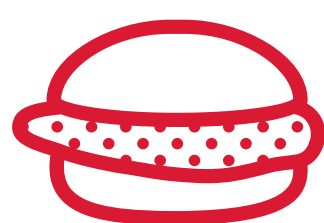




# Operational Excellence

# 2nd Mile Service



## Craveable Food

Make it safe and follow procedures



## Personal

Use names and share a warm welcome and fond farewell



## Fast & Accurate Service

Be quick and confirm orders

## Proactive

Check in and anticipate needs

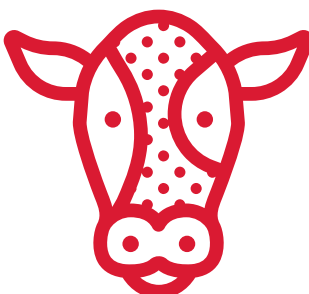


## Welcoming Environment

Keep it clean, safe, and refreshing

## Generous

Surprise and delight with food, fun, and more



# Attentive & Friendly Team Members

Pay attention to details, deliver Core 4, and recover quickly



Scan to learn more about what it means to be a Moment Maker through videos and digital resources.

WIN MOMENTS. WIN HEARTS.