



## Operational Plan

Over six decades ago, an adventurous and determined entrepreneur named Harmon Dobson had a bold idea: to serve a burger so big that it took two hands to hold, and so good that after a single bite customers couldn't help but exclaim, "What a burger!" He named his humble burger stand, located on Ayers Street in Corpus Christi, Texas, "Whataburger."

Today, our founder's original vision still inspires everything we do. We're still family owned and operated. Each and every Whataburger® is still made to order—when it's ordered. We still use 100% pure beef and serve it on a big, toasted five-inch bun. We still greet our customers with a smile 24 hours a day, seven days a week. And while we now serve hot, fresh food at more than 800 Whataburgers across the country, that burger stand in Corpus Christi is never far from our hearts.

The only equipment that is on site is standard restaurant equipment needed in order to prepare our signature burgers and sides. A kitchen equipment plan has been supplied for review to this plan. Typically a restaurant has about 20-25 employees on duty during our peak times.

The restaurant will have two drive-thru lanes: Lane A closest to the building, and Lane B on the outside. Operation of Lane B only occurs during peak hours with the prior approval of the Area Manager/Supervisor and in compliance with Lane B operation policy and procedures including, but not limited to, the use of a reflective safety vest by the runner. Lane B operational policy is to minimize trips between Lane B and the building. Operational policy and safety at the drive-thru is further detailed on pages 3 and 8 of the attached excerpt from the Operational Manual.

**SAFETY AT THE DRIVE-THRU**

Team Members and the management team need to work to provide a safe environment in the drive-thru for everyone involved. Remember the drive-thru exists to provide customers a convenient and consistent dining experience.

- The runner is a key member of a busy drive-thru team.
  - Wear the orange safety vest to increase your visibility.
- Be very conscious of safety. You are working amongst constantly moving cars, so personal safety must be your first concern.
  - Never leave the expedite door without stopping first at the edge of the curb to make certain the vehicle at the window is not pulling out.
  - Never start back towards the building without first looking to see what the cars in Lane A are doing.
- When conditions are wet due to rain, snow or fog, wipe your feet each time you enter the restaurant. This will keep you from slipping and keep the kitchen floors cleaner and safer for the rest of the team as well.
- Check all auto-close drive-thru windows to ensure they close automatically. Do not disable this feature.
- Lock windows when not actively in use, and lock after every transaction after dark.

- In Lane B, the runner visits the vehicle as soon as possible, while minimizing trips between Lane B and the building.
  - For example, with two vehicles in line, the runner can take payment from Vehicle 1, then go to Vehicle 2 to collect payment.
  - Runner returns to Vehicle 1 with drinks (returns change to Vehicle 1 and inquires about condiments for order), then brings drinks and change to Vehicle 2 and also inquires about condiments for Vehicle 2 order. (When possible, Vehicle 1 and 2 drinks can be delivered on the same trip.)
  - Runner delivers completed meal to Vehicle 1 and Vehicle 2 (and repeats the process with each new vehicle that enters the drive-thru Lane B).

### Step 5: Order Presentation

When the guest's meal is complete, present it to them immediately. Remember, hot food always has priority.

- If an order has two or more drinks, ask the guest if they would like a drink carrier.
  - When handing out multiple drinks without a carrier, be patient; give the guest time to put the drinks into the vehicle's cup holders or to pass them to the other occupants in the vehicle.
  - Ensure lids are securely sealed prior to handing out the drinks, and be sure to handle drinks by the body of the cup. Do not grasp the cup at or close to the lid; it could become loose or come off as you hand the drink out.
- The production team will follow all bagging standards for the individual items in the meal. After verifying the contents and adding standard and requested condiments, fold the top of the bag down once to seal in the heat.
  - If a meal includes two or more 6# bags, boxes or platters, place the items in a large carryout bag.
- When handing out bags, hand them out one at a time, giving the guest time to get them settled in their vehicle.

