OPERATOR CHECKLIST / QSR & FOODSERVICE

Finding the slowest step in a lunch order

Time ordering, preparation and collection separately to see where a lunch customer actually waits.

Site / organization: _____ Date: _____

Reviewer: _____ Review period: _____

Review prompts

- [ ] Site, channel and observation window
- [ ] Anonymous order number and queue entry or arrival
- [ ] Order acceptance, food ready and handover
- [ ] Time for each observable stage
- [ ] Customers leaving and exceptional orders
- [ ] Change to test and next observation window

Evidence, unresolved actions and owners

Saudi quick-service restaurants. The operator example comes from Jeddah. The timing exercise is an editorial trial.

Read the complete guide online

Reference: McDonald's Jeddah app and pickup options