

PICK-UP WINDOW: REDUCED-CONTACT PROCEDURES



Customer arrives at pickup window

NOTE: If order is not prepaid perform a Callback to see if they would like to prepay over the phone to reduce person to person contact

STEP 1

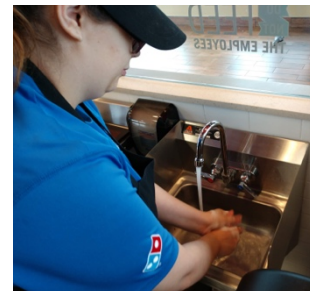
Greet customer and process payment

- When customer arrives at pick-up window, ask for their name and check payment type
- ***If prepaid move to step 2, otherwise continue***
- For payment at the window communicate total
- Process payment through POS
- Return credit card, receipt, or any change in a plastic bag

STEP 2

Inform customer of next steps

- State you will be stepping away to wash your hands and retrieve their order
- Properly wash hands



STEP 3

Pass boxed items to customer

- Retrieve customer's order
- Pass boxes to customer one item at a time keeping your hand on opposite side of each box versus customer side



STEP 4

Pass additional items to customer in a bag

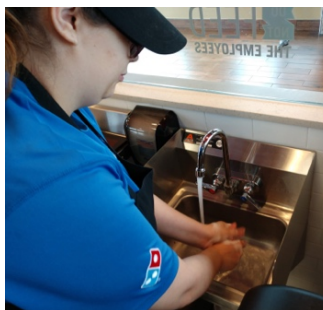
- Place dip cups and sodas in a plastic bag, where permitted, holding the sides of the bag leaving the handles untouched for customer to grab



STEP 5

Sanitize touchpoint areas and wash hands

- Sanitize touchpoints at pick-up window (i.e. POS monitor, credit card terminal, etc.)
- Properly wash hands



Assist customer if their order is not ready upon arrival

- Complete payment process as needed as noted in step 1
- Inform customer their order will be delivered to their vehicle
- Advise customer where to park and that their order will be brought out when ready
- Upon returning to store, wash hands properly



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