

Front Counter Operations

Trainee: _____
Trainer: _____
Date: _____



TELL

Supplies (Gather ALL Supplies FIRST)

- Assigned Cash Drawer
- Pen
- Counterfeit Detector Pen
- Printer Paper
- SAT Track Survey Details
- Credit card machine and printer paper
- Selling Scripts

Quality Standards

- Ensure all items are accurately entered into the POS system.
- Each guest's order should be presented immediately following delivery of change.
- Sell the entire menu.
- Offer appropriate LTO items as part of the Pre-Sell greeting.
- Know the menu and product descriptions.
- Verbally mention the SAT Track Survey to each guest.
- NEVER share register drawers.

SHOW (Friendly is the key to success, every Guest!)

Service Steps

- Greet the guest with a smile and eye contact. Pre-sell.
Example: **"Welcome to Church's, would you like to try our new _____?"**
- Determine the order destination. (Dine In, Carry Out) **"Will you be dining in with us today?"**
- Take order and suggestive sell (one item) Enter items into the POS. Ask **"Will that complete your order?"**
- Repeat the order to the guest. (Do not repeat multiple times.)
- Collect the guest's payment.
- Give the guest their receipt and order number.
- Thank each guest and invite them to return. "It was my pleasure serving you." Note: Remember the goal is to deliver the order to the guest immediately after change is given.
- Give the guest their drink cup; point out the self service drink and condiment areas. (Provide beverage if no self service area available.)

Cash Handling Policy

- At the beginning and end of the shift, the cashier must verify the drawer to ensure the float money is correct before ringing up the first transaction.
- Always check the amount of change in the drawer before the shift and before the peak meal periods.
- For safety, keep cash in the register to a minimum. Place excess \$20s under the till.
- Never accept bills larger than \$20 for the cash drawer. If a guest wishes to pay with a larger bill, the MOD should handle the transaction.
- Notify the MOD of any voids, refunds or cancellations.
- Save all employee meals receipts in drawer.
- Always lock the register whenever leaving it. A cashier should never leave an open drawer unattended, or allow anyone else to use their register.
- Never borrow change from a register. Always request change from the MOD.

Guest Recovery

- Steps to handle guest complaint using **T.H.A.N.K.S**
- T - Thank the guest
- H - Honor the guest's complaint
- A - Apologize to the guest
- N - Never argue
- K - Include a act of kindness
- S - Solve the Problem

DO (Verify that the Trainee completes the following tasks)

- | | |
|---|---|
| ☐ Cleans and sanitizes hands and utensils. | ☐ Follows Service Steps at the Counter. |
| ☐ Keeps station stocked. | ☐ Gives SAT Track survey information. |
| ☐ Verifies cash drawer for the beginning and end of the shift. | ☐ Thanks every guest, and invites them to return to Church's®. ("It was my pleasure serving you.") |
| ☐ Greets each guest with a smile, warm and friendly greeting. | ☐ Knows and understands Cash handling Policy |
| ☐ Delivers order with receipt and change. | |

Drive Thru Operations

Trainee: _____

Trainer: _____

Date: _____



TELL

Supplies (Gather ALL Supplies FIRST)

- Assigned Cash Drawer
- Pen
- Headset
- Printer Paper
- SAT Track Survey Details
- Credit card machine and printer paper
- Selling Scripts

Quality Standards

- Ensure all items are accurately entered into the POS system.
- Each guests order should be presented immediately following delivery of change.
- Sell the entire menu.
- Offer appropriate LTO items as part of the Pre-Sell greeting.
- Know the menu and product descriptions.
- Verbally mention the SAT Track Survey (online survey used to collect guest feedback and determine Overall Satisfaction-OSAT scores) to each guest.
- NEVER share register drawers.

SHOW (Friendly is the key to success, every Guest!)

Service Steps

- Greet the guest with a smile. (Guests can hear the smile in your voice.) Pre-sell.
Example: "Thank you for choosing Church's, would you like to try our new _____?"
- Take the order and suggestive sell. (Suggest one item.) (Make the right ask!)
- Enter the order into the POS system. Enter any offers the guest orders from the Mobile APP. Ask "Will that complete your order?"
- Repeat the order and provide the guest with the order total. (Do not repeat multiple times.)
- Thank the guest and direct them to the Drive Thru window **Collecting Service Steps at the Window**
- Greet the guest and repeat the order. Verify coupon code from Mobile App if necessary.
- Collect payment. Process credit card transactions if applicable.
- Provide requested condiments.
- Accurately deliver order with receipt and change.
- Thank each guest and invite them to return. "It was my pleasure serving you."

Order Delays

The goal is to deliver the Guest's order immediately after change is received, however if the order is not ready and there is another guest in line whose order is, the current guest should be instructed to park in the designated area.

DO (Verify that the Trainee completes the following tasks)

- ☐ Cleans and sanitizes hands and utensils.
- ☐ Keeps station stocked.
- ☐ Delivers order with receipt and change.
- ☐ Verifies cash drawer for the beginning and end of the shift.
- ☐ Greets each guest with a smile, warm and friendly greeting.
- ☐ Gives SAT Track Survey information.
- ☐ Follows Service Steps at the Speaker
- ☐ Follows Service Steps at the Window.
- ☐ Thanks every guest, and invites them to return to Church's®. ("It was my pleasure serving you.")
- ☐ Knows and understands the menu and product descriptions
- ☐ Knows and understands the use of coupons and discounts