

Expeditor Operations

Trainee: _____
Trainer: _____
Date: _____



TELL

Supplies (Gather ALL Supplies FIRST)

- Temperature Chart
- Digital Thermometer
- Red Handled Tongs
- French Fry Scoops
- QC labels and timers
- Head Set (Drive thru stores)
- Prep and Production Guides
- Clock (with second hand)

Quality Standards

- Remove filled orders from the screen on a continuous basis (bump the order).
- When delivering guests orders, reference the Customer Number on the receipt.
- Ensure orders are properly packaged according to destination (Drive Thru, Dine-In, Carry Out).
- The goal is to present each guests order immediately after they have received their change.

SHOW

Stock Expedite Station

- Smallwares: Red Handled tongs, French Fry Scoops, salt shakers, QC timers and labels
- Paper supplies such as boxes, bags, boats, fry cartons, plates, wax liners, napkins, and paper food trays.
- Condiments such as sauces, ketchup, and hot sauce.
- All menu items (and LTO products) are available for sale.

Monitor Product Availability and Hold Times

- Execute Prep and Production Guides to ensure product availability throughout the day.
- Inform cashiers, cooks, and product preparation team members of product shortages. Cook Less, More Often!
- Discard any expired products immediately.

Retrieve Guests Orders

- Package orders based on KDS screen entries. (Do not pack any orders unless it shows up on KDS screen)

Fill Guests Orders

- Only use Red Handled tongs and scoops to retrieve products- never use your hands.
- Properly package products for Dine-In/ Carry-Out.
- Verbally call out the guest order number

Present and Repeat Order

- Present order to the guest and repeat contents.
- Provide any requested condiments.
- Thank each guest and invite them to return to Church's®.

DO (Verify that the Trainee completes the following tasks)

- | | |
|---|--|
| ☐ Cleans and sanitizes hands and utensils. | ☐ Uses Red Handled tongs when handling packaging cooked products for Guests orders. |
| ☐ Keeps expedite station stocked. | ☐ Uses proper packaging guidelines. |
| ☐ Uses Prep and Production Guides to monitor product availability. | ☐ Repeating the order when presenting order to the guest. |
| ☐ Properly applies quality times using QC timers or labels. | ☐ Thank every guest, and invites them to return to Church's®. |
| ☐ Monitors product quality times. Discards expired products. | |