

FREE OPERATIONAL TEMPLATE

Drive-Thru Audit Checklist

Use this 60-point checklist to audit lane access, traffic flow, menu boards, communication systems, order taking, payment, production, order accuracy, handoff, service time, safety, security, maintenance, and corrective-action closure.

Restaurant / station

Audit date

Auditor

Shift manager

1. Audit setup, lane profile, timing definitions, and ownership

- 1 Record the station, audit date, shift, daypart, auditor, manager on duty, open lanes, and drive-thru format.

DRIVE-THRU

NAME | Enter

DATE / TIME | Enter

APPROVAL | Sign

 **Execution tip:** Use the same timing start point, end point, device, and target at every location so results are comparable.

- 2 Confirm the approved total lane-time target and the timing start and end points used for this audit.

DRIVE-THRU

Record	Current	Owner	Evidence	Action

 **Execution tip:** Use the same timing start point, end point, device, and target at every location so results are comparable.

- 3 Document the lane design, order points, payment windows, pickup windows, confirmation screens, and waiting bays in scope.

DRIVE-THRU

Record	Current	Owner	Evidence	Action

 **Execution tip:** Use the same timing start point, end point, device, and target at every location so results are comparable.

- 4 Identify peak volumes, promotions, staffing constraints, equipment outages, weather, or unusual demand affecting performance.

DRIVE-THRU

Record	Current	Owner	Evidence	Action

 **Execution tip:** Use the same timing start point, end point, device, and target at every location so results are comparable.

- 5 Review previous audits, complaints, refunds, incidents, recurring delays, and overdue corrective actions.

DRIVE-THRU

Finding	Priority	Owner	Due	Proof

 **Execution tip:** Use the same timing start point, end point, device, and target at every location so results are comparable.

- 6 Assign owners for immediate containment, corrective action, escalation, verification, and final sign-off.

DRIVE-THRU

Finding	Priority	Owner	Due	Proof

 **Execution tip:** Use the same timing start point, end point, device, and target at every location so results are comparable.

2. Exterior, lane entry, traffic flow, signage, and customer access

7 Confirm the drive-thru entrance is visible, clearly signed, open, and free from parked vehicles or other obstructions.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

 Execution tip: Inspect the lane during peak traffic and after dark because flow, visibility, and safety risks change with conditions.

8 Verify lane arrows, stop lines, curbs, islands, bollards, and pavement markings guide vehicles safely through the route.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

 Execution tip: Inspect the lane during peak traffic and after dark because flow, visibility, and safety risks change with conditions.

9 Check that height restrictions, turning radii, clearances, and vehicle-width limits are displayed where required.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

 Execution tip: Inspect the lane during peak traffic and after dark because flow, visibility, and safety risks change with conditions.

10 Confirm menu queues do not block public roads, parking access, pedestrian routes, delivery zones, or emergency access.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

 Execution tip: Inspect the lane during peak traffic and after dark because flow, visibility, and safety risks change with conditions.

11 Verify canopy, lane, menu-board, payment-window, pickup-window, and exit lighting are operational and adequate.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

 Execution tip: Inspect the lane during peak traffic and after dark because flow, visibility, and safety risks change with conditions.

12 Confirm pedestrian crossings, staff routes, delivery movements, and vehicle exit points are separated and controlled safely.

CRITICAL

DRIVE-THRU

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Inspect the lane during peak traffic and after dark because flow, visibility, and safety risks change with conditions.

3. Menu boards, order point, headsets, sensors, and timer systems

- 13 Verify static and digital menu boards are clean, readable, illuminated, current, and positioned before the order point.

DRIVE-THRU

Compliant Partial Non-compliant N/A

 Execution tip: Test communication and timing equipment from a customer vehicle, not only from inside the restaurant.

- 14 Confirm prices, promotions, product images, meal combinations, availability, and mandatory information are accurate.

DRIVE-THRU

Compliant Partial Non-compliant N/A

 Execution tip: Test communication and timing equipment from a customer vehicle, not only from inside the restaurant.

- 15 Check that unavailable items and temporary substitutions are updated before customers reach the order point.

CRITICAL

DRIVE-THRU

Safe Needs action Critical LIVE PHOTO | Add

 Execution tip: Test communication and timing equipment from a customer vehicle, not only from inside the restaurant.

- 16 Test speaker, microphone, headset, volume, clarity, and background-noise control from the vehicle position.

DRIVE-THRU

Compliant Partial Non-compliant N/A

 Execution tip: Test communication and timing equipment from a customer vehicle, not only from inside the restaurant.

- 17 Verify order confirmation screens display the correct items, quantities, modifications, and total price.

DRIVE-THRU

Compliant Partial Non-compliant N/A

 Execution tip: Test communication and timing equipment from a customer vehicle, not only from inside the restaurant.

- 18 Confirm vehicle sensors, lane timers, order-point detection, window timers, and backup procedures are functioning.

CRITICAL

DRIVE-THRU

ACTUAL TIME | Enter TARGET | Enter SOURCE | Timer / POS

 Execution tip: Test communication and timing equipment from a customer vehicle, not only from inside the restaurant.

4. Order taking, accuracy, suggestive selling, and customer communication

19 Measure the time from vehicle detection to the first employee greeting at the order point.

DRIVE-THRU

ACTUAL TIME | | Enter

TARGET | | Enter

SOURCE | | Timer / POS

 Execution tip: Sample standard, customized, promotional, and allergen-related orders to test both speed and communication accuracy.

20 Confirm the employee uses a clear greeting, listens without interruption, and guides the customer through the order efficiently.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

 Execution tip: Sample standard, customized, promotional, and allergen-related orders to test both speed and communication accuracy.

21 Verify sizes, quantities, meal choices, modifications, allergens, substitutions, and unavailable items are clarified correctly.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

 Execution tip: Sample standard, customized, promotional, and allergen-related orders to test both speed and communication accuracy.

22 Confirm the complete order and total price are repeated or displayed before the customer proceeds to payment.

CRITICAL

DRIVE-THRU

Safe

Needs action

Critical

LIVE PHOTO | | Add

 Execution tip: Sample standard, customized, promotional, and allergen-related orders to test both speed and communication accuracy.

23 Observe whether suggestive selling follows the approved script without causing unnecessary delay or confusion.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

 Execution tip: Sample standard, customized, promotional, and allergen-related orders to test both speed and communication accuracy.

24 Check that customers receive realistic updates when an item, payment, system, equipment, or production delay affects the order.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

 Execution tip: Sample standard, customized, promotional, and allergen-related orders to test both speed and communication accuracy.

5. Payment window, POS, cash, digital payment, and receipt controls

25

Confirm the payment window is staffed, organized, clean, secure, and ready before peak trading begins.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

🔍

Execution tip: Compare observed payment time with POS timestamps and investigate repeated voids, declines, or manual workarounds.

26

Verify POS terminals, card readers, contactless payments, scanners, printers, loyalty systems, and network connections work correctly.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

🔍

Execution tip: Compare observed payment time with POS timestamps and investigate repeated voids, declines, or manual workarounds.

27

Confirm the order displayed at payment matches the customer order and the amount charged is accurate.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

🔍

Execution tip: Compare observed payment time with POS timestamps and investigate repeated voids, declines, or manual workarounds.

28

Observe whether cash, change, receipts, vouchers, discounts, and coupons are handled quickly and securely.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

🔍

Execution tip: Compare observed payment time with POS timestamps and investigate repeated voids, declines, or manual workarounds.

29

Verify mobile payments, app orders, loyalty redemptions, gift cards, and promotional codes process without avoidable delay.

CRITICAL

DRIVE-THRU

Safe

Needs action

Critical

LIVE PHOTO | Add

🔍

Execution tip: Compare observed payment time with POS timestamps and investigate repeated voids, declines, or manual workarounds.

30

Confirm failed payments, duplicate charges, voids, refunds, overrides, and manual transactions are documented and reviewed.

DRIVE-THRU

Finding	Priority	Owner	Due	Proof

🔍

Execution tip: Compare observed payment time with POS timestamps and investigate repeated voids, declines, or manual workarounds.

6. Production flow, kitchen timing, order assembly, and staging

- 31 Verify drive-thru orders appear immediately and accurately on the kitchen display, printer, or production screen.

DRIVE-THRU

Compliant Partial Non-compliant N/A

 Execution tip: Track queue time and kitchen ticket age together to identify whether delay starts at ordering, production, or handoff.

- 32 Confirm production stations are staffed, stocked, and arranged for the expected drive-thru demand by daypart.

DRIVE-THRU

Compliant Partial Non-compliant N/A

 Execution tip: Track queue time and kitchen ticket age together to identify whether delay starts at ordering, production, or handoff.

- 33 Check that batch levels, holding quantities, cook cycles, and replenishment protect speed without compromising food safety or quality.

CRITICAL

DRIVE-THRU

Safe Needs action Critical

LIVE PHOTO | Add

 Execution tip: Track queue time and kitchen ticket age together to identify whether delay starts at ordering, production, or handoff.

- 34 Confirm kitchen leaders monitor ticket age, delayed items, special orders, and workload by station.

DRIVE-THRU

Compliant Partial Non-compliant N/A

 Execution tip: Track queue time and kitchen ticket age together to identify whether delay starts at ordering, production, or handoff.

- 35 Verify assembly areas have the required packaging, labels, sauces, utensils, napkins, drinks, and promotional items at point of use.

DRIVE-THRU

Compliant Partial Non-compliant N/A

 Execution tip: Track queue time and kitchen ticket age together to identify whether delay starts at ordering, production, or handoff.

- 36 Confirm large, customized, delayed, or remade orders are routed and staged without blocking the main production flow.

DRIVE-THRU

Compliant Partial Non-compliant N/A

 Execution tip: Track queue time and kitchen ticket age together to identify whether delay starts at ordering, production, or handoff.

7. Final order check, packaging, handoff, and customer experience

37

Confirm every order is checked against the screen, receipt, or label before it reaches the pickup window.

CRITICAL

DRIVE-THRU

Safe

Needs action

Critical

LIVE PHOTO | Add

Execution tip: Open a representative sample of completed orders and compare every item with the receipt before handoff.

38

Verify all food, drinks, sides, sauces, condiments, utensils, napkins, toys, and promotional items are included.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

Execution tip: Open a representative sample of completed orders and compare every item with the receipt before handoff.

39

Check that hot and cold products are separated, drinks are secure, packaging is intact, and delivery seals are used where required.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

Execution tip: Open a representative sample of completed orders and compare every item with the receipt before handoff.

40

Confirm the order number, customer, vehicle, lane, and waiting-bay position are matched correctly before handoff.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

Execution tip: Open a representative sample of completed orders and compare every item with the receipt before handoff.

41

Observe whether employees greet, confirm the order, hand it over safely, thank the customer, and provide any required instructions.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

Execution tip: Open a representative sample of completed orders and compare every item with the receipt before handoff.

42

Record missing items, wrong orders, quality complaints, remakes, refunds, and service recovery linked to drive-thru handoff.

CRITICAL

DRIVE-THRU

Finding	Priority	Owner	Due	Proof

Execution tip: Open a representative sample of completed orders and compare every item with the receipt before handoff.

8. Queue management, lane time, pull-forward, and vehicle exit

- 43 Measure total time from vehicle arrival or sensor detection to order handoff and safe exit from the lane. DRIVE-THRU

ACTUAL TIME | | Enter

TARGET | | Enter

SOURCE | | Timer / POS

 Execution tip: Separate queue length, order-point time, payment time, production time, handoff time, and parked-order time in the audit record.

- 44 Record order-point, payment, production, handoff, and waiting-bay time separately to identify the delay stage. DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

 Execution tip: Separate queue length, order-point time, payment time, production time, handoff time, and parked-order time in the audit record.

- 45 Confirm lane length, queue count, abandonment, and target breaches are monitored during peak periods. DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

 Execution tip: Separate queue length, order-point time, payment time, production time, handoff time, and parked-order time in the audit record.

- 46 Verify the second order point, second lane, queue marshal, or support role is activated at the approved trigger. DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

 Execution tip: Separate queue length, order-point time, payment time, production time, handoff time, and parked-order time in the audit record.

- 47 Confirm delayed vehicles are moved to a designated waiting bay at the approved threshold and tracked until delivery. DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

 Execution tip: Separate queue length, order-point time, payment time, production time, handoff time, and parked-order time in the audit record.

- 48 Verify waiting-bay handoff, vehicle identification, exit flow, reversing risk, idling, and blocked-lane controls are effective. CRITICAL DRIVE-THRU

Safe

Needs action

Critical

LIVE PHOTO | | Add

 Execution tip: Separate queue length, order-point time, payment time, production time, handoff time, and parked-order time in the audit record.

9. Safety, security, cleanliness, maintenance, and emergency readiness

49 Confirm payment and pickup windows, doors, locks, screens, cash exposure, and staff positioning protect employees from security risk.

CRITICAL

DRIVE-THRU

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Close or isolate the lane immediately when a vehicle, electrical, fire, security, or structural hazard cannot be controlled safely.

50 Verify CCTV, panic or duress alarms, lighting, intercoms, and incident-recording systems cover the drive-thru route and windows.

CRITICAL

DRIVE-THRU

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Close or isolate the lane immediately when a vehicle, electrical, fire, security, or structural hazard cannot be controlled safely.

51 Check menu boards, canopies, signs, bollards, curbs, windows, electrical fittings, cables, drains, and surfaces for damage or instability.

CRITICAL

DRIVE-THRU

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Close or isolate the lane immediately when a vehicle, electrical, fire, security, or structural hazard cannot be controlled safely.

52 Confirm litter, spills, grease, standing water, broken glass, pests, and other hazards are removed promptly from the lane and waiting bays.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

 Execution tip: Close or isolate the lane immediately when a vehicle, electrical, fire, security, or structural hazard cannot be controlled safely.

53 Verify fire extinguishers, emergency isolation controls, first-aid access, evacuation routes, and emergency contact details are available.

CRITICAL

DRIVE-THRU

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Close or isolate the lane immediately when a vehicle, electrical, fire, security, or structural hazard cannot be controlled safely.

54 Confirm employees know the response for robbery, aggression, vehicle collision, medical emergency, fire, equipment failure, and lane closure.

CRITICAL

DRIVE-THRU

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Close or isolate the lane immediately when a vehicle, electrical, fire, security, or structural hazard cannot be controlled safely.

10. Findings, corrective actions, verification, and management sign-off

55

Record drive-thru results by location, date, daypart, lane, order type, timing stage, and total service time.

DRIVE-THRU

Record		Current		Owner		Evidence		Action	

Execution tip: Keep actions open until repeat timing and live observation confirm that the fix works during a comparable peak period.

56

Classify each delay by demand, staffing, training, stock, production, equipment, technology, payment, traffic, or external cause.

DRIVE-THRU

Finding		Priority		Owner		Due		Proof	

Execution tip: Keep actions open until repeat timing and live observation confirm that the fix works during a comparable peak period.

57

Document critical safety, security, food, payment, order-accuracy, and customer risks requiring immediate containment or escalation.

CRITICAL

DRIVE-THRU

Finding		Priority		Owner		Due		Proof	

Execution tip: Keep actions open until repeat timing and live observation confirm that the fix works during a comparable peak period.

58

Assign every corrective action to a named owner with priority, due date, evidence requirement, and escalation route.

DRIVE-THRU

Finding		Priority		Owner		Due		Proof	

Execution tip: Keep actions open until repeat timing and live observation confirm that the fix works during a comparable peak period.

59

Verify closure through repeat timing, live observation, POS data, order samples, work orders, photos, maintenance records, or retraining.

DRIVE-THRU

Compliant

Partial

Non-compliant

N/A

Execution tip: Keep actions open until repeat timing and live observation confirm that the fix works during a comparable peak period.

60

Record the final score, unresolved risks, next review date, manager, auditor, reviewer, date, time, and approvals.

CRITICAL

DRIVE-THRU

NAME | | Enter

DATE / TIME | | Enter

APPROVAL | | Sign

Execution tip: Keep actions open until repeat timing and live observation confirm that the fix works during a comparable peak period.

RUN THIS CHECKLIST DIGITALLY

Turn drive-thru findings into faster, safer, and more accurate customer journeys

Use Taqtics to schedule drive-thru audits, capture live timing and operational evidence, identify delay stages, assign corrective actions, verify improvements, and compare performance across every location.

Scheduled drive-thru audits

Lane and stage-time scoring

Live operational evidence

Critical delay and risk escalation

Corrective-action tracking

Multi-location performance dashboards

Try the Drive-Thru Audit Checklist in Taqtics