



CUSTOMER SERVICE - DELIVERY PARTNERS

ORDERS BY PHONE

- Answer the phone within 3 rings.
- Give a warm greeting – Hello, Chicken Cottage, how can I help?
- Smile when you speak over the phone.
- Listen carefully to the customer's order & note accurately.
- Inform the customer of any promotional offers or deals.
- Repeat the order as you enter on the till/EPOS system.
- Use suggestive selling techniques as you would when taking an order in store.
- Confirm the order total and ask how the customer would like to pay.
- If paying over the phone, take the card number and input into the card machine.
- Confirm approximate pick up or delivery time to the customer (e.g., "Your order will be ready within 45 minutes")
- Confirm the delivery address and a contact phone number.
- When approximating the delivery time, always tell the customer a time which you can commit to (under promise & over deliver)
- Thank the customer for their order.

SELF DELIVERIES

- When delivering food to customers:
- Ring the doorbell or knock politely.
- Stand back from the door a little
- Smile and greet the customer when they open the door.
- "Hello, it's the delivery from Chicken Cottage".
- Hand the customer the food
- Make sure you give a receipt (and take payment if necessary – making sure you have enough change to hand back if necessary) back the relevant change to the customer)
- Give the customer an appropriate farewell "thank you and enjoy your meal".

OTHER DELIVERY PARTNERS:

Ensure all delivery tablets are open at all times.

- Ensure all products available on all delivery tablets.
- Place all tablets on auto accept.
- Ensure all tablets have the correct opening and closing times to avoid disappointing our customers.



CUSTOMER SERVICE - DELIVERY

PARTNERS

- Ensure you prepare food within time specified on the receipt.
- The person preparing the order needs to account for all items on the receipt to ensure accuracy.
- The person assembling the order inside the bag needs to ensure that all items are correctly prepared and crosscheck for any missing items.
- The person who is handing the bag to the delivery drivers needs to make a final check to avoid any mistakes before sealing the bag,
- Attach the customer receipt or the order code with chicken cottage tape and the relevant partners sealing stickers.
- Ensure all drinks and any cold sides are packed separately.

Chicken Cottage aims to provide consistent quality product, fast, accurate & friendly service in a clean & well-maintained restaurant.

Our teams our Brand Ambassadors and individual grooming and behaviour are the keys to our success.

The clean and neat appearance of our restaurant teams is important in creating an excellent impression of our brand to our customers.

- Every team member must follow the relevant uniform standards as defined below.
- Team Member Uniform:
 - Branded Chicken Cottage cap
 - Branded Chicken Cottage shirt/T-shirt
 - Plain black jeans or trousers
 - If wearing a belt – this must be plain black.
 - Chicken Cottage name badge
 - Dark coloured socks
 - Black fully enclosed waterproof shoes; low heel and non-slip sole