**Our Company Standards for Providing Outstanding Customer Service**

**These are our company standards for SERVICE and PRODUCTS delivered to each and every guest we encounter in the Drive Thru and Front Counter for the entirety of time we are open for business.**

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|  | **I Know My Customer Service Objectives** |
| **FRIENDLY SERVICE** | |
| **DT**  **Order taker** | **Smile in your voice, Respectful eye contact, Smile on your face, Helpful, Sincere** |
| **DT**  **Staff** | **Giving your UNDIVIDED Attention**  **(Not taking orders as I arrive at the cash booth, greeting me at the booths when I arrive)** |
| **DT**  **Staff** | **Please Listen & don’t interrupt the customer. Ensure your headset/DT speaker/The COD are all working. If you have to keep repeating yourself, it’s difficult to understand you.** |
| **Front Counter** | **Smile in your voice, Respectful eye contact, Smile on your face, Helpful, Sincere** |
| **Front Counter** | **Each customer receives your undivided attention; you are at your register ready to take the order before the customer reaches the counter. You smile and greet the customer (HI, Good Morning, Good Evening) when they arrive** |
| **Front Counter** | **Please Listen & don’t interrupt the customer. Responses of “my pleasure” when they ask for something is music to theor ears. Your attention is directed towards the customer. You take ownership of their experience & ensure their visit is excellent.** |
| **ORDER ACCURACY** | |
| **DT & Grill**  **STAFF** | **Did you receive all the food and drink items ordered, with the correct flavor and sauce?**  **If they order “no pickles” please make sure they get it with “no pickles”. Build Trust!** |
| **DT & Front Counter**  **STAFF** | **Did you receive all condiments you requested along with napkins and straws/stirrers?**  **Make sure we ask for and provide condiments on the first encounter with the customer. Don’t make them come back to the counter. It slows us down to wait on the same Customer Repeatedly.** |
| **Front Counter & Grill**  **STAFF** | **Did you receive all the food and drink items ordered, with the correct flavors and sauces?**  **If they order “no pickles” please make sure they get it with “no pickles”. Build Trust!** |
| **FAST SERVICE** | |
| **DT**  **STAFF** | **Total Experience Time: 120 seconds or Less** |
| **Front Counter**  **STAFF** | **Total Experience Time: 120 seconds or Less** |
| **FOOD QUALITY** | |
| **DT & Grill** | **Was your sandwich/entrée served hot and fresh and did it taste good?**  **Cooking Procedures/Holding Times/ Assembly Steps / Double Folded Bag** |
| **DT & Fry’s/H.B.** | **Were the French Fries hot, salted, and crisp OR your Hash browns hot and crisp and did they taste good?**  **Procedures/Don’t serve it if it’s not Hot & Fresh/Runner Assembly steps followed correctly** |
| **Inside & Grill** | **Was your sandwich/entrée served hot and fresh and did it taste good?**  **Cooking Procedures / Holding Times / Assembly Steps / Double Folded Bag** |
| **Inside & Fry’s/H.B.** | **Were the French Fries hot, salted and crisp or your potato product hot and crisp and did they taste good? Don’t serve it if it’s not Hot / QC Timer set? / Runner Assembly steps** |
| **CLEAN RESTAURANT** | |
| **Inside;MGR & Lobby** | **Was the inside of the restaurant clean?**  **Spotless Beverage Bar / Clean Tables / Clean Floors** |
| **Inside;MGR & Lobby** | **Was the restroom clean?**  **Spotless Floors, mirror, sink. Restroom Smells Clean, looks clean, feels clean** |
| **DT &**  **Inside** | **Were the employees clean, well groomed, and neatly dressed?**  **Looking like I’m ready to get my picture taken for a McD’s Commercial**  **Clean, wrinkle free & tucked in shirt. Hat, nametag, belt, tie (if applicable).** |