

Communication & Corodination

Falafel call-out system:

Where the staff will verbally confirm falafel ordes when bowls are started

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A designated communicator:

One person in each shift will be deignated communicator of when falafel is supposed to be on a bowl, a more simple version of the first.

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Pre-shift talk:

to clarify who will be the designated communicator.

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A Bell:

The fry person rings a bell when the falafel is cooked and ready, this will help the people on the line know when there is falafel for a bowl.

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Check:

Have the cashier check what the protien is, by either asking customer or asking the person on hot again

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Visual Cues & Signage

Color coded Tickets:

Color coded tickets allow for easy visualization of the tickets, so blue letters are for falafel.

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Chip clips:

Could use chip clips and attach it to a bowl to signify that it needs falafel.

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Indecation light:

I little red light near the register that, if on, will signify that there is falafel needs to be on a bowl.

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A reminder chart:

Have a chart that reminds the staff to always be thinking about the falafel when it is called to the grill person.

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Technology

A digital order screen:

A digital order screen that highlights the falafel and makes for easier flow on the line, only applicable to online orders.

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Sound alerts for:

such as a chime or ding that falafel is part of an order.

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Pettels / button:

A pettel or button that can be used to signify that there is falafel that must be put on a bowl.

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WorkFlow

Holder:

Cold person can hold the bowl until the falafel is added

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Assembly flow:

Instead of having the grill in the back of the house, why not bring it to the front so that when people come down the line the falafel can be put in the bowl

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Protien check step:

The person on cold should check if the protien before handing it to the cashier

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Add another person to the shift:

This adds another person who can manage more of the line and help with orders, such as falafel but not only that. just an example

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Training

Falafel awareness:

add a part of training where they teach the new person to be aware of the falafel

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Accurate Protein communication reward:

Use words of encouragement to subconsciously reward other coworkers for help getting the falafel on a bowl.

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Have Shit manager check:

Shit manager checks periodically to make sure falafel that is called makes it onto the bowl.

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Common misses:

A board that will show how many bowls in the month have been missed

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