

80% Revenue in 3 Hours: The Peak Hour Execution Blueprint

What This Playbook Is About

For QSR operators, it all comes down to the three golden hours. That's when your kitchen, crew, and systems are under pressure, and where 80% of your daily revenue is made.

This playbook is your shift-by-shift guide to peak-hour domination. It's built for front-line leaders: managers, crew chiefs, FOH, BOH, and anyone responsible for delivering fast, flawless service when it matters most.

Post it in the ops room. Walk your team through it. Live by it.

Developed in collaboration with Sapaad's operator-first team and the field-tested expertise of ProsPertise.

The Golden Rule

“80% of your daily revenue happens in 3 hours.”

Win by the minute. Own the day.

Sapaad Pro Tip:

Monitor your peak in real-time with **Sapaad's Advanced BI Dashboard**. Track hourly sales and course-correct instantly.

The Commandments of Peak Execution

Commandment #1: Prep Before You Peak



Final prep and line setup must be done 30–45 mins before the rush



Labeled, portioned, and within reach: sauces, wraps, proteins, sides



Backup stations = zero scrambling

Start mise-en-place during peak, and you've already lost.

Sapaad Pro Tip:

Pull usage reports to forecast prep needs based on actual sales trends. No more guessing.

Commandment #2: Tighten the Menu



Focus on your top 20% bestsellers, as they drive 80% of the revenue



Deactivate low-frequency or high-complexity items during rush



Push combos. Simplify orders. Speed up the line

Full menus during peak = chaos in the kitchen.

Sapaad Pro Tip:

Use Sales Mix analytics to spotlight your star performers.

Commandment #3: Segment the Flow (KOT Discipline)



Split the flow: dine-in, takeaway, and delivery orders should be handled on separate tracks



Assign dispatchers and packers. Create clear zones



No overlapping = fewer errors, faster service

The handover counter is where good orders go to die. Keep it moving.

Sapaad Pro Tip:

Leverage your **Kitchen Display System (KDS)** to route orders by type, priority, and station

Commandment #4: Assign Shift Commanders



Appoint a commander for FOH and BOH for every shift



They make real-time calls, track metrics, and maintain order



No silos. One team. One mission

No clear leadership = operational drift. Every minute counts.

Sapaad Pro Tip:

Use tablet-based performance dashboards to keep leads in control of live ops.

Commandment #5: Optimize the Last Mile



Monitor deliveries in real time. Sync driver dispatch to kitchen timing



Target: Handoff within 5 minutes of order completion



Cut idle time. Improve customer satisfaction

Don't let drivers wait on incomplete KOTs. It clogs your flow.

Sapaad Pro Tip:

Use the **Delivery Manager** module to auto-assign, track, and optimize driver dispatch.




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“Empowering foodpreneurs and start-ups through shared learning and real-world connection—because learning is a lifelong journey.”

Print & Stick

Execute with Excellence: Every Hour. Every Day.



Prep



Tight menu



Flow segmentation



Shift commander



Dispatch control

Peak-Hour Readiness Checklist



Team Briefing Done



Menu Trimmed to Top Sellers



Inventory & Prep Ready



POS & KDS Checked



Roles Assigned



Delivery Channels Open



Dispatch Flow Mapped

