

Restaurant To-Go Program

The **Restaurant To-Go Program** is a convenient takeout and delivery service designed to allow customers to enjoy their favorite meals without dining in, offering flexibility and ease.

Key Features

- **Online Ordering** - Guests can place orders through the restaurant website **OR** mobile app, selecting from the full menu.
- **In-Restaurant and Curbside Pick-Up** - Guests can pick up their orders in the restaurant **OR** curbside without leaving their cars.
- **Delivery** – our restaurant has partnered with various Delivery Service Providers (DSPs), so that Guests can enjoy the convenience of having their meals delivered.

Availability

The **Restaurant To-Go Program** is available in **ALL** restaurants to Guests during normal business hours (including weekends and holidays). All Core and Campaign menu items are available for Guests to order unless the menu specifies the menu item is “For Dine-In Only.”

Technology

OLO

Restaurants use **OLO**, online ordering partner, to receive and manage online orders. All order options must be turned on - **Pickup, Curbside, and Delivery**.

Online ordering is active during open business hours and can **ONLY** be turned off when a restaurant is closed. The default pick-up time is **15 minutes** from when a Guest places an order. The **OLO Lead Time Extension** tool allows you to temporarily add extra minutes to the ASAP order time estimates shown to Guests.

FlyBuy Software

Flybuy is a location tracking software that helps create an easy order hand-off to Guests by providing Team Members with accurate estimated time of arrivals (ETAs) and location updates for incoming Guests and DSPs. To use **FlyBuy**, you will need an active subscription.

DoorDash Voice Ordering

To allow your Team Members to focus on delivering the best service, our restaurant has teamed up with **DoorDash** to have trained **Call Center Agents** take phone orders. The call center will take orders based on your restaurant’s hours of operation. Orders will be routed through **OLO** to your **Kitchen Display System (KDS)** and **Point of Sale (POS)**.

Guests can pay for their order in advance with a credit card **OR** pay in-restaurant. If an order is **NOT** paid in advance, “**This Order Was Not Pre-Paid**” will be printed on the Guest’s ticket.

For more information about **OLO**, **FlyBuy**, or **DoorDash Voice Ordering** check out the **Run Great Restaurants** tab on the **Stack**.

To-Go Menu Handout

The To-Go Menu Handout is a smaller, four-color version of your regular menu that can be customized to include your restaurant's address and phone number.

The cost of the menu will vary depending on system participation (approx. cost range will be provided when placing an order). At the time of purchase, credit card authorizations will be processed using the high-end of the cost range; actual pricing will be confirmed once you receive your shipment notification.

NOTE: To obtain the lowest price, place order for the To-Go Menu Handout during **Core Menu Order Windows**.

To-Go Menu Order Process

Follow the steps below to order your To-Go Menu Handouts:

1. Log into the **Franchisee Portal** at www.xyzfranchisees.com using your OKTA **username** and **password**.

NOTE: If you need assistance to access the **Franchisee Portal**, please contact the Help Desk at (555) 555-5555 or Helpdesk@xyz.com

2. Click the **MenuNet** app to move into the menu site.
3. Upon entering the site, you will land on the home page. Go to the top right of the home page, and from the drop-down window, click **Core OOC Menu Rollout Reorder Window**.
4. Click the red **Click to Build Your Menu** button to begin your order.
5. Follow the prompts and instructions on the order site to order the menus.

NOTE: If you need assistance or individual training, please email MenuNetSupport@xyz.com or call (555) 555-5555.

Order Submission and Order Confirmation

After you complete and submit your menu order, an email confirmation will be sent to you from the **Trabon MenuNet Team**. Only orders that have been properly submitted will receive an email confirmation. If you do not receive the confirmation, please email the MenuNet Customer Support Team at MenuNetSupport@xyzgroup.com or call (555) 555-5555.

Workstation Set-Up



Install a dedicated printer for **To-Go** orders to make your program run smoothly.

Use the **To-Go Workstation Checklist** and follow the steps below to help set-up your workstation(s) each day.

- Set-up and stock workstation(s) with bins for easy access to add-ons (utensils, napkins, etc.)
- Stock the Base containers in the Galley, and soufflé cups at the Passbar.
- Pre-portion flavored syrups. Label and hold following standard rotation procedures.
- Place the **To-Go Packaging Guide** in the Galley and the Staging Area.

Recommended Staffing

Restaurants should always have enough Team Members to manage the business needs, deliver great service, and ensure speedy service.

To support the **Restaurant To-Go Program**, it is recommended that each shift has at least one Team Member dedicated to managing **To-Go** orders and 1 Manager on Duty (MOD) for support.

To-Go Packaging

Food Containers



Large Base



Small Base

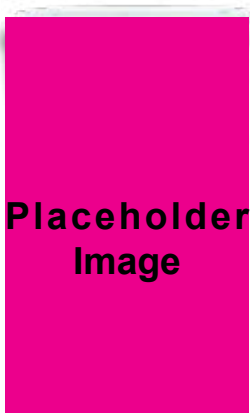


2 oz. and 4 oz. Soufflé Cups

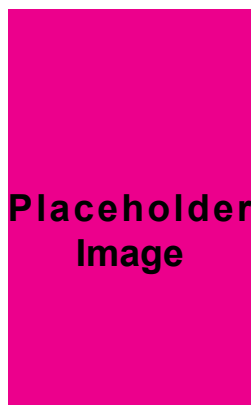


Soup Cup and Lid

Beverage Cups



30 oz. Cup



16 oz. Cup



16 oz. Coffee Cup



10 oz. Kids Cup

Step 1: Placing the Order

In-Person/Phone Orders

1. Greet the Guest(s) with a smile and a positive attitude.
2. Ask the Guest for their order.
3. Enter the following information into the POS:
 - . Guest's Name
 - . Guest's Phone Number
 - . Guest's Order(s)
4. Repeat **EACH** item as the Guest orders; you do **NOT** need to wait until the end of the transaction.
5. Input the order(s) into the tablet.
6. Let the Guest know the price of their order total.
7. Tell the Guest and an approx. pickup time for the order.
 - . **Walk-In:** Invite the Guest to have a seat in the waiting area while their order is being prepared and let them know you will bring out the order as soon as it is ready.
 - . **Phone:** End the call by thanking the Guest for the order and that you look forward to seeing them soon.

Online Orders

1. When a Guest places an online order, the Team Members will be notified:



For **more than one entrée order**, bag garnishes and condiments for **EACH** entrée in separate **Condiment Bags** for each meal. This will help Guests know which toppings go with which meal.

- . **BOH:** A ticket will automatically print **OR** appear on the KDS in the Galley.
- . **FOH:** A ticket will print to the designated workstation printer.

NOTE: Checks will be automatically closed out since the payment is taken online.



If food does **NOT** look picture perfect, **Refire the Recipe for Joy** by asking BOH to remake the menu item.

Step 2: Build the Order



For large orders, label each container lid in the top-right corner with the entrée name to help Guests identify their meal.

BOH

1. Cook the order(s) following the **Prep/Line Recipe(s)**.

NOTE: Recipes and portions **MUST** be followed exactly, so that the nutritional value of the prepared food items match the information on the menu.
2. Pack **EACH** menu item in the correct **To-Go** packaging. Use the **To-Go Packaging Guide** for reference.

Restaurant To-Go Program Guide

Brand
Logo

FOH

1. Review the food order. Use the printed check to reference.
2. Prepare and stage any garnishes and condiments for the order(s).
3. Place condiments in a condiment bag and label with entrée name.
4. Pull food from **Passbar** window as it is ready.
5. Check food for presentation, Guest requested modifications, and accuracy.
6. Place lids on all products and listen for the snap to ensure they are tightly covered to prevent spills.
7. Place a check mark on the ticket next to each item that has been prepared and bagged.
8. Place containers in an **To-Go** bag.
 - Place heavier items on the bottom of the bag to make the bag more stable.
 - Use the stacking feature of the containers to keep the items stable in the bag.
 - Place cold items in a separate bag from the hot items **OR** place cold items on the bottom of the bag **AND** hot items on top.
9. Place the **Condiment Bags**, **Cutlery**, and **Napkins** as requested by Guests in the bag.
10. Tape the check to the first bag in the order.
11. Write the Guest's name and the number of bags in the order (ex. 1 of 3) on each bag in order.
NOTE: For DSP orders, seal the **To-Go bag(s)** with a **Tamper Evident Sticker**.
12. Call a Food Runner or place the order in the **Staging Area**.

Curbside Delivery

- If available, use the “**I’ve Arrived**” program on the **FlyBuy tablet** to see when a Guest will arrive and get their order ready.
- Deliver curbside **To-Go** orders to the Guest's car in the designated curbside delivery parking spot.

If your Guest arrives **BEFORE** the order has been prepared...

1. Invite them to take a seat in the waiting area.
2. Ask them if they would like a glass of water or some other beverage.



Go the **Extra Smile** by recommending one of the restaurants refreshing beverages while they wait.

3. Keep them informed about the progress of their order; give them updates every few minutes.