



Aloha Takeout & Delivery

Release Content Profile



Aloha TakeOut streamlines take-away and curbside operations. The addition of Aloha Delivery creates a tightly integrated solution that extends Aloha's feature rich QuickService and TableService applications. Order entry, management, production, and delivery are synchronized to simplify operations, optimize the guest experience and improve speed of service.



GUEST EXPERIENCE

Automatic Guest Lookup Enter almost any guest information in the search bar and allow Aloha TakeOut to search multiple fields in the SQLExpress database to quickly locate the guest on the phone. First name, last name, company name, home, cell, and office phone numbers are currently searched simultaneously based on the search entered.

Caller ID Guest Lookup Connecting a Rochelle or CallerID.com Caller ID device allows incoming calls to be automatically matched with customer in the database. Select an incoming line and existing customer information is immediately display to quickly begin a new order. If no match is found, the phone number is automatically associated with a new customer record.

Express New Guest Option Minimal new guest information can be entered and an order mode immediately selected to reduce phone time. Default address and phone types can be set to simplify entry. Based on the order mode and configuration, certain fields may be required in order to fulfill the order. Additional customer information can be added if necessary by editing the guest profile when time permits.

Multiple Phone Numbers and Addresses per Guest At home, work, in the car or at the desk, customer are easily identified and served regardless of where they order. Employees are prompted to confirm the address in the event the guest has 2 addresses in their profile.

Default City, State and Postal Codes Default city, state and postal code information may be configured to automatically enter this information and save time to when adding guests to the database.

Guest Profile Requirements Phone number and last name capture can be optional for operations that are more concerned with speed of service over guest tracking and marketing.

Stored Credit Card Guests may elect to store credit card information with their profile in a secure PCI compliant way. Credit card vouchers may be printed with the driver itinerary for guest signature and record and the door.

Multiple Order Types Guests may elect to pick-up, park at curbside or have the order delivered. Aloha TakeOut & Delivery can handle each scenario with ease. Order filters, name searches and time sorted views simplify finding the order when they arrive for the guest arrives to pick up their order.

Repeat Last Order Quickly and accurately service regular customers by saving their last orders, items and special instructions. Repeating the last orders reduces entry errors and improves speed of service.

Order Quote Times by Order Type Customize quote times for

delivery and call-in orders to ensure each is communicated, prepared and managed accurately.

eFrequency Rewards Assignment Automatically assign the associated eFrequency member to an order to seamlessly earn bonus plan credit and rewards. Aloha Takeout can be configured to force employees to enter an eFrequency member number for new guests added to the database.

Order Confirmation Order information is displayed to confirm the correct items, contact information, order type, and method of payment to help with order accuracy. Employees may update the information, prior to sending the order to the kitchen, to meet the guests needs.

Enter Future Day Orders at any Time Future orders may be captured up to 5 years in advance. Aloha Takeout's future order functionality automatically releases orders to the kitchen based on the promise time and the time to prepare the order. are automatically scheduled for production. Future orders may be edited until they are automatically or manually released. Easily associate credit card payment to be associated with the order when released.

Limit Future Deliveries Based on Resources Schedule future orders based on the number of expected drivers and the kitchen capacity. Service levels can be maintained without compromising guest satisfaction.



FOOD PRODUCTION

Print Guest Headers on Kitchen Chits Customer information, order type and promise times are clearly printed on kitchen chits for at-a-glance management of orders.

Allergy Alerts on Kitchen Chit Guests with food allergies may be noted in their customer profile. Allergy information is printed as part of the header on kitchen chit to alert employees of potential food allergy issues.



STAFF OPERATIONS

Detailed Itinerary with Item Reminders Helpful reminders for "cold" food items prevent drivers from arriving at the customer's door without the full order. A detailed itinerary provides consolidated information to assist with each driver run.

Driver Order Assignment & Adjustment Dispatch, route and recall drivers quickly. Simply touch the order and then selected the driver to assign the order.

Map & Direction Support for New drivers Maintain delivery time standards with integrated mapping. Optimized routes for all orders assigned to a driver can be displayed onscreen or printed. Turn-by-turn directions can be printed with the map or may be printed alone for quick reference.

Adjust Quote Times on the Fly Adjust quote times from any Aloha Takeout terminal based on business. Quote times are synchronized across all terminals to keep all employees informed of the latest status.

Daily Message Display a daily message to update employees on the daily special or remind them of the minimum delivery order total.

Print Guest Receipts on Order Operators can configure Aloha Takeout to print a defined number of guest receipts on order to assist with order organization.

Real-Time Operational Metrics Important operation statistics are always clearly displayed at the top of the screen. Staff have instant, at-a-glance access to important performance data without interrupting their normal task flow.



MANAGEMENT AND ANALYSIS

Driver Performance Driver taking too long to deliver or consistently beating the estimated trip time could be a liability. Track driver performance to improve delivery times and ensure food meets time and quality standards.

Future Day Reporting Future day reports display detail and summary information to prepare inventory and labor to address upcoming orders. Reports allow managers to maintain inventory levels necessary to fulfill upcoming orders.

SQL Queries Query the Aloha TakeOut SQLExpress database to gather customer information.



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