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● S - Solve the Problem	_			
THE EVENT OF THE TESTING COMPLETES THE TOLICULAR TREVEL	DO (Verify that the Trainee completes the following	tacks)		

□ Cleans and sanitizes hands and utensils. □ Follows Service Steps at the Counter. □ Gives SAT Track survey information. □ Thanks every guest, and invites them to return to Church's®. □ Greets each guest with a smile, warm and friendly greeting. □ Delivers order with receipt and change. □ Knows and understands Cash handling Policy

Drive Thru Operations	Trainee: Trainer: Date:	CHURCHS
TELL		
<u>Supplies</u> (Gather ALL Supplies FIRST)	Printer Paper	
Assigned Cash Drawer	SAT Track Survey Details	
Pen	Credit card machine and printe	er paper
Headset	Selling Scripts	
Quality Standards		
Ensure all items are accurately entered into the POS syst	rem.	
 Each guests order should be presented immediately follows: 	wing delivery of change.	
Sell the entire menu.		
Offer appropriate LTO items as part of the Pre-Sell greet	ing.	
Know the menu and product descriptions.		
Verbally mention the SAT Track Survey (online survey use	ed 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 Gues	st!)	
Service Steps		
© Greet the guest with a smile. (Guests can hear the smile		
Example: "Thank you for choosing Church's, would you like to		
 Take the order and suggestive sell. (Suggest one item.) (Enter the order into the POS system. Enter any offers the 		fill that complete your
order?"	e guest orders from the Mobile AFF. Ask W	mi that complete your
Repeat the order and provide the guest with the order t	otal (Do not repeat multiple times)	
Thank the guest and direct them to the Drive Thru window		V
Greet the guest and repeat the order. Verify coupon coordinates		=
 Collect payment. Process credit card transactions if applied 		
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 Deleve		
Order Delays The goal is to deliver the Guest's order immediately after cl	hange is received however if the order is no	at roady and thoro is anotho
guest in line whose order is, the current guest should be ins	<u> </u>	of ready and there is anothe
guest in line whose order is, the current guest should be ins	tructed to park in the designated area.	
DO (Verify that the Trainee completes the follow	ving tasks)	
□ Cleans and sanitizes hands and utensils.	$\hfill\Box$ Follows Service Steps at the Spe	
☐ Keeps station stocked.	☐ Follows Service Steps at the Wir	
☐ Delivers order with receipt and change.	☐ Thanks every guest, and invites	
☐ Verifies cash drawer for the beginning and end of the shif	t. ("It was my pleasure serving you."	")

 $\hfill\Box$ Knows and understands the menu and product descriptions

☐ Knows and understands the use of coupons and discounts

☐ Greets each guest with a smile, warm and friendly greeting.

☐ Gives SAT Track Survey information.