

Don't let off-prem throw your kitchen off track

Here's what delivery success looks like with the right technology—and without.

Thinking of partnering with a third-party delivery service? If you don't have the right restaurant technology in place, the volume of off-premise orders could choke up your kitchen. And that could result in slow service, inaccurate orders, poor guest reviews and more. But when you have a flexible, integrated POS system—the difference is like night and day. Check it out!

Customer places order on third party delivery app

When workflows are disjointed

Order is sent to third party provider's tablet. The order then has to be manually entered into the POS

The order is then printed out at the kitchen printer. The kitchen manager takes the receipt and begins cooking the order

Manager sees the kitchen staff is busy, with a lot of kitchen receipts, but doesn't know what is causing the disruption

Order waits for final food item to be cooked

Third party delivery driver arrives and waits for order

Delivery driver leaves late with order – but staff overlooked including utensils and straws in the package

Food arrives cold to the customer without utensils - unhappy customer

- ✓ Unhappy customer
- ✓ Confused, overworked staff
- ✓ Frustrated manager

When key components work together

Order is sent directly to the POS due to integration with 3rd party delivery system, and is held until just the right time to release to the kitchen

Order items are automatically routed to the right station at the right time

Order items are staged so that longer items are cooked first, and shorter items are cooked last, so that all items are finished at the same time

Manager checks his phone to get the latest information on his kitchen's speed-of-service to make sure his kitchen is appropriately staffed

Food is finished, and is "bumped" to signal that its ready for pick-up

Third party delivery driver sees the order is ready on the confirmation display, and picks it up

Food arrives to the customer fresh and delicious

- ✓ Satisfied customer
- ✓ Efficient staff
- ✓ Happy manager

Unlock the full potential of off-premise for your restaurant.
NCR can help. Go to ncr.com/restaurants or call 404-476-8440 to get started.