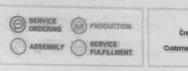
Ordering, Assembly and Service Fulfillment - Grill Direct

OBJECTIVE | Engaged, empowered employees delivering outstanding Customer Experience, exceeding customer expectations, and delivering outstanding quality and service by operating as designed

Review menu + place order

Crew verify order of customer as needed Total relayed / directions given to pull ahead window



Ungated/ Unassisted Ordering Mostly unsupported by crew

Call Cell te Review nen + Strain number MDS Call Entrer Continuer Strain Continuer Con

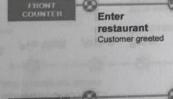
Customer waits for order

Payment processed Selects "Place Order" when ready; enters delivery + payment info; checks out using app

Serve the order

PRODUCTION

Assisted Ordering Heavily supported by crew



Pull up to DT

Payment processed Review menu + place Payment method selected;

payment taken; receipt Dining options given (for here or to go, table service chosen)

Payment processed Customer pulls to correct

Payment taken and receipt

Assemble the Order Place condiments

Follow sequence of assembly Pick up Fries and Draw Drinks

Pick up window

Proceed to fulfillment point

Thank the customer and ask for repeat

Slide the order to the customer

Serve the order Slide the order to the customer Thank the customer and ask for repeat business