

TRIPLE CHECK

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graph TD; A[TRIPLE CHECK] --- B[TAKE]; A --- C[MAKE]; A --- D[SERVE]; B --- B1[1. Listen (do not be distracted).]; B --- B2[2. Clarify (do not assume).]; B --- B3[3. Confirm (repeat order at front counter, ask customer to verify OCB in drive-thru).]; C --- C1[1. Starter communicates what item starts order.]; C --- C2[2. Starter communicates modifications to items.]; C --- C3[3. Starter communicates what ends order and total number of items in order.]; D --- D1[1. Check number of items in bag.]; D --- D2[2. Place all condiments in bag.]; D --- D3[3. Repeat total number of items to guest.];
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TAKE

1. Listen (do not be distracted).
2. Clarify (do not assume).
3. Confirm (repeat order at front counter, ask customer to verify OCB in drive-thru).

MAKE

1. Starter communicates what item starts order.
2. Starter communicates modifications to items.
3. Starter communicates what ends order and total number of items in order.

SERVE

1. Check number of items in bag.
2. Place all condiments in bag.
3. Repeat total number of items to guest.