

Name _____

How Do Fast Food Drive-Thrus Work and Why Do They Have Them?

Short Answer Key

1. The ordering process at a fast food drive-thru typically involves speaking into a microphone at the menu board to place an order, followed by driving to the payment window to pay and then to the pickup window to receive the food.
2. Speed is essential in drive-thru design to ensure quick service, reduce wait times, and accommodate a high volume of customers during peak hours.
3. Drive-thrus have adapted by implementing contactless payment options, providing hand sanitizers, and promoting social distancing through spaced-out order lanes.
4. Drive-thrus can attract customers and boost sales through convenience, accessibility, and extended hours of operation, catering to a wide range of customer preferences.
5. Extended hours at fast food drive-thrus are significant as they cater to late-night cravings and provide an additional source of revenue, especially during non-traditional dining hours.

