

FREE OPERATIONAL TEMPLATE

Speed of Service Audit Checklist

Use this 60-point checklist to audit food safety, employee hygiene, receiving, storage, preparation, cooking, cleaning, order accuracy, service speed, delivery, drive-thru, equipment, cash, safety, security, and corrective-action closure.

Restaurant / location

Audit date

Auditor

Shift manager

1. Audit setup, service channels, targets, and ownership

1

Define the audit date, shift, location, auditor, manager on duty, and service channels included.

SERVICE SPEED

NAME | | Enter

DATE / TIME | | Enter

APPROVAL | | Sign



Execution tip: Use one timing definition and one source of truth so every location measures the same customer journey.

2

Confirm approved speed-of-service targets for counter, kiosk, drive-thru, takeaway, delivery, and curbside orders.

SERVICE SPEED

Record	Current	Owner	Evidence	Action



Execution tip: Use one timing definition and one source of truth so every location measures the same customer journey.

3

Identify peak periods, promotional events, staffing constraints, equipment outages, or unusual demand affecting service.

SERVICE SPEED

Record	Current	Owner	Evidence	Action



Execution tip: Use one timing definition and one source of truth so every location measures the same customer journey.

4

Confirm timing points, timer devices, POS timestamps, and data sources used during the audit.

SERVICE SPEED

Record	Current	Owner	Evidence	Action



Execution tip: Use one timing definition and one source of truth so every location measures the same customer journey.

5

Review the previous audit, recurring delay causes, overdue actions, complaints, and unresolved bottlenecks.

CRITICAL

SERVICE SPEED

READING | | Enter

LIMIT | | Enter

DEVICE ID | | Enter



Execution tip: Use one timing definition and one source of truth so every location measures the same customer journey.

6

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

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A



Execution tip: Use one timing definition and one source of truth so every location measures the same customer journey.

2. Opening readiness, staffing, stations, and pre-shift controls

7 Confirm the restaurant opened all required service stations before trading began.

SERVICE SPEED

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Readiness problems are cheaper to fix before demand arrives than during the rush.

8 Verify staffing matches the forecast by role, station, service channel, and expected demand.

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A

 Execution tip: Readiness problems are cheaper to fix before demand arrives than during the rush.

9 Check that employees are positioned, briefed, trained, and ready before the first rush period.

SERVICE SPEED

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Readiness problems are cheaper to fix before demand arrives than during the rush.

10 Confirm ingredients, packaging, condiments, change funds, and delivery supplies are stocked at point of use.

SERVICE SPEED

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Readiness problems are cheaper to fix before demand arrives than during the rush.

11 Verify grills, fryers, beverage equipment, screens, printers, headsets, timers, and POS systems are operational.

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A

 Execution tip: Readiness problems are cheaper to fix before demand arrives than during the rush.

12 Confirm the shift leader has a deployment plan and a trigger for redeploying staff when queues or ticket times rise.

SERVICE SPEED

READING | Enter

LIMIT | Enter

DEVICE ID | Enter

 Execution tip: Readiness problems are cheaper to fix before demand arrives than during the rush.

3. Order entry, queue management, and customer acknowledgement

13

Measure the time from customer arrival to acknowledgement at counter, kiosk, drive-thru, or pickup point.

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A

 Execution tip: Separate queue time from order-taking time to identify the real bottleneck.

14

Confirm queues are visible, organized, and actively managed during busy periods.

CRITICAL

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A

 Execution tip: Separate queue time from order-taking time to identify the real bottleneck.

15

Verify menu boards, digital menus, kiosks, and availability information prevent avoidable ordering delays.

SERVICE SPEED

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: Separate queue time from order-taking time to identify the real bottleneck.

16

Observe whether employees take orders accurately without unnecessary repetition, searching, or interruption.

CRITICAL

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A

 Execution tip: Separate queue time from order-taking time to identify the real bottleneck.

17

Confirm out-of-stock items, substitutions, allergens, and promotional conditions are communicated promptly.

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A

 Execution tip: Separate queue time from order-taking time to identify the real bottleneck.

18

Check whether additional order points or queue support are opened when demand reaches the approved trigger.

SERVICE SPEED

Record	Current	Owner	Evidence	Action

 Execution tip: Separate queue time from order-taking time to identify the real bottleneck.

4. Kitchen flow, production planning, and order preparation

19

Measure the time from order acceptance to kitchen display or production start.

SERVICE SPEED

Record	Current	Owner	Evidence	Action

 **Execution tip:** Track ticket age at each production step rather than relying only on total service time.

20

Confirm production stations follow the approved sequence without unnecessary handoffs or backtracking.

CRITICAL

SERVICE SPEED

READING | | Enter

LIMIT | | Enter

DEVICE ID | | Enter

 **Execution tip:** Track ticket age at each production step rather than relying only on total service time.

21

Verify batch cooking and holding levels match demand while protecting product quality and food safety.

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Track ticket age at each production step rather than relying only on total service time.

22

Check that ingredients, utensils, labels, packaging, and finished-product zones are arranged for efficient movement.

CRITICAL

SERVICE SPEED

READING | | Enter

LIMIT | | Enter

DEVICE ID | | Enter

 **Execution tip:** Track ticket age at each production step rather than relying only on total service time.

23

Observe whether special orders and modifications are clearly identified and routed without delaying standard orders.

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Track ticket age at each production step rather than relying only on total service time.

24

Confirm kitchen leaders monitor ticket age, rebalance workload, and intervene before orders breach target.

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Track ticket age at each production step rather than relying only on total service time.

5. Assembly, order accuracy, packaging, and handoff

25 Measure the time from production completion to final assembly and packaging.

SERVICE SPEED

Safe

Needs action

Critical

LIVE PHOTO | Add

 Execution tip: A fast order that is incorrect creates a remake and a longer customer journey.

26 Confirm every order is assembled against the screen, receipt, or label before handoff.

CRITICAL

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A

 Execution tip: A fast order that is incorrect creates a remake and a longer customer journey.

27 Verify drinks, sides, sauces, utensils, napkins, and promotional items are added without avoidable searching.

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A

 Execution tip: A fast order that is incorrect creates a remake and a longer customer journey.

28 Check that dine-in, takeaway, drive-thru, pickup, and delivery orders are separated and staged correctly.

CRITICAL

SERVICE SPEED

READING | Enter

LIMIT | Enter

DEVICE ID | Enter

 Execution tip: A fast order that is incorrect creates a remake and a longer customer journey.

29 Confirm completed orders are announced, displayed, or handed over immediately rather than waiting unattended.

CRITICAL

SERVICE SPEED

READING | Enter

LIMIT | Enter

DEVICE ID | Enter

 Execution tip: A fast order that is incorrect creates a remake and a longer customer journey.

30 Measure remakes caused by missing, incorrect, poor-quality, or damaged items and record their effect on service time.

CRITICAL

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A

 Execution tip: A fast order that is incorrect creates a remake and a longer customer journey.

6. Counter, dine-in, takeaway, and kiosk service speed

31 Measure total counter-service time from queue entry to order handoff.

SERVICE SPEED

Record	Current	Owner	Evidence	Action

 **Execution tip:** Segment results by channel and daypart because one average can hide severe peak-period delays.

32 Measure kiosk order time, payment completion, production time, and pickup wait separately.

CRITICAL

SERVICE SPEED

Record	Current	Owner	Evidence	Action

 **Execution tip:** Segment results by channel and daypart because one average can hide severe peak-period delays.

33 Confirm customers waiting for dine-in or takeaway orders receive clear status updates when delays occur.

SERVICE SPEED

Compliant Partial Non-compliant N/A

 **Execution tip:** Segment results by channel and daypart because one average can hide severe peak-period delays.

34 Check whether pickup shelves, order numbers, display screens, and collection points reduce confusion and congestion.

SERVICE SPEED

Safe Needs action Critical

 **Execution tip:** Segment results by channel and daypart because one average can hide severe peak-period delays.

35 Verify abandoned queues, cancelled orders, refunds, and complaints linked to waiting time are recorded.

CRITICAL

SERVICE SPEED

Safe Needs action Critical

 **Execution tip:** Segment results by channel and daypart because one average can hide severe peak-period delays.

36 Compare observed service times with targets by daypart, order size, product category, and service channel.

SERVICE SPEED

Compliant Partial Non-compliant N/A

 **Execution tip:** Segment results by channel and daypart because one average can hide severe peak-period delays.

7. Drive-thru speed, lane flow, and vehicle handoff

37 Measure drive-thru time from vehicle arrival to order point, payment, and final handoff.

SERVICE SPEED

Compliant Partial Non-compliant N/A

 Execution tip: Measure each drive-thru stage so lane congestion is not mistaken for kitchen delay.

38 Confirm menu boards, speaker systems, headsets, lane sensors, and timers are functioning correctly.

CRITICAL

SERVICE SPEED

Compliant Partial Non-compliant N/A

 Execution tip: Measure each drive-thru stage so lane congestion is not mistaken for kitchen delay.

39 Observe whether greetings, order confirmation, upselling, and payment are completed without unnecessary delay.

SERVICE SPEED

Compliant Partial Non-compliant N/A

 Execution tip: Measure each drive-thru stage so lane congestion is not mistaken for kitchen delay.

40 Verify vehicles with delayed orders are moved to a designated waiting bay when the approved threshold is reached.

SERVICE SPEED

READING | | Enter

LIMIT | | Enter

DEVICE ID | | Enter

 Execution tip: Measure each drive-thru stage so lane congestion is not mistaken for kitchen delay.

41 Check that parked orders are tracked, completed, and delivered to the correct vehicle promptly.

SERVICE SPEED

ACTUAL | | Enter

TARGET | | Enter

VARIANCE | | Enter

 Execution tip: Measure each drive-thru stage so lane congestion is not mistaken for kitchen delay.

42 Record lane blockage, payment problems, equipment faults, large orders, or remakes that increase drive-thru time.

SERVICE SPEED

Compliant Partial Non-compliant N/A

 Execution tip: Measure each drive-thru stage so lane congestion is not mistaken for kitchen delay.

8. Delivery, aggregator, mobile order, and pickup performance

43 Measure the time from digital order receipt to acceptance, preparation, staging, and courier handoff.

CRITICAL

SERVICE SPEED

Safe

Needs action

Critical

LIVE PHOTO || Add

 Execution tip: Track courier wait separately from preparation time to improve both operations and partner performance.

44 Confirm tablets, integrations, printers, order throttling, and availability settings work without manual delay.

CRITICAL

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A

 Execution tip: Track courier wait separately from preparation time to improve both operations and partner performance.

45 Verify delivery orders are prioritized according to promised time without disrupting on-premise service.

SERVICE SPEED

READING || Enter

LIMIT || Enter

DEVICE ID || Enter

 Execution tip: Track courier wait separately from preparation time to improve both operations and partner performance.

46 Check packaging, sealing, labeling, and courier verification are completed before the rider arrives where possible.

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A

 Execution tip: Track courier wait separately from preparation time to improve both operations and partner performance.

47 Confirm pickup shelves and courier waiting areas prevent congestion, order mix-ups, and repeated enquiries.

CRITICAL

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A

 Execution tip: Track courier wait separately from preparation time to improve both operations and partner performance.

48 Review late-order rates, courier wait time, cancellations, refunds, and customer ratings linked to speed.

SERVICE SPEED

Compliant

Partial

Non-compliant

N/A

 Execution tip: Track courier wait separately from preparation time to improve both operations and partner performance.

9. Delay causes, service recovery, coaching, and escalation

49

Classify each delay by demand, staffing, training, product availability, equipment, process, technology, or external cause.

SERVICE SPEED

Safe

Needs action

Critical

LIVE PHOTO | Add

Execution tip:

Record the root cause and the immediate recovery action, not only the final elapsed time.

50

Confirm the shift leader takes immediate action when queue length, ticket age, or drive-thru time exceeds target.

CRITICAL

SERVICE SPEED

READING | Enter

LIMIT | Enter

DEVICE ID | Enter

Execution tip:

Record the root cause and the immediate recovery action, not only the final elapsed time.

51

Verify customers receive an apology, realistic update, and appropriate recovery when waits become excessive.

SERVICE SPEED

Record	Current	Owner	Evidence	Action

Execution tip:

Record the root cause and the immediate recovery action, not only the final elapsed time.

52

Check that repeated slow steps are coached during the shift with clear expectations and follow-up observation.

CRITICAL

SERVICE SPEED

Safe

Needs action

Critical

LIVE PHOTO | Add

Execution tip:

Record the root cause and the immediate recovery action, not only the final elapsed time.

53

Escalate equipment failures, system issues, staffing gaps, or supply problems that cannot be resolved locally.

CRITICAL

SERVICE SPEED

Safe

Needs action

Critical

LIVE PHOTO | Add

Execution tip:

Record the root cause and the immediate recovery action, not only the final elapsed time.

54

Confirm temporary controls remain in place until the root cause is corrected and normal service is verified.

CRITICAL

SERVICE SPEED

Safe

Needs action

Critical

LIVE PHOTO | Add

Execution tip:

Record the root cause and the immediate recovery action, not only the final elapsed time.

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

55 Record service-time results by channel, daypart, order type, queue stage, and timing point.

SERVICE SPEED

Finding	Priority	Owner	Due	Proof

 Execution tip: Keep actions open until repeat timing confirms the improvement is sustained.

56 Compare average, median, maximum, and target-breach rates rather than relying on one isolated observation.

CRITICAL

SERVICE SPEED

Finding	Priority	Owner	Due	Proof

 Execution tip: Keep actions open until repeat timing confirms the improvement is sustained.

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

CRITICAL

SERVICE SPEED

Finding	Priority	Owner	Due	Proof

 Execution tip: Keep actions open until repeat timing confirms the improvement is sustained.

58 Verify closure through repeat timing, live observation, POS data, staffing proof, maintenance records, or retraining.

CRITICAL

SERVICE SPEED

READING | | Enter

LIMIT | | Enter

DEVICE ID | | Enter

 Execution tip: Keep actions open until repeat timing confirms the improvement is sustained.

59 Review recurring bottlenecks, complaints, remakes, abandoned orders, and overdue actions requiring regional support.

SERVICE SPEED

Compliant Partial Non-compliant N/A

 Execution tip: Keep actions open until repeat timing confirms the improvement is sustained.

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

CRITICAL

SERVICE SPEED

NAME | | Enter

DATE / TIME | | Enter

APPROVAL | | Sign

 Execution tip: Keep actions open until repeat timing confirms the improvement is sustained.

RUN THIS CHECKLIST DIGITALLY

Turn service-time findings into faster, more consistent customer journeys

Use Taqtics to schedule service audits, capture live timing evidence, identify bottlenecks, assign corrective actions, verify improvements, and compare performance across every location and channel.

Try the Speed of Service Audit Checklist in Taqtics

Scheduled service-time audits Food safety and critical-control scoring Live timing and operational evidence

Delay and bottleneck escalation Corrective-action tracking Multi-location compliance dashboards