

Peak Hour Planning!

Today's Goal:

We will cover **some good practices**, and develop a **routine for preparing your teams and leading the rush**



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The peak hour is where shifts are won or lost - but why?

1. More Guests

More guests come through in this one hour than any other time of day.

2. Everything Tested

Speed, accuracy, food quality, and friendliness are all tested at once

3. Set Up or Scrambling

The leader's plan decides whether the team is set up or scrambling.

By the end of today, you'll be able to:

1. Predict when your peak will hit
2. Get the team ready 30 minutes early
3. Lead the rush from the flow, not one station
4. Recover fast when the plan breaks
5. Reset, review, and coach after the rush

The peak hour in three parts

1 BEFORE

30+ MINUTES OUT

Build the plan and set up the team before the orders arrive.

2 DURING

THE RUSH

Watch the flow and move help where it is needed. Bump and slide.

3 AFTER

FIRST 15 MINUTES AFTER

Reset the store, review what happened, and coach the team.



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Part 1: Build the Plan

***Get the people, product, and work areas ready
before demand rises!***



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Four questions build every plan

1 WHEN?

What hour will be busiest today?

2 HOW BUSY?

What do recent sales and transaction counts tell you?

3 WHO?

Who's working, and where is each person strongest?

4 ARE WE READY?

Product, equipment, supplies, and clean stations.

You need a reasonable forecast, not a perfect one



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Find the busiest hour before you build the plan

1 HISTORY

Check the same day last week, recent hourly sales and transactions, and current promotions.

2 TODAY

Check weather, school schedules, local events and games, large orders, and anything unusual in town.

3 PLAN

Name the hour you expect the heaviest demand. Start getting ready at least 30 minutes before it.

A rough plan made early beats a perfect plan made after the rush starts



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The 30-Minute Readiness Check

1 PEOPLE

- Everyone is clocked in
- Positions are assigned
- No breaks
- Backup or Plan B

2 PRODUCT

- Areas are stocked
- Prep matches the forecast – Build to
- Cups and packaging full
- Hold times checked

3 FACILITY

- Stations are clean
- Tools are in position
- Lobby and restrooms checked
- Trash emptied

4 EQUIPMENT

- Everything on and working
- Headsets tested
- Registers and receipt paper ready
- Plan B for a breakdown

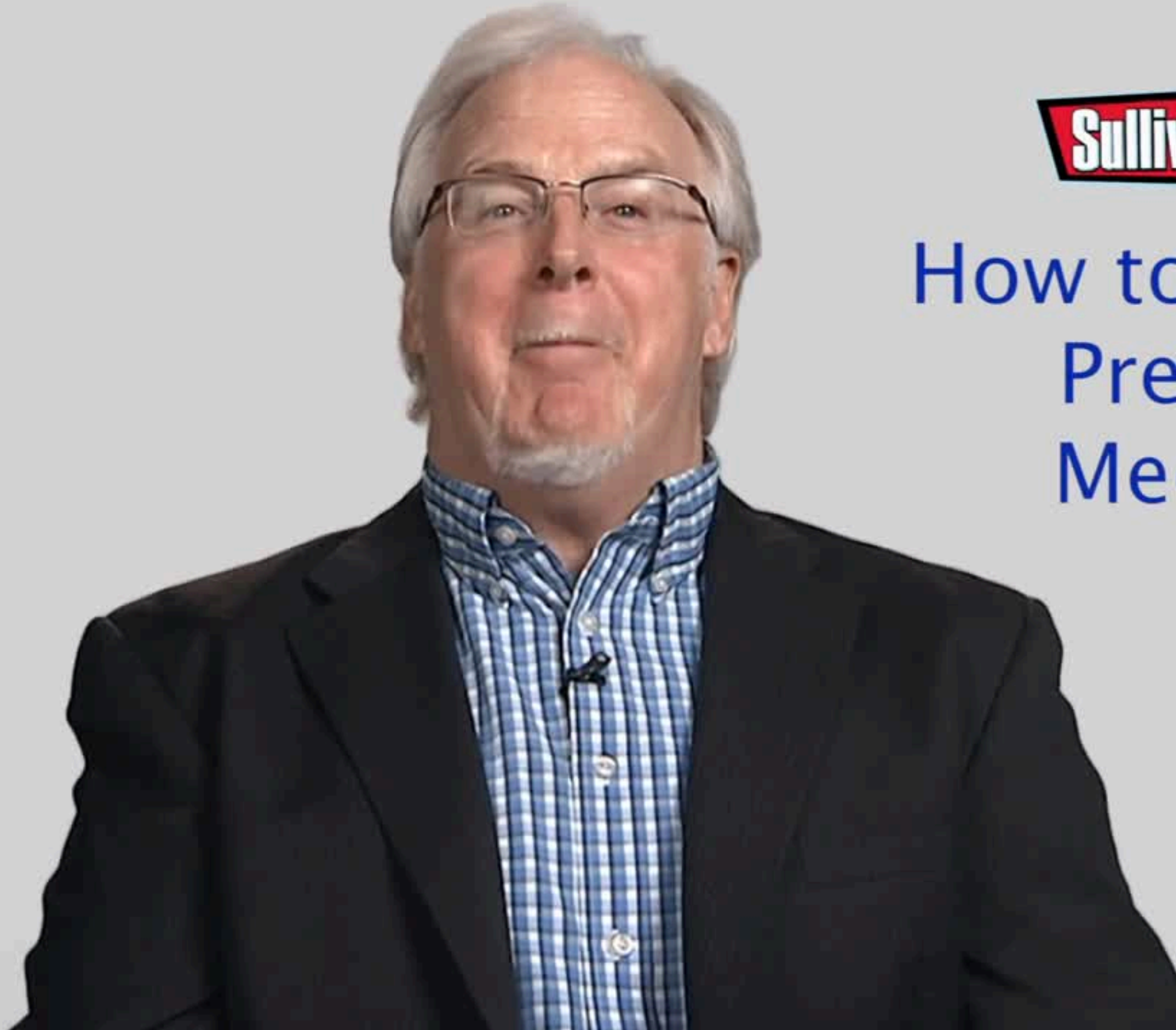
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How to Conduct Pre-Shift Meetings



Run a 2-minute huddle before the rush

2

MINUTES

10 to 15 minutes before the peak. Short, standing, and upbeat.

The forecast: "We expect our rush from 12:00 to 1:00."

The positions: Who is where, and who is backup.

One goal: A single target: drive-thru time, accuracy, or a suggestive sell.

Heads-up: Promotions, low items, large orders, or equipment issues.

The tone: Thank the team and set the energy for the next hour.



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Part 2: Lead the Rush from the Flow

***The shift leader watches the whole operation instead of getting
trapped at one station.***



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The leader repeats one short loop

1 SEE

- Where is work backing up?
- Who is waiting?
- What is running low?

2 DECIDE

- What matters most right now?
- Where will one person help most?

3 TELL

- Use their name
- Give one clear direction
- Say what "done" looks like

4 CHECK

- Did the line move?
- Did accuracy hold?
- What needs attention next?

See, decide, tell, check. Then repeat.



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Keep accuracy simple

1 CONFIRM

Repeat the order back at the speaker or register, especially special requests. Repeat the order back again before handing off the food.

2 OWN

Keep the receipt with the order. One person owns the final check before it leaves.

3 CALL OUT

Name the order clearly at handoff so the right guest gets the right food.

Fast and wrong is slow.

Every remake costs time you do not have.



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Something goes wrong?

Protect the guest first

1 SOMEONE CALLS OUT

- Combine positions
- Cut nonessential tasks
- Tell the team the new plan

2 A BUS PULLS IN

- Open the next position
- Move your strongest help
- Set honest wait times

3 AN ITEM IS 86'D

- Call it out early
- Adjust production
- Offer a clear alternative

4 EQUIPMENT GOES DOWN

- Protect safety first
- Use the backup process
- Call the right support

The plan can change. The standard does not.



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Part 3: Reset and Get Better

***The rush is over, but the leader's job isn't. The
next peak starts now.***



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Reset the store and improve the next rush

1 RESET

- Restock core products
- Clean and organize stations
- Return people to home positions
- Start breaks

2 REVIEW

- What backed up?
- What ran low?
- Where did accuracy slip?

3 COACH

- Recognize what worked
- Correct where needed
- Update the next peak plan

A five-minute review makes the next peak easier to lead.



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Post Shift Meetings



What happens in the next 30 seconds?

Eight cars are in line. Two orders are waiting on food. Drinks are behind. Expo has three receipts and is asking which order goes next.

1 SEE

What is the clearest bottleneck?

2 DECIDE

Where will one person help most?

3 TELL

What exact words will you say, and to whom?

4 CHECK

How will you know the move worked?



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What will you do differently on your next peak shift?

1 PREPARE

One thing I will set up 30 minutes before the rush.

2 LEAD

One direction I will give using See, Decide, Tell, Check.

3 COACH

One thing I will recognize or correct after the rush.

Write one specific commitment and share it with a partner.



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