

# Weekly Guest Services Walk Through

Department Manager: \_\_\_\_\_

Assistant Department Mgr: \_\_\_\_\_

Restaurant: \_\_\_\_\_

Date: \_\_\_\_\_

How to use this tool

Step 1. - Service Speed	Step 2. Service Diagnostic
Drive Thru restaurant - take service and TET times for 3 guests at front counter and 3 guest in drive-thru	Complete service diagnostic form
Step 3. - Call to action	
Using your observation from the diagnostic tool create an action plan to be completed prior to next walk-thru.	

## Step 1. – Service Speed

**Part A - 60" Service speed diagnostic** - If the WOW experience is greater than 60" on front counter, 45" drive thru, use the service speed diagnostic rationale to further diagnose the root cause of each if target times not being met.

Counter				
<b>Service time 60"</b>				
Time from the order being totaled to the time the order is presented to the guest (Completion of transaction)				
	W1	W2	W3	W4
1				
2				
3				
Average				
Target	60"	60"	60"	60"
Wow Experience				

Drive-Thru				
<b>Service Time 45"</b>				
From the time the guest stops at the cashier booth to the time the order is presented to the guest.				
	W1	W2	W3	W4
1				
2				
3				
Average				
Target	45"	45"	45"	45"
Wow Experience				

## Step 2. - Service Diagnostic

Drive Thru				Order Take Time	Front Counter			
W1	W2	W3	W4		W1	W2	W3	W4
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is a certified crew person in the order taking position?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the order take time 25 seconds or less?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Have crew been position correctly according to the DSPT?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the order taker's response time with in o seconds or less?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the crew person order takings first priority to cashiering orders?(COD)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the order taker asking for salt, pepper and ketchup?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are as few words as possible being used during peaks - ie. shortened greetings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are open-ended questions being asked? Eg. Will that be a coke or a chocolate shake?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the POS screen easy to read?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are headsets being worn by the manager and drive thru crew.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are all team members confident with the register layout?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No secondary duties to be completed by order taking crew during peak periods.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If your order is complete and correct on the screen, please have... ready at the	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Drive Thru				Cash Time	Front Counter			
W1	W2	W3	W4		W1	W2	W3	W4
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Oder taking / cashier function split when 3 cars are behind the order point?				
				Is there a cash drawer at all cashiering points all day? (tandem)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the crew continually asking for change?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	When taking money hand out change and direct guest to the present booth before putting money away, shutting draw and serving order.				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the order taker repeating orders unnecessarily?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are condiments and toys being handed out at the presenter's window? (COD)				
				Is beat the change happing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are HBO's happening consistently?				
				Delivery				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the cash time less than 15" from total until transaction complete?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is food first, drinks last through the presenter window?( with 2 or less drinks, hand food with drinks in one motion out to the guest.)				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is staffing adequate? (Should runner/ presenter role be split?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the registers closest to the HLZ used first during non-peak periods?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				Is the McCafe area a barrier in providing WOW service? (as much as 15 seconds can be saved)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				Is the shift stocked for 24/2?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				Are happy meal toys stocked and easily accessible to the HLZ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				Are bags stocked and positioned correctly at the HLZ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				Is under counter shelving organized?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				Are sufficient dining room trays available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the order taking / cashier function been split when three cars deep at the order point?(COD)				
				Shift Running				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is a fry person assigned as per the roster?				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the 2nd side in use? ( four people regular menu, three people breakfast menu.)				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has a DSPT been completed - positions, expectations and goals communicated to everyone on shift?				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is there an appropriate number of order points open? (Walk up service apparent)				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Do spare registers have drawers ready to go if need arises?				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is there a system in place to adjust the number of registers open and additional crew needed when volume rises?(flex)				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Do all service crew work in correct priority; 1. service 2. Back up 3. Clean?				

				Quality of Service				
W1	W2	W3	W4		W1	W2	W3	W4
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are genuine greetings with a smile given to each guest?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is eye contact made with each guest?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are all team members attentive – no distractions or backs to the counter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the service team members aware and able to communicate professionally any promotions or out of the ordinary situations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are golden moments happening? Special attention to children, carrying trays out, opening doors, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are guests immediately greeted by an order taker? No guests waiting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the service team demonstrate OW to WOW recovery? Immediately acknowledging guest concerns and genuinely reacting to guest concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Step 3. - Retention

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How many team members has your department lost?

Name	Why?

### Step 4. -Walk-thru with Restaurant Manager

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	W1	W2	W3	W4
My cleanliness walk-thru with my Restaurant Manager was completed on				
My Cleanliness score was (taken from scorecard)				
My PM walkthrough was completed on				
My PM Score was (from scorecard)				
Required SOC's completed and turned in to the people manager.				
All customer have been contacted – list the number.				

### Weekly Service Times

	Goal	W1	W2	W3	W4
TTL for the week					
Cash to present					
Front counter expo time					

What improvements were made over last week?


New Products						
Item(s)	Target	Actual	W1	W2	W3	W4

				Posted Communications	
W1	W2	W3	W4		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the current mystery shop posted with comments to celebrate success and recognize opportunities?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the Drive-Thru tracking chart filled out completely?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	After contacting the guest, have all customer praises and concerns posted?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the promotional information and LSM event communication to the team current?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is proper POP layout present? Match the POP to the most recent schematic in the Drive-thru as well as front counter.	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the last 7 days DAR's with comments posted ?	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Have the R2D2 charts been updated in the last 30 days? Date updated _____	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	New records posted on record board	
What are the 2 actionable items that will happen this week to improve service?				1.	2.

**Self Development**

	W1	W2	W3	W4
Completion goal for week				
What percent has been completed?				
What percent of your guests during your shifts received walk up service?				
What percent of your guests had HBO?				
What percent of your guests had beat the change?				
What percent of your guests during your shifts received WOW service?				

**What did you train your assistant department manager on this week?**

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