SPEED IN 3:

1	Maximize Transactions
2	Balance Bottleneck
3	Execute TRED

TACO BELL

SPEED BEHAVIORS

POSITION	T	R	E	D	BOTTLENECK BEHAVIORS
DT ORDER TAKER	-Know your order time target for daypart. -Communicate to FC if multiple cars backed-up. -Communicate to FC when short hold fry item is ordered like Chalupa.	-Never put customers on hold. -Coffee (during breakfast). -Fully stocked with soda (if low on syrup prepare next case for quick change). -Cups and lids.	-Working headset (Restaurant should have 5 working headsets). -Back-up headset battery fully charged. -POS has all green bars (notify MIC of any yellow bars).	-Bag orders for DT **(without touching food contact area)**. -Slide to help front counter cashier if backed up in dining room. -Sweep and mop kitchen.	-Do not ask for protein or over clarify core menu items. -Ask for sauce packets and key into register when the window is backed up. -Make drinks while taking order. -Do not interrupt the customer in the middle of an order. -Do not repeat the order (unless no OCB), instead refer customer to OCB.
DT CASHIER	-Know your window time target for daypart. -Communicate to MIC if need help at window.	-Fully stocked with napkins, sauce packet, utensils & receipt paper. -Printer has receipt paper (if low, have replacement handy). -Notify the MIC before running out of change. -Condiment bin, printer and straws positioned close to the window for quick access.	-Working Headset. -Back-up headset battery fully charged. -POS has all green bars (notify MIC of any yellow bars). -Cash drawer is mounted and does not slide around.	**-No MIC in this position.** -Bag orders for DT **(without touching food contact area)**. -Slide to help front counter cashier if backed up in dining room. -Sweep and mop kitchen.	-Use two hand method – Hand out drink while collecting payment. -Prepare napkin, sauce packet, & utensils for cars in queue. -Keep cash drawer organized & drop excess cash. -Do not skip triple check. -Hand out remaining food with change.
FRONT COUNTER CASHIER	-Know speed target for daypart. -Communicate with other Service Champion to see if help is needed.	-Dining room is fully stocked (lids, napkins, sauce packets, straws, utensils). -Menuboard has been switched after breakfast.	-Has a working headset. -Dining Room ice machine is full and dispensing. -Freeze machine is functional.	-Execute your secondary tasks.	-Slide to help DT cashier when finished taking dining room customers' orders and dining room is clean. -Notify the MIC if you notice cars getting stacked up before the menuboard (when doing parking lot checks). -Help handout front counter orders if the Finisher is getting backed up.
STARTER (STEAMER)	-Know the bottleneck goals for daypart. -Communicate modifications to Finisher. -Communicate to Finisher when getting backed-up. -Communicate the start and the end of each order. -Communicate to fry back-up person when low on short hold fry items.	-Prep completed per prep guide. -All packaging and containers fully stocked. -Line setup for fastest flow – refer to line diagram with experience training. -All smallwares setup.	-GTO grill seasoned by opening team. -Headset worn and back-up battery available (no need to have a headset if there is over the head speaker).	**-No MIC in this position.** -In position at least 30 minutes before start of peak and stay in position.	-Finish what you start. -Don't let food pile up on the rail for Finisher. -Let the Finisher or other side of line know if frying is needed. -Communicate with the Starter at the other side of the line when you are available to help.
FINISHER (STUFFER/WRAP)	-Know the bottleneck goals for daypart. -Communicate to Expediter end of order.	-Cold items setup per line diagram. -Back-up produce in the reach-in. -Packaging setup for speed.	-If reach-in does not hold temperature, let MIC know. -Melter melts cheese in one cycle. -Grill is not warped, closes properly, and programmed correctly.	**-Ideally no MIC in this position.** -If new employee, work with Starter and Expediter to help build skill.	-Help Starter if waiting for order (i.e., make tacos, load chips, etc.). -Mark modification on packaging while waiting for grill to finish. -If DT cashier is getting backed-up notify MIC. -Use two hand method when portioning. -Take quesadilla directly from melter to gill.
EXPEDITER	-Know your bottleneck goal for daypart. -Communicate shift in bottleneck to team.	-Bags and trays are clean and stocked. -Twists and Nachos are prepared.	-Working headset worn and back-up battery available.	-Deployed as the third person on the line when 4 or more Food Champions or if 3 Food Campions and one is new.	-Keep an eye on Bottleneck Display and slide deploy. -Slide to DT Order Taker if only one SC at DT and the bottleneck is not on the line. -Slide deploy to FC register if counter order is backed-up. -Slide deploy to other line if the other line is backed-up.