

# SOP Template: Drive-thru and Dine-in Order Handling Processes

This SOP details the **drive-thru and dine-in order handling processes**, covering customer order taking, order accuracy verification, payment processing, food preparation coordination, and timely order delivery. It emphasizes maintaining efficient workflow, ensuring customer satisfaction, and hygiene standards to provide a seamless and pleasant dining experience for both drive-thru and dine-in customers.

## 1. Purpose

To outline standardized procedures for processing drive-thru and dine-in customer orders to achieve accuracy, speed, hygiene, and optimal customer satisfaction.

## 2. Scope

This SOP applies to all team members involved in order taking, payment processing, food preparation, and order delivery for both drive-thru and dine-in operations.

## 3. Responsibilities

- **Front Counter Staff:** Greet guests, take and review orders, process payments, and coordinate with kitchen staff.
- **Drive-thru Attendants:** Facilitate drive-thru ordering, payment, and delivery to vehicles.
- **Kitchen Staff:** Prepare food as per order, maintain quality and hygiene.
- **Supervisors/Managers:** Oversee process flow, resolve complex issues, and ensure SOP compliance.

## 4. Procedure

Step	Drive-thru	Dine-in
1. Customer Arrival	Greet customer via intercom promptly at drive-thru	Greet customer at entrance/counter with a smile
2. Order Taking	<ul style="list-style-type: none"><li>• Listen actively &amp; confirm order items</li><li>• Repeat order for accuracy</li></ul>	<ul style="list-style-type: none"><li>• Take order at counter or table</li><li>• Repeat key items for accuracy</li></ul>
3. Payment Processing	<ul style="list-style-type: none"><li>• Inform total amount</li><li>• Process payment via cash/card/contactless</li><li>• Issue receipt</li></ul>	<ul style="list-style-type: none"><li>• Inform total amount</li><li>• Process payment at counter or table</li><li>• Issue receipt</li></ul>
4. Order Preparation	<ul style="list-style-type: none"><li>• Relay order to kitchen, prioritize based on queue</li><li>• Kitchen staff prepare food, maintain food safety and hygiene standards</li></ul>	
5. Order Verification	<ul style="list-style-type: none"><li>• Check items against receipt</li><li>• Confirm special instructions/allergies</li></ul>	<ul style="list-style-type: none"><li>• Check prepared tray/plate for accuracy</li><li>• Confirm special instructions/allergies</li></ul>
6. Order Delivery	<ul style="list-style-type: none"><li>• Hand order to customer at the drive-thru window</li><li>• Thank customer and invite future visit</li></ul>	<ul style="list-style-type: none"><li>• Serve order at the table or announce at pickup counter</li><li>• Thank customer and ensure satisfaction</li></ul>
7. Post-service	<ul style="list-style-type: none"><li>• Monitor lane, manage waiting times</li><li>• Log any errors or customer feedback</li></ul>	<ul style="list-style-type: none"><li>• Check on customer satisfaction during dining</li><li>• Respond to requests or complaints promptly</li></ul>

## 5. Hygiene & Safety Standards

- Wash hands and wear gloves as required during food handling.
- Sanitize order area and surfaces regularly.
- Follow all food safety guidelines.

## 6. Customer Satisfaction

- Greet every customer cordially.
- Ensure clear communication at each step.
- Resolve complaints or errors promptly.
- Encourage feedback for continuous improvement.

## 7. Documentation & Records

- Record and review order errors for trend analysis.
- Log customer complaints and resolutions.

## 8. Revision History

- **Version:** 1.0
- **Date:** 2024-06-15
- **Prepared by:** [Your Name/Role]