



HOW TO ADAPT YOUR BUSINESS: Contactless Delivery

Social distancing recommendations by the federal government are making pizza delivery challenging as operators are looking to keep themselves distanced from their customers. Consider offering Contactless Delivery. Here are some suggestions on how you can adapt your existing delivery practices to be contactless.

WHAT IS CONTACTLESS DELIVERY?

- Contactless delivery allows drivers to place food delivery orders at designated spots requested by the customer such as on their doorstep to ensure social distancing is within the CDC guidelines of 6 feet

HOW DO I BEGIN TO IMPLEMENT CONTACTLESS DELIVERY?

- Make sure all orders are placed with a credit card either online or over the phone
- Instruct the customer to leave tip at time of payment to eliminate cash handling
- Get specific notes from the customer on exactly where they want their food to be dropped off
- Train your driver to call or text the customer as soon as the food arrives

WHAT CAN I DO IF I DON'T OFFER DELIVERY?

- Contact a 3rd party delivery service to see if there is an opportunity to partner and use their drivers to deliver the product

HOW DO I LET MY CUSTOMERS KNOW I HAVE CONTACTLESS DELIVERY?

- Utilize Grande's Contactless Delivery poster and social media icons to get the word out that you're still delivering the same great food while practicing food safety and social distancing