

SOP Template: Drive-thru and Delivery Order Management

This SOP details **drive-thru and delivery order management** processes, covering order taking, accurate communication, payment handling, order preparation, timely delivery, customer service standards, and quality control. The aim is to streamline operations, enhance customer satisfaction, and ensure efficient and accurate fulfillment of drive-thru and delivery orders.

1. Scope

This SOP applies to all staff members involved in drive-thru and delivery order management, including order takers, cashiers, kitchen staff, delivery coordinators, and drivers.

2. Responsibilities

Role	Responsibility
Order Taker / Cashier	Accurately accept and process orders, confirm details, handle payments.
Kitchen Staff	Prepare orders as per instructions, ensure quality and accuracy.
Delivery Coordinator	Manage routing, assign drivers, ensure timely dispatch.
Driver	Pick-up and deliver orders promptly, maintain customer service standards.

3. Procedures

- Order Taking**
 - Greet customers promptly at the drive-thru or on delivery channels.
 - Listen attentively and confirm order details by repeating the order for accuracy.
 - Enter order into POS system accurately, including any customizations or special instructions.
 - Issue an order number and/or estimated time for order completion.
- Payment Handling**
 - Accept payment via approved methods (cash, card, digital wallets, etc.).
 - Verify payment and issue a receipt.
 - For delivery orders, confirm payment method (prepaid or on delivery).
- Order Preparation**
 - Begin preparing the order promptly after confirmation.
 - Ensure all ordered items and modifications are included.
 - Package orders securely to maintain quality and prevent spillage.
- Quality Control**
 - Conduct final item check against the receipt or digital order.
 - Verify packaging, temperature, and input of additional items (utensils, napkins, sauces).
- Order Handover / Delivery**
 - Drive-Thru: Hand order to customer, confirm customer name/order.
 - Delivery: Assign to driver, verify correct order and delivery address.
- Customer Service**
 - Thank the customer and wish them a pleasant day.
 - Address any queries or complaints professionally and promptly.
- Documentation and Record-Keeping**
 - Maintain records of orders, payments, and delivery times for tracking and auditing.

4. Quality Standards

- Orders must be fulfilled accurately with no missing or incorrect items.
- Drive-thru orders should be completed within the standard targeted time (e.g., under 3 minutes).
- Delivery orders must be dispatched and delivered within promised timeframes.
- Staff must adhere to food safety, hygiene, and service protocols at all times.

5. Review and Update

- This SOP is to be reviewed bi-annually or when significant operational changes occur.
- Feedback from frontline staff and customers should inform SOP updates.