

# Drive-Thru Coordinator

The Drive-Thru Coordinator is responsible for executing speed, accuracy, and hospitality with excellence in the drive-thru by creating innovative systems and processes to create an elite drive-thru experience.

## Key Responsibilities:

- Create/Implement Strategy and Infrastructure to take our Drive-Thru to the Next Level
- The speed and accuracy of our Drive-Thru during all dayparts
- Coaching the behaviors of all Team Leaders and Team Members who work in the Drive-Thru. Those behaviors include:
  - Proper bagging to ensure quality and accuracy of food
  - Maintaining a clean and organized workplace
  - Core 4 and engagement with the guest at all times
- Development, coaching, and accountability of drive-thru systems to all Team Members
- Creating, tracking, and communicating all on-going goals and strategy for the team to rally around
- Applies LEAN strategy to the drive-thru.
- Lead a safe drive-thru by ensuring vests, cones, etc. are utilized
- Oversee and maintain all drive-thru equipment. I.E. iPads, card readers, sunshades, etc.
- Provide weekly updates due at 5:00pm on Saturday with agreed upon metrics and project details

## Success Factors:

- Top 20% in all relevant CEM metric
- Car count and sales goals being accomplished on a regular basis
  - Support in and up hold drive-thru suggestive selling competitions
- Continuous improvement on the Drive-Thru Experience Report
- A Drive-Thru Team that is growing, engaged and rallies around our goals

## Key Traits:

- Intentional Observation of Team Leaders/Team Members for employee evaluations
- Embodies a Growth mindset and takes initiative to grow our brand
- Be able to solve problems using critical thinking skills and appropriate resources
- Offer and receive peer-to-peer coaching and accountability to continually improve the business
- Embodies the core values of the organization which include servant spirit, hustle, optimism, and ownership
- Lives out the Organization's Vision: To be East Pasco's most Caring Company