

3Ds Health Check

Drive Thru



Digital



Delivery



3D [DRIVE THRU - DIGITAL - DELIVERY] Foundations

Yes

NO

Are crew trained properly on correct procedures per [MOP with ROA](#), [MMR Simulator](#), [Smart Order Taking](#), [Pull Forward](#)?

Is a 3D leader identified, in place, and providing coaching during peaks, e.g., Digital Ambassador, Delivery lead, DT lead, and Curbside?

Has a Pre-Shift Checklist been completed and followed up on? Are targets set (e.g., GMA GCs, Delivery GCs, cars over last year/OEPE), posted, communicated, and results shared?

Are all areas set-up according to [Be Well Served](#)?

Are all areas staffed to according to [VLH guidelines](#), crew positioned effectively, and the [DSPT](#) used correctly?

Are MOP/Delivery/DT/ Kiosk equipment clean and in good repair (i.e., 3PO tablets, digital assembly carts, table markers, monitors, COD, printers, cashless devices, scanners, headsets, speakers, and signage)? For Digital/Delivery, are [RFM](#) hours aligned with hours of operations?

Are [Digital Channel Wayfinding](#) elements in place?

- Marketing elements and signage visible, clear, effective, current, and in good condition, e.g., MOP/Curbside signage, McDelivery window decals, DT menu board merchandising
- Curbside, DT and Courier stalls located to maximize guest convenience? (Minimum of 2)



Drive Thru

Yes

NO

Order Taking:

- Do Order Takers greet guests within 10 seconds with a friendly voice, use digital crew prompt, properly execute Smart Order Taking, and then thank the guest?



Drive Thru Execution:
Experience,
Digital, and
Delivery

Cash:

- Are guests greeted with a smile, eye contact, and Recommended Responses?
- For GMA orders, does the cashier greet the guest by name?

Runner/ Assembler:

- Are Runner/Assemblers [assembling orders](#) and double-checking for accuracy, leaving bags open before providing the order to the presenter?

Present:

- Are guests greeted with a smile, eye contact, and Recommended Responses?
- Are Presenters checking for accuracy, confirming an item in the order, presenting food first with an open bag, followed by drinks, and then thanking guests?



Digital

Yes

NO

Curbside:

- Is someone assigned to monitor curbside orders for speed?
- Are crew wearing a safety vest and using an apron/caddy for condiments?
- Is the bag left open and a pick ticket on the bag?
- Do crew greet the guest by name, ask if they need anything else, and thank them?



Digital Resource Center:
Own the
Ambition

Front Counter – Unassisted:

- Are all food, drink, and requested condiments included in the bag?
- After calling out the guest's name (if they are not present), is the order sealed properly and placed in the mobile pick-up area with the pick ticket?

Front Counter – Assisted:

- Do crew call out the guest's name, leave the bag open, include the pick ticket, and ask if they need anything else?
- If guest is not at the restaurant, does the crew seal the bag and place the order in the dedicated staging area?

Table Service:

- Did crew deliver the guest's accurate order including filled drinks with the pick ticket on the side of the tray?
- Do crew ask guests if they need anything and complete a check back during their visit?



Delivery

Yes

NO

Does the team assemble the order when it is complete, with fries added LAST?



McDelivery Homepage:
Experience,
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Delivery

Is ketchup automatically given with every order of fries (Small =1, Medium = 2, Large =3)?

Is the team double checking for accuracy by utilizing the pick ticket?

Are they using yellow-roped handle bags, sealed properly using 3 tamper-proof stickers and a pick ticket?

3Ds Health Check

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Digital



Delivery



Completed on:

DATE

By:

NAME

For:

RESTAURANT/ORGANIZATION

Action Planning

Action 1: Attach Action Plan with start/end dates

Action 2: Attach Action Plan with start/end dates

Who will write? _____

Who will write? _____

Who will own? _____

Who will own? _____

Who will follow up? _____

Who will follow up? _____

When? _____

When? _____
