

Standard Operating Procedure (SOP)

Drive-thru Traffic Flow and Safety Procedures

This SOP defines **drive-thru traffic flow and safety procedures** to ensure efficient vehicle movement and prevent accidents. It covers lane management, speed limits, pedestrian safety, signage placement, employee roles in directing traffic, emergency protocols, and regular maintenance of the drive-thru area. The goal is to create a safe, orderly environment for customers, staff, and vehicles while minimizing wait times and optimizing service delivery.

1. Scope

Applies to all employees involved in the operation, supervision, and maintenance of the drive-thru area.

2. Responsibilities

- **Managers:** Oversee implementation, training, and compliance.
- **Drive-thru Attendants:** Direct traffic, monitor safety, and assist customers.
- **Maintenance Staff:** Conduct regular checks and maintenance of the drive-thru area and signage.
- **All Staff:** Report hazards, adhere to procedures, and encourage safe practices.

3. Procedures

- Lane Management**
 - Designate clear entry, order, payment, and exit points with visible road markings and signage.
 - Ensure only authorized vehicles use employee or emergency access lanes.
- Speed Limits**
 - Post and enforce a maximum speed limit of 5 mph (8 km/h) within the drive-thru.
- Pedestrian Safety**
 - Mark crosswalks clearly and install signage to alert both drivers and pedestrians.
 - Install physical barriers or bollards where possible to separate pedestrians from vehicle paths.
- Signage Placement**
 - Regularly inspect and position signs to direct traffic, indicate speed limit, and highlight pedestrian areas.
 - Ensure signs are visible in all lighting and weather conditions.
- Employee Roles in Directing Traffic**
 - Assign trained staff during peak hours to guide vehicles and manage queue formation.
 - Equip employees with reflective vests and signaling devices for visibility and communication.
- Emergency Protocols**
 - Establish clear procedures for accidents, vehicle breakdowns, or medical incidents in the drive-thru.
 - Ensure staff know emergency contacts and how to safely evacuate the area if needed.
- Drive-thru Area Maintenance**
 - Conduct daily inspections for debris, spills, potholes, and visibility issues.
 - Maintain lighting, signage, and road surface regularly.

4. Training

- All staff must complete initial and annual refresher training on drive-thru safety and traffic flow procedures.
- Conduct drills for emergency scenarios quarterly.

5. Documentation & Review

- Document all incidents, safety concerns, and maintenance performed in the drive-thru log.
- Review and update this SOP annually or following any significant incident.

6. Acknowledgement

Employee Name	Signature	Date