



## Phone Answering with Curbside Service

Our guests calling in a curbside order are as critical to our business and are just as important as our Dine-In guests. They deserve the same great service from a knowledgeable team member that can think on the spot, give friendly service, suggest menu items, and answer various questions quickly. These guests make up anywhere from 25% - 40% of our business, depending on the location. It is **every** FOH team member's responsibility to answer the phone within 2 rings or less.

**Greeting** - Smile when you answer the phone – as the guest can hear it in your voice. Use a warm welcome and greeting every time.

- You: “**Thank you for calling Hideaway Pizza in store location this is your name. How can I help you?**”
- Guest: “Hi, I would like to place an order to pick up”
- You: “**Awesome!**”

**Begin order** - To start a new order at any POS terminal,

- Enter ‘1212’ for our Curbside user. You should see the “Quick Order entry screen”.
- Press the “+New Order” in the top right of the screen to begin the new order, this will start a new order and take you to the order entry screen.

**Update order type** - You will need to update the “order type” to “phone order”. This will prompt for some Guest information.

- Press the “Dining” button at the bottom, left side of screen
- Select “Phone order” on the box that pops up
- Ask Guest for their phone number on the order, type in # including area code
  - a. If the Guest have used this # previously, you will see a box that contains their name and previous order they placed. You must CONFIRM the name is correct. If multiple names are listed, please do not assume which name to select, this causes issues during the pickup process. Verbally verify!
  - b. If this # has never been used, you will need to enter the Guest's FIRST & LAST name (please get spelling correct, we write names on their final orders and do not want to look incompetent, this also starts a Guest profile within our POS and would like the correct info if we need to reach out to them with a question about their order).
  - c. The system saves this info, so we need to take the time to do it correctly the first time and this saves us from mistakes later.

Getting the proper info, also helps eliminate any confusion at the vehicle or to-go counter & helps ensure the guests are paying for & receiving their correct order in the most efficient matter. In most cases you will not need to update the Guest info, but there are times people may use a generic work number and you will need to update the pre-saved name. Please always verbally verify the name listed.

Now, we have the Guest info assigned to the order you can proceed with the entering their order.

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\*\*\*Edmond, Fort Smith, Norman-CC locations ONLY\*\*\*

You will also need to ask the Guest for their car information and enter this into the POS:

- Make, Model & color of vehicle picking up the order

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**Listen carefully** - Give the guest your full undivided attention, hearing the guests' order properly is critical.

- If your guest asks you a question that you are unable to answer – ask if you can put them on hold, then find the answer quickly so they don't have to wait long. Our goal is to never have to put our guests on hold.

**Suggest Menu items** - Complete the order by interacting with the guest and suggesting specific menu items to complete/compliment their selection. You must suggest at least one specific item on each phone order

Menu reminders:

- We offer substitutions for our specialty pies at no cost. But these prices are fixed so if they take something off, the price of the pizza will not be reduced.
- If a guest adds extra toppings to a specialty pizza, there will be an extra charge
- Keep the guest informed – we don't want any surprises at the time of pickup

**Repeat Order** - ALWAYS, Repeat the order back to the guest before sending to BOH, this will also help eliminate mistakes or any miscommunication.

**Proper pick-up times for guests** - By following the above process, our current To-go time will auto populate at the top of the order entry screen. This is the current amount of time it will take us to prepare the order (this can fluctuate throughout the shift, therefore it is VERY important to follow this procedure, so you are quoting proper times to our Guests for their orders. Our phone order times & online order times will always be the same quoted time.

**Reminder** – You will **also** need to add this info to the order by using the quick keys under the 'Ready Time' screen in the POS, this adds the quoted time to the printed BOH tickets.

If the guest wants the order ready at a later time, utilize the "special request" button in the 'Order Info' screen, then type in the time for the order to be ready.

This should be added to **every** pick-up order you enter, no matter what time of day. This keeps the line of communication open with the FOH and BOH, thus keeping our guests happy and our pickup times as accurate as possible.

**Conclude phone call** - To finalize the order, give them the total price & our current to-go time. Tell the Guest: “Your order will be ready for pick-up in \_\_\_\_ minutes”. This helps ensure the guest understands that it is a curbside order.

- If your location has special parking instructions, please inform the Guest as this time.
- **Before hanging up**, we want to offer to send the guest a link via text which would allow them to pay at a distance. This is a more secure way for the guests to pay vs. giving us a credit card number over the phone. And it saves times for them & us if we do not have to collect payment on arrival.
- Always **Thank** the guest for their order, send the order to the BOH

## POS Extra Info

- As a team member, you are NEVER allowed to take any information regarding parties inquiring about coming to the store, give these calls to a manager
- Our guests can order online at [www.hideawaypizza.com](http://www.hideawaypizza.com). Guests must pay for online orders when placing order.
- Our lunch specials pricing IS available for Togo orders, but not offered online.

<u>Total #</u> <u>Of People</u>		<u>Slices</u> <u>Per Person</u>	=	<u>Total Slices</u> <u>Needed</u>		<u># of Pizza</u> <u>Needed</u>
9	<b>X</b>	3	=	30	<b>/10*(lrg pizza) =</b>	3 larges
9	<b>X</b>	2	=	18	<b>/10*(lrg pizza) =</b>	2 larges

**Canceling an order** – You can cancel an order that you are currently inputting ONLY if it hasn’t been serviced. If you need to cancel something after it has been serviced, get a manager. If a guest calls back and they want to cancel an order or item, put the guest on hold and quickly get a manager to finish the process.

**Future orders** – This is something that managers can do if the guests want to put in orders for another day. Do NOT take these orders, Managers only.

