

FREE OPERATIONAL TEMPLATE

Order Accuracy Checklist

Use this 60-point checklist to verify order entry, modifications, production routing, assembly, packaging, handoff, delivery, customer recovery, and corrective-action closure.

LOCATION

DATE AND SHIFT

AUDITOR

SAMPLE SIZE

1. Audit setup, scope, sampling, and ownership

1

Record the restaurant, date, shift, auditor, manager on duty, service channels, and order sample included in the audit.

METRIC

NAME | | Enter

DATE / TIME | | Enter

APPROVAL | | Sign

🔍

Execution tip: Use the same sample rule across locations so accuracy results remain comparable.

2

Confirm the approved order-accuracy target, critical-failure rules, scoring method, and required sample size for each channel.

CRITICAL

METRIC

SAMPLE | | Enter

ERRORS | | Enter

ACCURACY % | | Enter

🔍

Execution tip: Use the same sample rule across locations so accuracy results remain comparable.

3

Define the timing window and sample mix across standard orders, modified orders, meal bundles, promotions, and high-risk allergen requests.

METRIC

Pass

Concern

Critical fail

Create action

🔍

Execution tip: Use the same sample rule across locations so accuracy results remain comparable.

4

Confirm the evidence sources used, including receipts, kitchen display records, order labels, delivery tickets, timestamps, and live observation.

EVIDENCE

Verified

Partial

Mismatch

Attach evidence

🔍

Execution tip: Use the same sample rule across locations so accuracy results remain comparable.

5

Review previous accuracy results, recurring error types, customer complaints, remakes, refunds, chargebacks, and overdue actions.

RECORD

Order ID	Error type	Channel	Cause	Action

🔍

Execution tip: Use the same sample rule across locations so accuracy results remain comparable.

6

Assign ownership for immediate correction, customer recovery, root-cause action, verification, escalation, and final sign-off.

ACTION

NAME | | Enter

DATE / TIME | | Enter

APPROVAL | | Sign

🔍

Execution tip: Use the same sample rule across locations so accuracy results remain comparable.

2. Menu, POS, availability, and order-entry controls

7 Verify menu boards, kiosks, digital menus, and delivery platforms show current items, sizes, prices, modifiers, and availability.

ORDER CHECK

Compliant

Partial

Non-compliant

N/A

 Execution tip: Correct menu or POS configuration before the next peak period begins.

8 Confirm unavailable products and ingredients are removed or clearly marked before customers place orders.

CRITICAL

ORDER CHECK

Compliant

Partial

Non-compliant

N/A

 Execution tip: Correct menu or POS configuration before the next peak period begins.

9 Check that POS buttons, modifier screens, combo rules, tax settings, and promotional offers match the approved menu configuration.

EVIDENCE

Verified

Partial

Mismatch

Attach evidence

 Execution tip: Correct menu or POS configuration before the next peak period begins.

10 Verify product names and abbreviations on receipts and kitchen screens are clear enough to prevent misinterpretation.

EVIDENCE

Verified

Partial

Mismatch

Attach evidence

 Execution tip: Correct menu or POS configuration before the next peak period begins.

11 Confirm employees can select all approved substitutions, allergy notes, preparation preferences, and packaging instructions accurately.

METRIC

SAMPLE | Enter

ERRORS | Enter

ACCURACY % | Enter

 Execution tip: Correct menu or POS configuration before the next peak period begins.

12 Test whether orders entered through counter, kiosk, app, drive-thru, and delivery channels route to the correct production station.

ORDER CHECK

Verified

Partial

Mismatch

Attach evidence

 Execution tip: Correct menu or POS configuration before the next peak period begins.

3. Order taking, confirmation, and customer communication

13

Observe whether the employee listens without interruption and captures the complete order before final confirmation.

Compliant

Partial

Non-compliant

N/A

ORDER CHECK

🔍

Execution tip: Compare the customer request with the final POS record, not memory alone.

14

Confirm item, size, quantity, meal choice, side, beverage, sauce, add-on, and preparation preference are entered correctly.

Compliant

Partial

Non-compliant

N/A

ORDER CHECK

🔍

Execution tip: Compare the customer request with the final POS record, not memory alone.

15

Verify special requests, exclusions, substitutions, and allergen information are repeated back to the customer before payment.

Pass

Concern

Critical fail

Create action

CRITICAL CRITICAL CONTROL

🔍

Execution tip: Compare the customer request with the final POS record, not memory alone.

16

Check that drive-thru order screens or verbal read-backs allow the customer to confirm the order before proceeding.

Verified

Partial

Mismatch

Attach evidence

EVIDENCE

🔍

Execution tip: Compare the customer request with the final POS record, not memory alone.

17

Confirm unclear requests are clarified rather than guessed, especially for similar product names, sizes, or promotional bundles.

Compliant

Partial

Non-compliant

N/A

CRITICAL ORDER CHECK

🔍

Execution tip: Compare the customer request with the final POS record, not memory alone.

18

Verify the receipt or digital confirmation accurately reflects the final order agreed with the customer.

SAMPLE | Enter

ERRORS | Enter

ACCURACY % | Enter

METRIC

🔍

Execution tip: Compare the customer request with the final POS record, not memory alone.

4. Kitchen routing, modifications, and allergen controls

19

Confirm every order appears promptly on the correct kitchen display, printer, production screen, or preparation station.

Verified

Partial

Mismatch

Attach evidence

EVIDENCE

Execution tip: Allergen instructions must remain visible through every production and handoff step.

20

Verify modified items are visually distinct and display every requested addition, removal, substitution, and preparation note.

Verified

Partial

Mismatch

Attach evidence

CRITICAL

ORDER CHECK

Execution tip: Allergen instructions must remain visible through every production and handoff step.

21

Check that allergen-related requests trigger the approved alert, communication, segregation, and manager-verification process.

CRITICAL

CRITICAL CONTROL

Finding	Priority	Owner	Due	Proof

Execution tip: Allergen instructions must remain visible through every production and handoff step.

22

Confirm order numbers, table numbers, customer names, bay numbers, or delivery IDs remain attached throughout production.

Compliant

Partial

Non-compliant

N/A

ORDER CHECK

Execution tip: Allergen instructions must remain visible through every production and handoff step.

23

Verify split orders and multi-station orders remain synchronized so all items are completed for the same handoff.

Compliant

Partial

Non-compliant

N/A

CRITICAL

ORDER CHECK

Execution tip: Allergen instructions must remain visible through every production and handoff step.

24

Check that handwritten, verbal, or offline orders are transferred accurately into the approved production workflow.

CRITICAL

METRIC

SAMPLE | Enter

ERRORS | Enter

ACCURACY % | Enter

Execution tip: Allergen instructions must remain visible through every production and handoff step.

5. Preparation, assembly, and final order verification

25

Verify each product is prepared to the approved recipe, size, portion, ingredient, and customization shown on the order.

ORDER CHECK

Compliant

Partial

Non-compliant

N/A

🔍

Execution tip: Final verification should be independent for complex and higher-risk orders.

26

Confirm the assembler matches every finished item against the receipt, screen, label, or printed ticket before packing.

CRITICAL

EVIDENCE

Verified

Partial

Mismatch

Attach evidence

🔍

Execution tip: Final verification should be independent for complex and higher-risk orders.

27

Check that meal components, sides, beverages, desserts, and promotional items are included in the correct quantities.

ORDER CHECK

Compliant

Partial

Non-compliant

N/A

🔍

Execution tip: Final verification should be independent for complex and higher-risk orders.

28

Verify similar-looking products, flavors, sizes, and dietary variants are not mixed during staging or assembly.

ORDER CHECK

Compliant

Partial

Non-compliant

N/A

🔍

Execution tip: Final verification should be independent for complex and higher-risk orders.

29

Confirm quality failures, damaged packaging, spills, or incorrect items are replaced before the order reaches the customer.

ORDER CHECK

Compliant

Partial

Non-compliant

N/A

🔍

Execution tip: Final verification should be independent for complex and higher-risk orders.

30

Require an independent final check for large, complex, high-value, modified, or allergen-sensitive orders.

CRITICAL

CRITICAL CONTROL

Pass

Concern

Critical fail

Create action

🔍

Execution tip: Final verification should be independent for complex and higher-risk orders.

6. Packaging, labeling, condiments, and order completeness

- 31 Confirm dine-in, takeaway, drive-thru, delivery, and pickup orders use the correct packaging and are kept clearly separated.

METRIC

SAMPLE | Enter

ERRORS | Enter

ACCURACY % | Enter

 Execution tip: Package checks should include every bag, drink, side, sauce, and requested accessory.

- 32 Verify bags, boxes, cups, lids, seals, and labels match the product, quantity, temperature, and delivery requirement.

EVIDENCE

Verified

Partial

Mismatch

Attach evidence

 Execution tip: Package checks should include every bag, drink, side, sauce, and requested accessory.

- 33 Check that sauces, condiments, cutlery, napkins, straws, wipes, and requested accessories are included accurately.

CRITICAL

METRIC

SAMPLE | Enter

ERRORS | Enter

ACCURACY % | Enter

 Execution tip: Package checks should include every bag, drink, side, sauce, and requested accessory.

- 34 Confirm each bag or package displays the correct order number, customer name, channel, destination, and special instruction.

ORDER CHECK

Verified

Partial

Mismatch

Attach evidence

 Execution tip: Package checks should include every bag, drink, side, sauce, and requested accessory.

- 35 Verify hot, cold, fragile, and allergen-sensitive items are packed separately where required by the operating standard.

METRIC

SAMPLE | Enter

ERRORS | Enter

ACCURACY % | Enter

 Execution tip: Package checks should include every bag, drink, side, sauce, and requested accessory.

- 36 Check that multi-bag orders are marked as a complete set and no package remains behind at the staging area.

CRITICAL

ORDER CHECK

Compliant

Partial

Non-compliant

N/A

 Execution tip: Package checks should include every bag, drink, side, sauce, and requested accessory.

7. Counter, dine-in, takeaway, and pickup handoff

37 Verify the employee calls or displays the correct order number or customer name before handoff.

ORDER CHECK

Verified

Partial

Mismatch

Attach evidence



Execution tip: Confirm customer identity before releasing any unattended or named pickup order.

38 Confirm the employee checks the receipt, table number, pickup code, or customer identifier before releasing the order.

CRITICAL

EVIDENCE

Verified

Partial

Mismatch

Attach evidence



Execution tip: Confirm customer identity before releasing any unattended or named pickup order.

39 Observe whether the final order is verbally summarized when modifications, multiple bags, or special items are involved.

ORDER CHECK

Compliant

Partial

Non-compliant

N/A



Execution tip: Confirm customer identity before releasing any unattended or named pickup order.

40 Check that dine-in orders reach the correct table and are not handed to another customer or left at the wrong collection point.

ORDER CHECK

Compliant

Partial

Non-compliant

N/A



Execution tip: Confirm customer identity before releasing any unattended or named pickup order.

41 Confirm pickup shelves and collection areas keep orders organized, visible to staff, and protected from incorrect collection.

CRITICAL

ORDER CHECK

Compliant

Partial

Non-compliant

N/A



Execution tip: Confirm customer identity before releasing any unattended or named pickup order.

42 Verify the customer receives all parts of the order before the transaction is treated as complete.

CRITICAL

ORDER CHECK

Compliant

Partial

Non-compliant

N/A



Execution tip: Confirm customer identity before releasing any unattended or named pickup order.

8. Drive-thru, delivery, mobile, and third-party orders

- 43

Confirm drive-thru orders remain linked to the correct vehicle from order point through payment, staging, and handoff.

Compliant

Partial

Non-compliant

N/A

ORDER CHECK

🔍

Execution tip: Keep vehicle, courier, customer, and package identifiers linked until handoff is complete.
- 44

Verify pull-forward or waiting-bay orders are labeled with the correct vehicle description, bay, and missing item.

Verified

Partial

Mismatch

Attach evidence

EVIDENCE

🔍

Execution tip: Keep vehicle, courier, customer, and package identifiers linked until handoff is complete.
- 45

Check that mobile and web orders are matched to the correct customer, pickup time, store, and collection method.

Compliant

Partial

Non-compliant

N/A

CRITICAL

ORDER CHECK

🔍

Execution tip: Keep vehicle, courier, customer, and package identifiers linked until handoff is complete.
- 46

Confirm delivery orders match the platform ticket, customer address, courier code, item count, and special instructions.

Verified

Partial

Mismatch

Attach evidence

EVIDENCE

🔍

Execution tip: Keep vehicle, courier, customer, and package identifiers linked until handoff is complete.
- 47

Verify sealed delivery bags are complete before sealing and are not reopened or exchanged without controlled verification.

Finding	Priority	Owner	Due	Proof

CRITICAL

ACTION

🔍

Execution tip: Keep vehicle, courier, customer, and package identifiers linked until handoff is complete.
- 48

Check that couriers receive the correct complete order and that uncollected, duplicate, or cancelled orders are controlled.

Compliant

Partial

Non-compliant

N/A

CRITICAL

ORDER CHECK

🔍

Execution tip: Keep vehicle, courier, customer, and package identifiers linked until handoff is complete.

9. Errors, service recovery, data, and coaching

- 49 Record every missing, incorrect, duplicated, substituted, poor-quality, or misrouted item found in the audit sample.

METRIC

Verified

Partial

Mismatch

Attach evidence

 Execution tip: Record the exact error category so recurring process causes can be corrected.

- 50 Classify each error by channel, daypart, station, product, modifier, employee role, and likely process cause.

CRITICAL

RECORD

Order ID	Error type	Channel	Cause	Action

 Execution tip: Record the exact error category so recurring process causes can be corrected.

- 51 Confirm employees apologize, correct the order promptly, explain the recovery, and protect the customer experience.

ORDER CHECK

Compliant

Partial

Non-compliant

N/A

 Execution tip: Record the exact error category so recurring process causes can be corrected.

- 52 Verify remakes, refunds, voids, replacements, credits, and complimentary items follow authorization and recording controls.

CRITICAL

RECORD

Order ID	Error type	Channel	Cause	Action

 Execution tip: Record the exact error category so recurring process causes can be corrected.

- 53 Review order-accuracy trends, complaints, delivery-platform ratings, refunds, waste, and repeat error patterns by location.

RECORD

Order ID	Error type	Channel	Cause	Action

 Execution tip: Record the exact error category so recurring process causes can be corrected.

- 54 Confirm targeted coaching, menu updates, POS fixes, station changes, or staffing actions are assigned for recurring errors.

CRITICAL

ACTION

SAMPLE | Enter

ERRORS | Enter

ACCURACY % | Enter

 Execution tip: Record the exact error category so recurring process causes can be corrected.

10. Results, corrective actions, verification, and sign-off

55

Calculate order accuracy by channel, order type, daypart, product category, and critical versus non-critical error.

METRIC

SAMPLE | | Enter

ERRORS | | Enter

ACCURACY % | | Enter

🔍

Execution tip: Keep actions open until repeat samples confirm sustained first-time accuracy.

56

Compare first-time accuracy, remake rate, missing-item rate, refund rate, complaint rate, and repeat-error frequency.

METRIC

SAMPLE | | Enter

ERRORS | | Enter

ACCURACY % | | Enter

🔍

Execution tip: Keep actions open until repeat samples confirm sustained first-time accuracy.

57

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

CRITICAL

EVIDENCE

Finding	Priority	Owner	Due	Proof

🔍

Execution tip: Keep actions open until repeat samples confirm sustained first-time accuracy.

58

Verify closure through repeat order sampling, live observation, POS records, training proof, menu updates, or system testing.

ACTION

Finding	Priority	Owner	Due	Proof

🔍

Execution tip: Keep actions open until repeat samples confirm sustained first-time accuracy.

59

Review unresolved high-risk errors, allergen concerns, overdue actions, and recurring failures requiring regional support.

CRITICAL

CRITICAL CONTROL

Finding	Priority	Owner	Due	Proof

🔍

Execution tip: Keep actions open until repeat samples confirm sustained first-time accuracy.

60

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

CRITICAL

RECORD

NAME | | Enter

DATE / TIME | | Enter

APPROVAL | | Sign

🔍

Execution tip: Keep actions open until repeat samples confirm sustained first-time accuracy.

RUN THIS CHECKLIST DIGITALLY

Turn order errors into faster recovery and stronger first-time accuracy

Use Taqtics to schedule audits, capture order evidence, classify errors, escalate critical failures, assign corrective actions, verify improvements, and compare performance across every location and channel.

- Scheduled order samples
- Critical error scoring
- Live receipt and package evidence
- Error classification and escalation
- Corrective-action tracking
- Multi-location accuracy dashboards

Try the Order Accuracy Checklist in Taqtics