


Quick Start Guide: Online food delivery and takeaway




Step 1 : Choose a delivery partner

-  Will you deliver by yourself?
Around 15% commission

Examples

Uber Eats  deliveroo 

-  Will the partner deliver for you?
Up to 35% commission

Examples

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Step 2: Register your restaurant

You will need:

- Business ID & licences
- Tax documentation
- Photos of logo & menu
- Banking information
- Order protocol preference
- Proof of address

Register here:

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Step 3: Upload your menu



Dish images

Your bestsellers looking their best!



Menu categories

Make your Burgers, Sandwiches, Pasta, Desserts etc. easier to find.



Meal deals








Design meals around bestsellers at better value than the food items individually.



Upsell extras

Sauces, dips, drinks, side dishes and desserts all sell incredibly well.

Step 4: Prepare for delivery

-  Ensure your internet connection is reliable.
-  Receive and log in to delivery partner tablet or POS.
-  Have your delivery food containers and bags ready.
-  Designate a pick up area for collection of delivery orders.
-  Test your bestsellers in the food delivery containers for the average wait time. Adjust ingredients or containers to ensure appeal.
-  Make sure the order is ready to go when delivery arrives! Speed is a key factor to customers, so review and reduce prep time for bestsellers.
-  Be prepared for higher volume on weekends.

Step 5: Promote delivery

- ✓ Inform your customers with signage within and outside your restaurant.
- ✓ Share it with your followers on social media.
- ✓ Communicate your food safety & hygiene practices to reassure customers.
- ✓ Monitor online reviews and take time to respond. Regularly identify areas for improvement.
- ✓ Include customer feedback cards into the food delivery bags.
- ✓ Keep up the good work! Good service levels can boost your ranking on the delivery platform.