** - visually appetizing, orders are placed with care on tray/bag

Guest Journey Activity



Think through each phase of the Guest Journey for the Inside dining experience. Listed below are behaviors we know are valuable to our Guests. Add another "big" or "small" moment that could be created for a Guest in each phase. Then with your restaurant team, identify one specific behavior to focus on for the test that will Create A Moment for your Guests.



FOH Hospitality CERTIFIED TEAM MEMBER

#1 Responsibility of the Bagger

- 100% Accuracy
 - Check food from the kitchen
 - proper stickers
 - no lettuce hanging out
 - clean packaging
 - verify correct salad (know what each looks like)
 - Keep each customer order separate
 - Lining Bags up for each order
 - Bump correct orders & take printed receipt with order
 - Make sure Markers are used to identify guest
 - Repeat guests Name and Order when giving order to guest

Baggers Job - To decide to what food comes put first

3 Responsibilities of the Bagger

1. 100% Accuracy
2. Ensure Food Quality
3. Speed

Bagging Matrix eTrain completion

- Dine In
 - Trays - place items on tray with care
- Carry Out
 - Prepare orders in bags with no condiments
- Mobile
 - Prepare orders in bags with all condiments, napkins
 - Prepare drinks for order and place stripped straw in cup
- Quiz:
 - What comes in the Market Salad Bag? Cobb Salad? Southwest Salad?
 - How many crackers come in md soup? Lg soup?
 - What sauce comes with both grilled sandwiches?
 - Describe/Show how you would bag a Spicy Deluxe meal with fries, 12ct nugget meal with fruit instead of fries, a cookie parfait, and a 6ct kids meal with fruit instead of fries.

Bagging Orders

- Use the correct size bag
- How to read the monitor
- Don't forget the napkins (2 per meal)
- Find the register number/name on the monitor to give to cashier

Bumping your orders

- How to bump your order
- How to recall orders
- How to reprint orders

FOH Hospitality CERTIFIED TEAM MEMBER

<ul style="list-style-type: none"> • Track SOS on KPS screen • Explain how KPS bumping works together
<p>Rotating Products</p> <ul style="list-style-type: none"> • FIFO(First In, First Out)-Ensures quality and reduces waste <ul style="list-style-type: none"> ○ What does this mean? ○ When does it matter? • Lean Prep (Cook Less but More Often)-Ensures quality and reduces waste • 100% Quality-If it is not 100% Quality do not serve it!!
<p>Communicating w/ BOH</p> <ul style="list-style-type: none"> • <u>Never can over communicate</u> • <u>Be Polite</u> • <u>Thank you</u> • <u>My Pleasure</u> • <u>Please</u>

FRONT COUNTER RUNNER
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DT BAGGER

FOH Hospitality CERTIFIED TEAM MEMBER

Guest Journey Activity



Think through each phase of the Guest Journey for the Drive-Thru dining experience. Listed below are behaviors we know are valuable to our Guests. Add another "big" or "small" moment that could be created for a Guest in each phase. Then with your restaurant, team identify one specific behavior to focus on for the test that will Create A Moment for your Guests.



Face-to-Face Ordering

Offer a menu to the Guest before ordering

*When activating Face-to-Face Ordering in the Drive-Thru, consider additional & unique ways you can Create A Moment for guests while Team Members are serving in these roles outside.

Dining



Arrival

Greet Guest with a warm hello

Ordering

Capture and use the Guest's name

Payment

Notice and Comment

Meal Delivery

Hand meal to a Guest with open hands

Departure

Give a fond farewell by thanking the Guest

Create a Moment



Drive-Thru



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DT SAUCER

FOH Hospitality CERTIFIED TEAM MEMBER

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DT WINDOW
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DT DRINKS
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FOH Hospitality CERTIFIED TEAM MEMBER

DT GOPHER “DESSERTS”
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DT MEAL DELIVERY OUTSIDE
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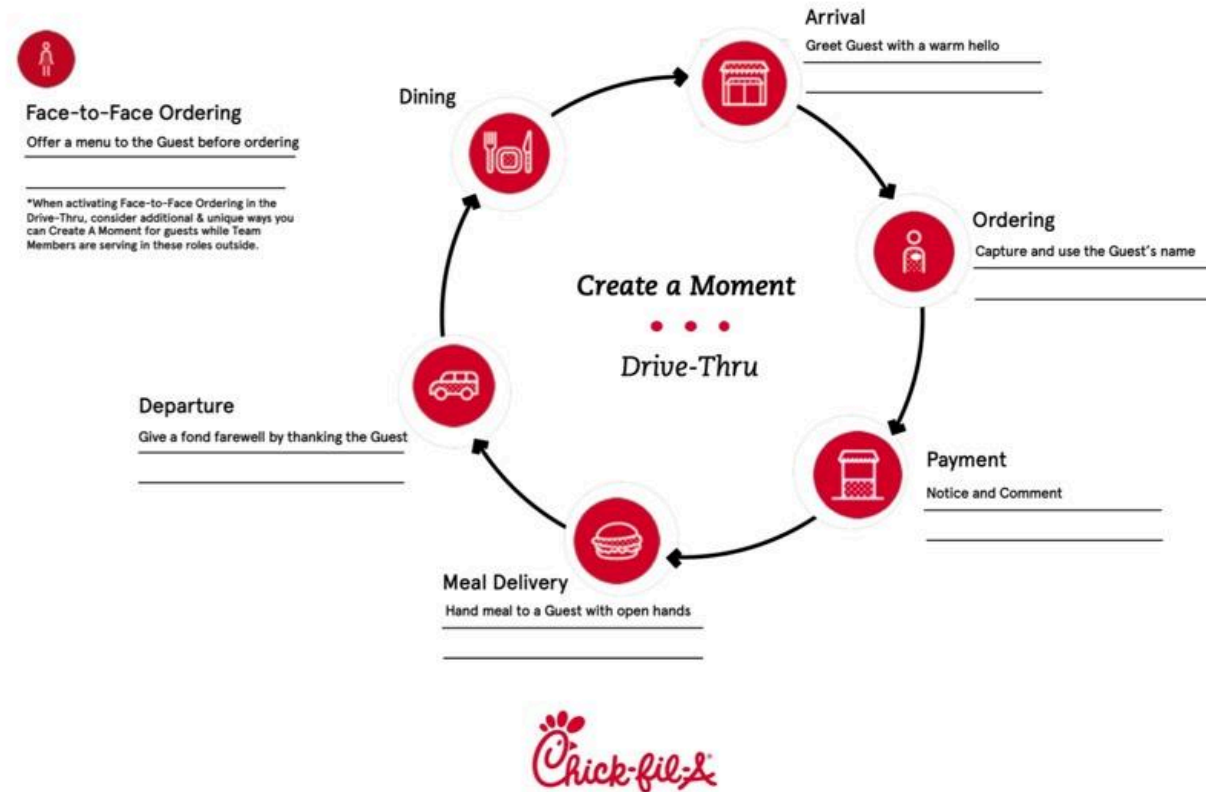
DT HEADSET
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DT IPOS

Guest Journey Activity



Think through each phase of the Guest Journey for the Drive-Thru dining experience. Listed below are behaviors we know are valuable to our Guests. Add another "big" or "small" moment that could be created for a Guest in each phase. Then with your restaurant, team identify one specific behavior to focus on for the test that will Create A Moment for your Guests.



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DT CASH CART

Guest Journey Activity



Think through each phase of the Guest Journey for the Drive-Thru dining experience. Listed below are behaviors we know are valuable to our Guests. Add another "big" or "small" moment that could be created for a Guest in each phase. Then with your restaurant, team identify one specific behavior to focus on for the test that will Create A Moment for your Guests.



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Create a Moment



Drive-Thru

Departure

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Payment

Notice and Comment



Meal Delivery

Hand meal to a Guest with open hands



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