|  |  |  |  |
| --- | --- | --- | --- |
| **Name of Use Case:** | **McDonalds Order of Operations** | | |
| **Created By:** | **McDonalds** | **Last Updated By:** | **J. Doe** |
| **Date Created:** | **02/15/xx** | **Last Revision Date:** | **02/22/xx** |
|  |  | | |
| **Description:** | Bussiness workflow of everday McDonalds | | |
| **Actors:** | Drive-in customer, Walk-in customer | | |
| **Preconditions:** | 1. Shirt  2. Shoes | | |
| **Postconditions:** | 1. Drive-ins are limited to a 15 minute period. 2. Orders must be submitted through the Order generator software. 3. Customers will prepay for their food in all cases. | | |
| **Flow:** | 1. Employee will greet the Customer with a smile asking them what they would like to Order and if they would like it to go or to dine in. 2. The Customer will approach the counter or the Drive thru window and will place an order and prepay for the service. 3. Orders will be tracked by number and be displayed on the cook’s screen for cooking and packaging. 4. Order will be placed on a tray or in a bag depending on staying or going and given to the customer. Complete work flow. | | |
| **Exceptions:** | 1. The Manager on duty will have authority to change or revise this workflow based on his/her individual McDonalds. | | |
|  |  | | |
|  |  | | |