



YOUR GRUBHUB DELIVERY ACTIVATION CHECKLIST

Please be prepared with the following information as part of your activation call. While there may not be a definitive answer for each of these, please try to be as specific as possible. Thanks!

- How long does it usually take to prepare an order? Generally speaking, when are your peak hours and how does it affect cook times? What about weekdays vs. weekends?
- What is the process you would like our drivers to follow when they pick up the food? Is it ok for drivers to come through the front door? Will they need to check in with a bartender or host?
- Is there an existing packing station for pickup orders? Will delivery orders also be placed here? If so, is there a certain side that is used for delivery orders?
- If there is a combo of hot/cold food is it all packed together in the same bags or will drivers need to get cold foods elsewhere?
- If the food is not ready, with whom should the driver speak to regarding estimated wait time?
- Is there a preferred place that drivers should wait if the food is not ready?
- Does the restaurant have a designated parking area or valet zone that drivers can park in while they run in for the food? Where is it?
- Does the restaurant offer curbside drop-off?
- Who will be responsible for confirming GrubHub orders? Will there be a specific staff member per shift overseeing this?

We know it's a lot to consider, but the more we know, the better we can work together to create an efficient procedure.