



Training and Reference Manual for Sonic Drive-In

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Introduction

At Sonic Drive-In we pride ourselves on our good, fast, hot food and friendly guest service. Without quality guest service there would be no guests. All interactions with the guest, even if not direct, are different areas of quality that can be controlled by the entire staff, thus it is crucial to do every little job efficiently. This manual will aid you with your appearance, start of shift procedures, preparing drinks and frozen treats, bagging correctly, taking orders, stocking, and carhopping, all with easy step by step instructions and plenty of tips. It will also help you reach the level of professionalism and courtesy our customers expect and possibly go beyond and above. This manual also includes a glossary, thus making any hard to understand terminology quiet easy! One thing that can't be taught is having fun. When you do your job correctly, enjoying yourself only comes as an extra added bonus!

Employees Appearance



Chapter 1: Employees Appearance

Standard Uniform

Sonic Visor:

- You will be issued a black visor/baseball cap with the company logo that should always be worn facing forward



Fig. 1.0

Shirt

- You will be issued a blue Sonic polo with red accents that should be kept clean and neatly tucked in at all times



Fig 1.1

Apron

- You will be issued a black Sonic apron that should be kept clean and neat at all times

Pants/Shorts

- Black bottoms must be of either slack or jean material
- Bottoms need to be kept clean and free of holes
- Shorts cannot be shorter than mid-thigh

Nametag

- You will be issued a Sonic nametag that must be worn every day and visible at all times

Slip-Resistant Shoes

- Must wear black, closed toe, slip-resistant shoes
 - Only exception is if you are **carhopping** and are wearing skates



Fig 1.2

Hair

- If you have hair that is longer than chin length, it should be pulled back and away from face to avoid contaminating food
- Males
 - If any facial hair is present, must be kept short and trimmed

Jewelry

- One stud or small hoop per ear
- One small nose ring allowed
- One thin, simple ring band per hand
- Necklaces must not dangle

No bracelets allowed except for Sonic **scanning band**

Start of Shift Procedures



Chapter 2: Start of Shift Procedures

It is important to start off the shift right in order to have maximum productivity at all times. When you come in at the start of the shift, you must clock in properly, grab a changer and a scanning band.

Clocking in

Different clock in numbers are assigned to adjust the amount you get paid. If you are working inside the store, you will be paid \$7.25. If you are carhopping the standard pay is \$3.50.

- If you are working inside the shop make sure to clock in with your big number assigned to you by your manager.
- If you are carhopping clock in with your small number assigned by your manager



Fig 2.0

Changers

After clocking in you need to get a changer from the manager. Make sure that all the money is there. There should be:

- (4) Quarters visible in the slot
- (1) Dime visible in the slot
- (2) Nickels visible in the slot
- Penny slot should be filled to the top
- (4) five dollar bills
- (10) one dollar bills



Fig 2.1

If your changer is missing any bills, make sure to tell the manger so they can replace your changer. It will help avoid being short at the end of the shift.



Scanning Bands

- After picking up your changer, make sure to grab an order-scanning band. It is important to use only the scanning bands on the ring stand. These have been completely cleared off of charges.
- This number will be your scanning number and will appear on tickets that present shift
- You are responsible for any orders scanned under that particular number so do not lose track of the band

Preparing Beverages



Chapter 3: Preparing Beverages

Sonic is known for their variety of drink flavors and combinations. These are achieved through the mixing of add-ins and different soft drinks. As the employee it is important to get drinks right the first time.



How to Work the Soda Fountain Dispenser



Fig 3.0

The soda fountain has 4 different buttons that you should be aware of:

- soft drink buttons
- The SHOT button
- Fill button
- Drink size button



Fig 3.1

SHOT button

Drink size buttons

Fill button

Add-Ins

For soda/slush/cream slushes

Add in Measurements

	Syrups	Strawberries /Pineapple	Lemons/Limes
Mini/Small (10/14oz)	1 pump	(1) ½ oz scoop	1
Medium (20 oz)	2 pumps	(2) ½ oz scoop	2
Large (32 oz)	3 pumps	(3) ½ oz scoop	3
RT 44 (44 oz)	4pumps	(4) ½ oz scoop	4

Fig. 3.2

Shot Button

Use the SHOT button to dispense only the syrup concentrate of soda fountain drinks for a soda flavored beverage or other flavor add-ins such as: Cherry, Diet Cherry, and Vanilla. The shot button works the same as the fountain drink buttons

1. Select the add-in flavor
2. Press the corresponding drink size button.
 - a. Note: when making diet drinks that include cherry ALWAYS use diet cherry unless the customer requests otherwise.
 - b. Also all drinks containing cherry/diet cherry receive (1) real cherry

Preparing a Soft Drink Beverage

When making soft drinks it is important to:

- Add the correct amount of flavor add-ins if any, to keep a constant concentration so that when the customer comes again and orders the same drink, they will enjoy the same flavor from their previous visit
- Fill the cup to the **fill line** to avoid spillage
- Fill the beverage halfway with ice, unless requested otherwise by customer

Fill Line



Fig. 3.3

Chapter 3 Preparing Beverages

Preparing a Basic Soft Drink

1. Fill cup halfway with ice unless requested otherwise by customer
2. Press the desired soft drink button
3. Press the desired drink size button
 - a. Note: for the mini size use the small drink button
4. Press the fill button to fill up to the **fill line** if it didn't fill up completely
5. Place the matching lid size on the cup once the drink has been made
 - a. Note: mini/small/medium drinks share the same lid



Fig 3.4

6. Wipe down any soda on the side of the drink and/or top of the lid, with a clean blue rag
7. Place on corresponding tray (refer to how to read an order on page 27)

Preparing a Soft Drink with Add-Ins

1. Fill cup halfway with ice unless requested otherwise by customer
2. Add soft drink add-ins (refer to page 12)
3. Follow procedures 2-7as stated in Preparing a Basic Soft Drink in section above

Tea

Sonic is known for their variety of teas and tea flavors that make for a refreshing beverage for any occasion. Sonic carries freshly brewed unsweet and sweetened black tea as well as diet and regular green tea.



Preparing Tea Drinks

1. Fill cup completely full of ice unless requested otherwise by customer
2. Add add-ins as instructed for regular drinks (pg 12)
3. Dispense tea until it reaches the **fill line**
4. Place the matching lid size on the cup once the drink has been made
 - a. Note: mini/small/medium drinks share the same lid
5. Wipe down any tea on the side of the drink and/or top of the lid, with a clean blue rag
6. Place on corresponding tray (refer to how to read an order on pg 27)

Slushes

Sonic Slushes make for an awesome cold beverage! With more than 25 slush flavors, it is important to add the correct amount of flavored syrup.

Preparing a Slush

1. Add the correct amount of slush add-ins to cup (refer to page 12)
2. Fill the rest of the cup up to the **fill line** with slush mix



Fig
3.5



3. Place the matching lid size on the cup once the drink has been made
 - a. Note: mini/small/medium drinks share the same lid
4. Wipe down any slush on the side of the drink and/or top of the lid, with a clean blue rag
5. Place on corresponding tray (refer to how to read an order on pg 27)

Preparing Ice Cream Treats



Chapter 4: Preparing Ice Cream Treats

Cream Slushes

Cream Slushes are half slush, half ice-cream beverages that make for cold treat. Unlike the soft drinks and slushes the only sizes available are mini through large.

1. Follow procedures for cream slush add-Ins (pg 12) .
2. Place a mixing collar on top of the cup once add-ins have been added
 - a. If it's a large, place it upside down (See Fig 4.0)



For minis/small/medium

Fig 4.0



For Larges

3. Fill with slush to the bottom edge of mixing collar
4. Fill the remaining space up to top edge of the cup with ice-cream.
5. Blend on low and steadily increase the speed until all the contents are mixed thoroughly
6. Turn off the blender
7. Take off mixing collar and place it in the sink
8. Top with whipped cream (unless instructed otherwise by customer)
9. Add a dome lid
 - a. Small lids for mini-medium and a large dome lid for large
10. Wipe down any cream slush on the side of the drink and/or top of the lid, with a clean blue rag
11. Place on corresponding tray (refer to how to read an order on pg 27)

Floats

Floats, another sonic classic, is soda topped with ice-cream for a delicious cold treat!

1. Dispense desired soda without ice into the cup, filling it up
 - a. Leave about 1 ½ in below the fill line empty
2. Add a dome lid
 - a. Small lids for mini-medium and a large dome lid for large
3. Dispense ice-cream into cup through the dome lid opening and stop when ice cream has reached **fill line**
4. Float will naturally “float” up so be careful with it bubbling over
5. Clean up any spillage



Shakes

Shakes are ice cream treats that are made with ice-cream, half and half, and add-Ins. They come in sizes between mini through large.

1. Place mixing collar on top of styrofoam cup
 - a. If large place upside down (see Fig 4.0)
2. Add the correct amount of **half and half** and flavoring



Add-Ins for Ice-cream

	Half and Half	Flavoring (chocolate, caramel, peanut butter, and strawberry)	Bananas
Minis	1 pump	(½) pump/ 1oz scoop	1/3 of banana
Smalls	3pumps	(1) pump/ 1oz scoop	1/3 of banana
Mediums (20oz)	4 pumps	(2) pumps/ 1oz scoops	½ of banana
Large (32 oz)	6 pumps	(3) pumps/ 1oz scoops	1 whole banana

Fig 4.1

3. Fill the rest of cup with ice cream to the rim of the cup
4. Blend on low and steadily increase the speed until all the contents are mixed thoroughly
5. Turn off the blender

Chapter 4 Preparing Ice Cream Treats

6. Take off mixing collar and place it in the sink
7. Top with whipped cream (unless instructed otherwise by customer) and a real cherry
8. Add a dome lid
 - a. Small lids for mini-medium and a large dome lid for large
9. Wipe down any shake on the side of the drink and/or top of the lid, with a clean blue rag
10. Place on corresponding tray (refer to how to read an order on pg 27)

Sonic Blasts

Sonic Blasts are a sweet ice-cream treat blended with delectable chunks of some of your favorite candy pieces such as, Butterfinger, Oreos, Reese's, Snickers, and M&M's.



1. Place mixing collar on the styrofoam cup
 - a. If the cup is a large place upside down (see Fig 4.0)
2. Fill cup with ice-cream to the top edge of the cup
3. Add the appropriate amount of candy to the cup

Add-Ins for Blasts

	Scoops of Candy
Mini/Small (10oz/14oz)	(1) 1oz scoops
Medium (20 oz)	(2) 1 oz scoops
Large (32oz)	(3) 1 oz scoops

Fig 4.2

4. Add one small squirt of half and half to help with blending
5. Blend on low and steadily increase the speed until all the contents are mixed thoroughly
6. Turn off the blender
7. Take off mixing collar and place it in the sink
8. Top with whipped cream (unless instructed otherwise by customer) and same candy from step 3
9. Add a dome lid.
 - a. Small lids for mini-medium and a large dome lid for large
10. Wipe down any blast on the side of the drink and/or top of the lid, with a clean blue rag
11. Place on corresponding tray (refer to how to read an order on pg 27)

Molten Cake Sundaes



Molten cake sundaes have always been a customer favorite. These desserts are composed of a fudge molten cake filled with hot fudge and topped with real ice cream and a variety of syrups and toppings.

1. Place cake in cake dish.
 - a. Cake can be found in small fridge at the front of the store
2. Add enough hot fudge to fill the cut out center of the cake
3. Add one pump of hot fudge around the cake
4. Place about 2 inches of ice cream on top of the cake, covering the cut out center, in a swirly motion
5. Add the appropriate syrup and toppings as follows:

Add-In's for Cake Sundaes

	Flavored Syrup	Toppings
Fudge Brownie Cake	(1) pump of Chocolate	1oz scoop of Fudge Brownie Pieces
Turtle Cake	(1) pump of Caramel	1oz scoop Almonds
Strawberry Banana Cake	(1) 1oz scoop of Strawberry	½ Banana cut into circular pieces

Fig 4.3

6. Finally all Sundaes get whipped cream and 1 maraschino cherry unless requested otherwise by customer
7. Cover with cake lid
8. Place on corresponding tray (see how to read an order on pg 27)



Fig 4.4

Chapter 4 Preparing Ice Cream Treats

Ice-Cream Sundaes

Ice-Cream Sundaes are a creamy vanilla treat topped with your choice of syrup, whipped cream and a maraschino cherry.



1. Drizzle 1 pump of the appropriate syrup to the base of the Sundae cup.
 - a. Choices include strawberry, chocolate, hot fudge and caramel



Fig 4.5

2. Pull the lever down on the ice-cream machine and let the ice-cream fall into the Sundae cup

Pull lever
down



Fig 4.6

3. Add ice cream to Sundae cup in a circular motion to create a swirl like shape
4. Drizzle same syrup from step 1 on top of the ice-cream
5. Add two dots of whipped cream and a cherry at the top point of the ice cream swirl
6. Cover with Sundae lid (See Fig 4.5)

Ice Cream Cones

Our creamy, soft serve vanilla ice cream meets with a delicious cone!
Simple but oh so sweet!

1. Place the ice-cream cone close to the opening of the ice-cream machine
2. Pull the lever down and let the ice-cream fall into the cone (see Fig 4.6)
3. Add ice cream to cone in a circular motion to create a swirl like shape
4. Keep cone still and lift lever up, once desired height is reached
 - a. Do not move the cone away from the opening of the ice-cream machine or it will cause the ice-cream to lag and create a looped tail
5. Remove cone from under the ice-cream machine opening only after you have lifted the lever completely up



Ice-Cream Dishes

Scared to drop your cone or simply don't like ice-cream cones?
Place our vanilla ice-cream in a Sunday dish instead!

1. Place a Sundae dish close to the opening of the Ice-cream machine
2. Add ice cream to dish in a circular motion to create a swirl like shape
 - a. The height of the ice-cream should only be about $\frac{1}{2}$ in above the rim of the dish.
3. Keep dish still and lift lever up, once desired height is reached
 - a. Do not move the dish away from the opening of the ice-cream machine or it will cause the ice-cream to lag and create a looped tail
4. Remove dish from under the ice-cream machine opening, once the lever is back to the starting position



Banana Split

A Sonic classic, the Banana split is made with fresh bananas, creamy, real vanilla ice cream and your choice of topping and finished off with whipped cream and a maraschino cherry.

1. Dispense three dollops of ice-cream in a horizontal line inside the banana split plastic tray
2. Cut a banana length wise in half and take peel completely off
3. Place the cut banana on the outsides of the dollops of ice-cream



Chapter 4 Preparing Ice Cream Treats

4. Place (1) pump of chocolate on an outer edge dollop ,
5. Place (1) 1oz scoop of pineapple on the middle dollop,
6. Place (1) 1oz scoop of strawberry on the last dollop,
7. Place 4 dollops of whipped cream in the middle and place a cherry on top
8. Cover with Banana Split plastic tray



Fig 4.7

Bagging Food



Chapter 5: Bagging Food

When it comes to bagging food, you should be aware of the different bag sizes, the bagging station trays, and the outgoing carhop trays.

How to Read An Order

Reading an order correctly will help you when placing a food order on its corresponding food tray. When an order is taken, the automatic order taking system places the food on a tray (1-6) depending on the chronological order that they come in. If they are just drinks they will be marked as express trays

What bagging/outgoing tray it goes on

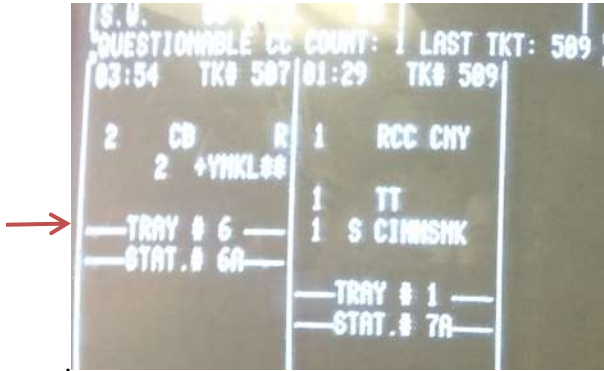


Fig 5.0

Bagging Procedures

The bagging station tray number corresponds with the outgoing tray number.

1. Look on the order screen to see what food corresponds with what bagging tray

So from previous example goes on bagging tray 6

Bell



Fig 5.1

Bagging Trays

2. Bag the food when the bell is ringed by the cooks

3. Place 4 small items in a small bag



Fig 5.2

Large Bag

Small bag

4. Place food items in a big bag if there are more than 4 small items (fries, mozzarella sticks, cheddar peppers, etc.) or 3 large items (burgers, large entrees etc.)
5. Use a white box if you have a variety of items that need more structure to hold them up
 - a. Bag box in a big bag
6. Punch the order out of the screen by pushing the button right under it, and place on the same tray number but on the outgoing trays (see Fig 5.4)
7. Check the order number again before placing on the outgoing trays to make sure the order corresponds with the correct tray to avoid order mix-up



Fig 5.3



Fig 5.4

Outgoing Trays

Bagging foot-long cones

- Coney should be bagged in a large bag sideways
- Make a sideways crease to secure the coney

Chapter 5 Bagging Food

- If you have a small side item (fries , tots, onion rings, mozzarella sticks, cheddar peppers) you can place towards the back of the bag and then insert the cone

Bagging Chicken dinners

- Chicken dinner boxes should be bagged in a small bag by themselves

Bagging Cheese tots/ cheese fries/ chilli cheese fries/ chilli cheese tots/ Frito pies

- Should be bagged in a small bag laying down
- Crease bag under to secure contents

Bagging Wacky Packs

- Should be bagged in a Wacky Pack bag with toy included

Answering the Switch Board



6. Repeat order to customer to make sure everything is correct
7. Say appropriate closing line (see section below)
8. Hit the Total button to total order



Fig 6.2

9. Hit Start to go to next order if any
10. Flip the side switch back to speaker in order to be able to hear it when it rings for the next order
11. Place head set back on hook on the side of the board once you are done taking orders

Appropriate Greetings

When taking an order it is important to maintain a friendly tone in your voice to make the customer feel comfortable with asking you questions and/or help if questions arise. The greeting should be warm and clearly understood. Also make sure to include your name to make the visit more personal.

Make sure to always sound friendly and mention your name. Some examples are:

- *“Welcome to Sonic, this is (your name here), may I take your order please?”*
- *“Thank you for making my Sonic your Sonic. This is (your name here) what can I get for you today?”*
- *“Thank you for choosing Sonic, this is (your name), may I take your order please?”*

Appropriate Closing Lines

Once order has been taken and repeated close the conversation on a friendly tone. Make sure you thank the customer showing them you are grateful for choosing Sonic as their fast-food experience.

Some examples include but are not limited to:

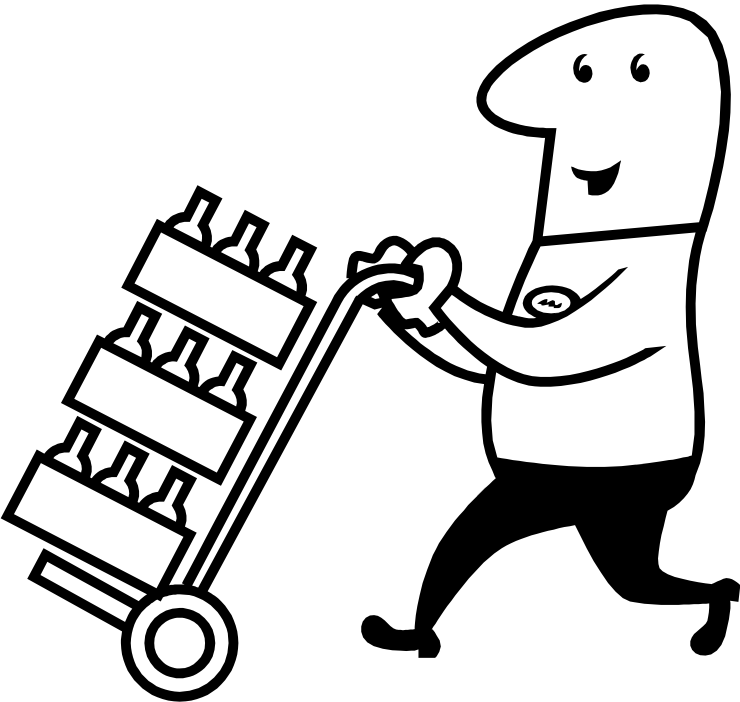
- *“Alright your total is __. We will have it right out”*
- *“Your total is __. Thank you again for choosing sonic”*
- *“Your total is __. Thank you and have a nice day”*

Tips for Taking an Order

The customer should receive quality service when they arrive at sonic. This all starts with the very first interaction which is the employee on the switch board. Taking the order correctly will help avoid any errors in the order which can cause the cooks to make the food wrong or the employees making ice-cream and beverages make the drinks wrong.

- Press the corresponding button when you are taking the order
- Make sure combos receive both a side and drink
 - Combos must be medium size or larger to be considered a combo
 - #19 does not get a side item
- Make sure Wacky Packs get a side item and mini drink
- Always ask for sauce when it comes to popcorn chicken, chicken strips, mozzarella sticks and cheddar peppers. Everything else should be prepped on the outgoing trays by the cashiers
- Always ask the customer if they would like a drink carrier if they have 3 or more drinks
- Always ask the customer what size they would like if they simply mention the food
- When the customer orders a Sonic Cheeseburger (#1) or a Supper Sonic Double Cheeseburger (#2) you must ask if they want mayo, mustard, or ketchup for their sauce
- When the customer orders any chicken sandwich or wrap make sure to ask if they would like it grilled or crispy.
- When customer asks for a Chicken Dinner make a point about the side item that naturally comes with it are tots that way customer is aware or can change it if they please.

How to Stock



Chapter 7: How to Stock

Stocking up is an important routine that helps keep all supplies at hand when needed. If you are really busy and haven't stocked, you waste time bringing supplies to the front of the store when you could possibly be taking out an order or taking an order out. All store supplies are kept in the stock room for easy access.

Stocking Cups

There are 5 different sized cups at Sonic. The Mini (10oz), Small (14oz), Medium (20oz), Large (32oz) and the RT 44 (44oz).



RT 44 (44oz) Large (32oz) Medium (20oz) Small (14oz) Mini (10 oz)

Fig 7.0

These cups are usually kept right behind the drink fountain to allow easy accessibility when they run out of the cup dispenser (above the fountain drink). They should be stocked from left to right as follows:



Fig 7.1

Left= large Middle: mini, small, and mediums Right: RT

Stocking cup dispenser:

1. Open a new package of desired size
2. Remove remaining cups from cup dispenser
3. Remove the taped cup (this serves as a marker for the end of the cups)
4. Place new cups on top of new ones towards the back
5. Replace marker cup at the end

Stocking Lids

There are 3 different lid sizes at Sonic: the mini/small/medium lid (serves for all 3 sizes), the large lid and the RT 44 lid. These are usually found on a shelf right under the fruit jars for easy access when they run out on the lid holders above the soda fountain. They should be stocked from the left to right as follows:



Fig 7.2

RT 44's

Large

Mini/Smalls/Medium

1. Open a new package of desired size lids
2. Remove remaining lids from stand and place new lids towards the back
3. Replace old lids on top so the old lids get used first
4. Place the rest of the lids that don't fit under the fruit condiments

Stocking Ice

Ice should remain stocked at all times especially during Happy Hour because that is when we use it the most. If we are improperly stocked, we may run out during a rush and waste time restocking

1. Push remaining ice towards the back of the ice bin to allow room for new ice
2. Go to the back and take the lid off the ice bin
3. Open ice machine flap
4. Scoop ice into the ice bin until desired amount is reached.
5. Roll to the front and have a partner help you lift the bin and dispense ice into ice bin
6. Roll back to the stock room and replace lid to avoid bugs or other contaminants getting inside the bin
7. Close the ice machine flap

Chapter 7 How to Stock

Stocking Fruit Jars

The Fruit Jars need to be stocked and cleaned every day right after Happy Hour to maintain the fruit fresh.



Fig 7.3

- Limes and Lemons can be found inside the main refrigerator pre-cut by the cooks
- Cherries can be found under the small fridge at the front of the store in the cherry jar
 - Make sure to wear a plastic glove to restock cherries
- Blended strawberries can also be found in the small fridge at the front of the store

Slush Bottles/ Tea Flavoring

There are 25 slush flavors and 5 tea flavoring. Each one needs to be refilled and cleaned to keep the pumps from clogging with hardened syrup.



Fig 7.4

1. Get an empty plastic cup
2. Unscrew slush bottles/ tea flavoring bottles and dump contents into the plastic cup
3. Wash the pump and bottle in soapy water

4. Rinse
5. Let it soak in sanitizer
6. Replace syrup that you set aside in the plastic cup and top off bottle with new syrup found in the back



Fig 7.5

Chapter 7 How to Stock

Dessert Containers

All dessert containers can be found in the back stock room. Have one row of each under the bagging trays:

- Banana Split Containers
- Cake Sundae dish
- Small dome lids
- Sundae cup and lids
- Large dome lid



Fig 7.6

Candy Containers

Candy must be replaced every night to avoid having clumpy old candy. The container must be washed every Sunday morning to keep them clean.



Fig 7.7

1. Grab 10 clean candy containers from the back by the sink
2. Grab box of candy from freezer (contains pie crust pieces, cookie dough, almonds, brownie pieces, chocolate chips, Oreos, Butterfinger, Reese's, Snickers and M&Ms)
3. Fill up new candy containers half way
4. Dump old candy on top to be used first
5. Switch out old container with new restocked container
6. Wash old container in soapy water
7. Rinse
8. Soak in sanitizer and let it air dry
9. Place clean jars back by the sink

Chapter 7 How to Stock

Pumps

Pumps need to be restocked and cleaned off every day after Happy Hour to conserve the syrups fresh and the pumps from getting clogged with old syrup.



Fig 7.8

1. Take pump jars out of their socket
2. Remove pump and place in sink
3. Using a spatula scoop out flavoring into new jar
 - a. If half and half jar just pour out into a new jar
4. Open a new jar of syrup from stockroom using a can opener
 - a. Pour half and half from pitcher inside the small fridge
5. Refill new jar.
6. Scrub off old pump and pump soapy water through it
7. Rinse and pump clean water through it
8. Dry off with napkins and replace on new jar
9. Place jar back in its socket

Carhop Condiments

The carhop shelves should always be stocked to be able to provide for the customers as soon as they make a request. Restock the following by bringing them from stockroom:

- Straws
- Sugar, Sweet N Low, Splenda
- Mustard
- Salsa
- Ketchup
- Jellies
- Maple Syrup
- Caramel apple dipping
- Mints, salt and pepper
- BBQ, Honey Mustard, Marinara, Ranch
- Short spoons
- Napkins
- Long spoons
- Forks and knives



Fig 7.9

Chapter 7 How to Stock

Small Fridge

The small fridge found at the front of the store contains important supplies, making them easily accessible when preparing drinks and ice cream treats.



Fig 7.10

When stocking the small fridge make sure to have:

- One row of water
- One row of white milk
- One row of chocolate milk
- One row of apple juice boxes

These can be found in the back fridge.

Filler supplies Inside of Front Store Fridge

- jug of half and half
- Jar of chocolate syrup
- Jar of blended strawberries
- Orange juice jug
- Cherry Jar
- Creamer
- Cream-Cheese filling
- Hot-fudge container
- Whipped cream
- Molten fudge cakes

All of the filler supplies are stocked by the opening manager. If they become low, let the shift manager know.

Carhopping



Chapter 8: Carhopping

Sonic Drive-In must provide the best quality guest service all while delivering food items fast. The carhop is the last crucial piece that can influence quality control. It is important you be friendly, fast, and efficient. To do this it is important you prep the trays correctly, thank the guest and be sure to smile.

How to prep outgoing trays

Read the ticket for these items and prepare accordingly.

Drinks/ Slushes

- Minis/small/medium drinks get a short straw
- Large/RT 44's get long straws

Shakes/ Cream Slushes

- Mini's/ Small get a short straw and 2 napkins
- Medium and Large get long straw to accommodate dome lid and 2 napkins

Sonic Blasts/ Floats

- Minis/smalls get a short straw and short spoon and 2 napkins
- Mediums and larges get a long straw and a long spoon and 2 napkins

Sundaes/ Sundae Cakes/ Banana Splits/ Ice-cream Dishes

- Get one spoon and 2 napkins

Fries/Tots

- Small/medium get 3 packages of ketchup
- Large get 4 packets
- Always keep extra ketchup in apron in case the customer desires more

Corndogs

- 2 packets of ketchup
- 2 packets of mustard

Burritos

- Jr Burritos get 1 packet of salsa
- All other burritos get 2 packets of salsa

Mozzarella sticks

- All get 1 dipping sauce of either ranch and/or marinara as requested by customer
- If customer requests more place on tray
- If the person taking the order forgot to ask, place one of each on tray

Cheddar Peppers

- All get 1 dipping sauce of ranch if requested by customer
- If customer requests more place on tray
- If the person taking the order forgot to ask, place one on tray anyways

Popcorn chicken/ Chicken strips

Sauce choices include, honey mustard, BBQ, ranch and Ketchup

- Snack sizes/ 3 piece get 1 sauce of choice or 4 packets of ketchup
- Large size/ 5 piece get 2 sauces or 6 packets of ketchup
- If customer requests more place requested amount on tray

Cinna-snacks

- Both snack size and large receive one cream cheese dipping sauce unless more is requested

French toast sticks

- Receive 1 syrup dipping sauce unless more is requested

Drink Carriers

- If the customer request a drink carrier, place appropriate amount of drink carriers (each holds 4)

Chapter 8 Carhopping

Reading Tickets

It is important you know how to read a ticket order because it hold valuable information about that specific order that you should know about.

The station number tells you what station it goes to

The ticket number tells you what ticket it is

The tray number tells you what bagging and outgoing trays it goes on

This number tells you how much change out of \$1 bill you owe the customer

STA	3A >>>	TKT	6
1	ULTIMBUR	3.19	
1	TT	1.79	
1	DT COKE	1.69	
1	BRK COMBO	-1.18	
	ST	5.49	
	TX	.44	
TOTAL		5.93	
TRAY#	5	CTND	.07

Fig 8.0

Taking out Orders

As a carhop you will be running out multiple orders, each that should be taken out in a friendly and timely manner. The targeted time an order should be out is 3 minutes.

1. Look at the dashboard for orders ready to go out
 - a. It should show a blinking number which tells you how many orders are ready to go out



Fig 8.1

2. Hold your scanning band next to the scanner until it beeps if there is a blinking number
3. Read the ticket that the scanner ejects and see what outgoing tray you scanned for.

4. Stick ticket order on the corresponding bag with a sticker found next to the scanner
5. Read the ticket again and see what station you are going to
 - a. Odds stations are towards the left door and evens are on the right side.
 - b. All numbers above 19 are across the driveway.
 - c. Number 28 is the patio.
 - d. Number 29 & 30 on are on the playground

Interacting with the Customer

While the interaction with the customer began when you took their order, the face to face interaction is the main period of time in which it is vital you be courteous and friendly. You are a representative of the company and reflect our hospitality. Always make sure to sound friendly, state your name and smile when greeting a customer.

Greeting Examples

- *"Hi how's it going? I'm (your name) and I will be your carhop this (whatever time of day it is, morning, afternoon, evening)"*
- *"Hi there! I'm (your name) and I will be taking care of you today"*

Delivering Order

1. Read back order to them
2. Ask if they would like any of the items you prepped on your tray.
3. State the total for the order unless it was paid with a card.
 - a. if paid with a card ask if they would like their copy of the receipt
4. Collect money and give back all change if any
5. Close up the encounter by thanking the customer and wishing them a good day.
 - a. Examples include but are not limited to:
 - i. *"Thank you have a great day!"*
 - ii. *"Thank you for choosing Sonic, have a wonderful day!"*
 - iii. *"Hope to see you soon! Have a good day!"*
6. Do not expect to get tipped
 - a. The customer is not obligated to tip you. Pause a little between giving back change and saying goodbye to judge whether you are going to get tipped or not. Either way, remember to be courteous and friendly.
7. Return inside store and put any condiments you didn't use back
8. Place tray back down on counter and scan the next available order.

Note : If you are carhopping with someone else make sure to take turns

Glossary

Carhop- n. a Sonic employee who takes out orders to the cars and serves as a waiter for the customer

Carhopping- v. the act of taking out orders to the Sonic customers

Fill Line- n. a line inside a Styrofoam cup that serves as an indicator as to how much product should be applied

Half and Half- n. a mixture made half with water, half with ice cream mix. Used to make shakes and help make ice-cream easier to blend

Scanning Bands- n. a bracelet worn by employees for scanning orders and helps identify how much the employee will owe at their end of their shift

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