Task: Observation and Process Analysis at Wendy's

Overview: As part of a group assignment, I conducted an observational analysis of operations at Wendy's, focusing on queue management, employee efficiency, and customer service during peak hours. The goal was to identify trends, bottlenecks, and opportunities for process improvement in a fast-food service environment.

Key Responsibilities:

- **Data Collection:** Recorded queue sizes every 5 minutes to track traffic flow and service efficiency during the observation period.

- **Employee Role Analysis:** Observed various roles such as managers, cashiers, cooks, and drive-thru attendants, noting the distribution of tasks and workflow.

- **Efficiency Trends:** Analyzed service speed, particularly in order fulfillment, identifying variations in employee performance and areas for improvement.

- **Bottleneck Identification:** Highlighted operational inefficiencies, particularly in the drive-thru process and handling of customized orders, suggesting areas for targeted staff training and process refinement.

Skills Utilized:

- Data Collection and Analysis

- Process Observation and Reporting

- Identifying Bottlenecks and Improvement Opportunities

- Customer Experience Evaluation