From: Brenly Drake (brenlyd@gmail.com)

To: Ron Mayberry (ron.mayberry@whataburger.com)

Date: September 16, 2012

Subject: Concerns over the order screen timer,

Dear Ron,

I’ve been working at Whataburger for a couple years now and have noticed that orders are bumped off our monitors after fourteen minutes regardless of whether the order was filled or not. On a normal shift there is no issue. The orders are filled well before this deadline and if the timer does run long that there’s still a paper receipt. The problem arises when the receipts end up lost in the hectic kitchen.

What this results in is the order being lost completely. I’ve seen people approach after twenty-five minutes wondering if their food was ever coming. I would often fill out another paper receipt and trust that the correct information was being given to me. I propose that receipts be immediately taped to our serving bags during rushes. This ensures the paper receipts won’t be lost very easily in the breeze, the final voucher on our end that an order ever existed during a chaotic shift. Thank you for your time.

Sincerely,

Brenly Drake