

DQ Delivery and Mobile Ordering

Today's Goal:

We will cover **order channels, mobile vs. delivery, order preparation, order accuracy, packing, handoff, delays and recovering disappointed guests**



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One order.

Clean ownership

Accurate handoff.



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The four ways guests reach us

Counter

Guest orders and receives food at the counter

Drive-thru

Guest orders and receives food at the window

Mobile pickup

Guest orders ahead and comes to the store

Delivery

Driver collects the prepared order



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Mobile pickup and delivery

Mobile Pickup

- Guest comes to the store
- Hand food to the guest
- Guest takes it from there
- Direct guest conversation

Delivery

- Driver comes to the store
- Verify and hand food to the driver
- Packaging must withstand the trip
- An extra handoff needs clear identification



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The Delivery Order Path

1. Recieve and review
2. Prepare the DQ standards
3. **Check every item**
4. Package for safe travel
5. Verify driver and hand off



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Example Order Screen

Manager Prompts

DELIVERY ORDER #1042

Pickup estimate: 12:45

1 Burger • no onion

1 Fries

1 Drink

1 Blizzard

Check the full ticket before bagging

- 1. Which channel?**
- 2. What changed?**
- 3. What is the pickup time?**
- 4. Who checks all 4 items?**

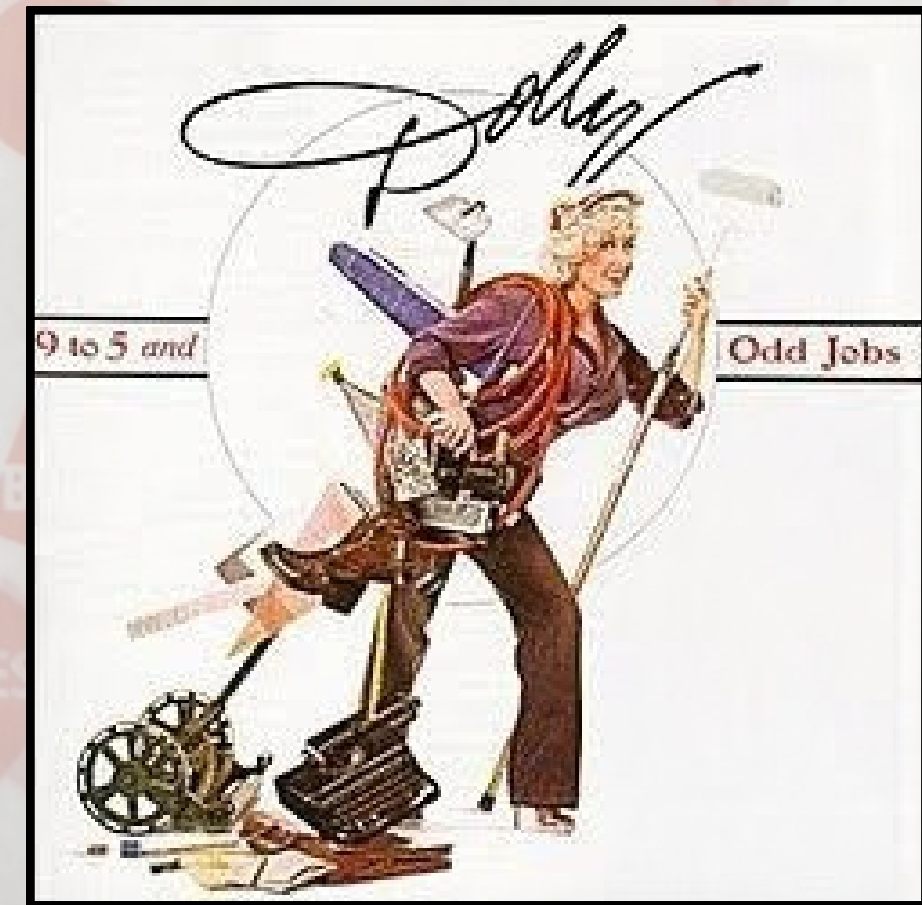


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At Order Arrival

A shift manager must know who is watching the incoming queue.

- 1. Notice the new order promptly and begin packaging process**
- 2. Read every item and modification**
- 3. Tell the kitchen what needs attention**
- 4. Track the promised or estimated pickup time**



Preparation and Quality

Check the ticket against the food

- 1. Correct entrée and modifications**
- 2. Sides, sauces and condiments**
- 3. Drinks and frozen treats**
- 4. Product quality and temperature**



Packaging for Delivery

The order needs to travel well!



1. Use the required bag and seal
2. Secure drinks against spills
3. Protect hot and cold products
4. Label the correct order clearly
(e.g. Mary on all 3 bags and bags noted 1 of 3, etc.)



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When timing goes wrong

Driver arrives early

Check what remains, give an honest estimate, finish and recheck the order.

Food is ready first

Follow local holding and food safety guidance. Watch product quality.

Order is missing or wrong

Verify the ticket and system status. Resolve or escalate through the approved process.



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Role play: before handoff

Pairs: one manager and one employee or driver

1. Missing Fries:

A driver arrives. The ticket lists fries, but none are in the bag.

2. Driver arrives early

The driver wants the order now; the kitchen needs four more minutes.

3. Two drivers, two orders

Both drivers state a guest name.
The bags sit next to each other.

(Reverify the delivery driver from the BOH computer if no tablet is available.)



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Role play: after handoff

Use the store's actual policy for recovery

4. Guest reports a missing item:

A guest calls after delivery and says a Blizzard was missing.

5. Pickup and delivery together

A pickup guest and a driver arrive while the counter is busy.



Debrief: identify the correct order, communicate clearly, and find the failed step.



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Manager Knowledge Check

- 1. Who watches new orders on your shift?**
- 2. Where do you find modifications?**
- 3. What must be checked before sealing?**
- 4. How do you verify the driver?**
- 5. What do you do when a guest reports a missing item??**



The Standard for Every Shift!

Receive

Review

Prepare

Verify

Hand off



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