



# TAKEOUT & DELIVERY

*Aloha*

Efficiently managing the realities of your take-out and delivery operations quickly improves your speed of service and gives you the opportunity to grow beyond the walls of your business. Using Aloha TakeOut & Delivery, your order entry, order management production and delivery is synchronized in one tightly integrated solution.

Aloha TakeOut provides an innovative solution to streamline take-away and curbside operations. The addition of Aloha Delivery incorporates the tools needed to manage deliveries to remote locations. Extending Aloha's feature-rich QuickService and TableService applications, your staff can now focus on smooth restaurant operations and superior guest service.



ALOHA TAKEOUT & DELIVERY

## IMPROVE SPEED OF SERVICE

- Reduce call times and increase order-taking capacity using fast customer look-up capabilities
- Search automatically against six different fields increasing the likelihood the correct customer is located on the first attempt

## CAPTURE & MANAGE FUTURE SALES

- Replace unreliable manual processes with automated tracking and production of scheduled orders
- Release future orders automatically to production at the correct date and time
- Locate and edit future orders quickly and easily with powerful freeform search

## INCREASE DRIVER EFFICIENCY

- Optimize your delivery operations with integrated mapping, printed driver itineraries and single-touch driver assignment
- Generate optimized, multi-stop route maps in less than one second
- Print driver itineraries with turn-by-turn directions from your POS printer

## STORE LOYALTY & PAYMENT DATA SECURELY

- Associate eFrequency and payment information with guest records for faster service on subsequent orders
- Improve order efficiency by automatic assignment of eFrequency bonus plan credit and rewards to customer orders
- Decrease transaction times for repeat customers by securely storing payment information

## KEY FEATURES OF ALOHA TAKEOUT

- Multiple phone numbers and addresses per customer
- Enter future day orders at any time
- Repeat last order
- Caller ID guest lookup
- Customer quote times by order type
- Real time operational metrics
- eFrequency rewards assignment
- Integration with Aloha QuickService and TableService

## KEY FEATURES OF ALOHA DELIVERY

*Aloha Delivery also includes all the features of Aloha TakeOut.*

- Driver order assignment and adjustment
- Map and direction support for new drivers
- Detailed driver itinerary with item reminders
- Driver performance measurements
- Change order mode on the fly
- Tip entry at driver return
- Estimated driver return time

## RETURN-ON-INVESTMENT

*Aloha TakeOut & Delivery provides functionality that improves both the speed and efficiency of site operations. Managing the realities of takeout and delivery operations with these powerful applications allows site personnel to focus their efforts on activities that drive profitable growth.*

### EXPAND THE WALLS OF YOUR BUSINESS

Over 60% of restaurants now offer take-out or delivery and that number is growing 8% annually. Restaurant operators are looking to grow their business by meeting customer demands for more flexible dining options.

### RAPID GUEST IDENTIFICATION AND ORDER ENTRY

Aloha TakeOut & Delivery is optimized for speed. Integrated Caller ID, powerful customer search, secure payment storage, eFrequency integration and the ability to repeat previous orders make the process of identifying customers and entering orders as fast as possible. Decreased order entry time increases order-taking capacity and reduces customer hold times resulting in higher sales, happier customers and repeat business.

### FUTURE ORDER MANAGEMENT

Lost orders become a thing of the past with automated scheduling of future orders. Satisfaction and repeat business increase when customers trust your ability to generate their orders as promised.

### INTEGRATED MAPPING & DRIVER PERFORMANCE MEASUREMENTS

Delivery capacity increases when integrated mapping brings new drivers up to speed quickly and shows experienced drivers more efficient routes. Driver performance reporting provides coachable data that further improves the efficiency of delivery operations, boosts capacity and identifies potential liabilities.

### DETAILED DRIVER ITINERARY WITH GROCERY ITEMS

Forgotten items result in unhappy customers, frustrated drivers and drive-backs that lower overall delivery capacity. Aloha TakeOut & Delivery generates a detailed, printed driver itinerary that includes a summary of all grocery items needed for each run.



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