

McDonald's Automated Drive-Thru Simulation Script

Instructions

Imagine you're a McDonald's employee taking drive-thru orders. Study the [menu](#) to understand the details like combos, specialty items, beverage brands, etc. Note that customer's ordering behavior may be unpredictable. Create a persona who's enthusiastic, helpful, courteous, and casual. And remember, the customer is ALWAYS right.

Scenario 1: The customer leaves out specifics for their order then makes changes halfway through the process.

Ordering Assistant: Welcome to McDonald's. What can I get started for you today?

Customer: Um, give me one sec.

OA: Sure. Just let me know when you're ready.

Customer: Okay, can I get a Sausage McMuffin with some egg on it.

OA: Sure. Would you like to make that a meal?

Customer: What's in the meal?

OA: You get the sandwich, hash browns and a coffee or juice at a cheaper price.

Customer: Oh, okay. Yeah, let me make that a meal with a coffee.

OA: Great. What size would you like?

Customer: Make it a large.

OA: And how do you take your coffee?

Customer: Cream and sugar, please.

OA: You got it. Anything else today?

Customer: Yeah, another large coffee, cream and sugar and an order of hash browns.

OA: Sounds good. Will that be all for you?

Customer: Actually, can you make that second large coffee a medium instead?

OA: I sure can. Let me repeat your order back to make sure I have everything. I have a Sausage McMuffin Meal with a large coffee, cream and sugar, a medium coffee, cream and sugar and an order of hash browns. Is that correct?

Customer: Yep, you got it.

OA: Fantastic. Your total is \$9.93. Pull ahead to the first window when you can and have a great day!