



Maitre'D®

Delivery & Dispatch

Maitre'D for Delivery

If your business offers delivery or take-out service, Maitre'D's feature-rich Delivery module will make managing these services a breeze. The Delivery module helps to streamline all delivery operations and manage delivery drivers to increase speed of service and efficiency. Delivery covers all the bases including Caller ID, Last Order Recall, and driving directions with Microsoft MapPoint.

Delivery functions

The Delivery system saves customer records in a file keyed by telephone number, so employees do not have to re-enter the customer's information if the same customer reorders. The street code feature within the Delivery module allows you to create / map or modify delivery areas. This option will verify if the customer is located in the delivery area, and assign an automatic delivery charge where applicable.

- Guest information, order history - and any special instructions ("Beware of dog") - are stored for easy retrieval, by phone number. Delivery instructions are also stored, and printed on all checks
- The Caller ID feature brings you directly to the customer's file to speed up service
- The one-step "Recall last order" feature saves time
- Extensive customer database functionalities allow you to keep as much or as little information on your clients as you wish
- Pre-orders entered at any date or time can be sent to the kitchen automatically without user intervention to ensure that the requested delivery time is met
- Delivery features are seamlessly integrated with all Maitre'D solutions for managing table service or carry-out business
- Ability to manage and guarantee delivery times to increase customer satisfaction (ex. Delivered in 30 minutes or free)
- The "alarm" feature instantly identifies all orders that aren't prepared and out the door within a specific amount of time
- Delivery provides the ability to filter orders by station, by processing stages, or by driver, making it easy to recall and edit orders



► Dispatch - Efficient driver management tools

Driver management features allow you to prioritize drivers and track who is out on delivery with which orders. Multiple deliveries can be assigned to a driver based on similar geographic map codes. When drivers return to the store, it is possible to run automatic settlements on multiple orders or simply process a money drop. Revenue reports for each driver keep track of all transactions for accurate cashing out when their shift ends.

- Ability to equally distribute orders to drivers
- Provides tools to ensure faster and efficient delivery, such as the ability to print driving directions and a map to the delivery location

► Customer database

Customer history is saved and in turn a valuable database is created. Targeted mailings can be done easily and in accordance with customers' preferences. Maitre'D maintains a complete database of statistical customer information (first order, last order, number of order to date, grand total to date...) You can recall their last order, include them in special frequent buyer programs or even print labels for a special mailing to customers who haven't visited your restaurant in over three months.

- The one-step recall last order feature saves time and extensive customer database functionalities allow you to keep as much or as little information on your clients as you wish
- Reporting on delivery times for drivers with statistics for each step of the delivery process
- Configurable standards for delivery procedures - from incoming call to arrival time. Several reports are available to measure performance
- Orders or catering orders entered at any previous date or time can be sent to the kitchen automatically without user intervention to ensure that the requested delivery time is met
- The Caller ID feature brings you directly to the customer's file to speed up service

► Discover business intelligence

With hundreds of reports and the option to customize or create your own reports, there is no limit to the availability of knowledge on your delivery operations. Maitre'D provides all the required tools to make your business successful.

- Speed of service reports will help you measure the performance of your staff
- Configurable standards for delivery procedures - from incoming call to arrival time. Several reports are available to measure performance
- Real-time offsite reporting via Internet through the DataBoard solution
- Customized reports lists will give you direct access to a list of reports that you need on a regular basis

► More from Maitre'D...

Frequent Diner - Time & Attendance - Inventory & PO management - IP credit & debit card processing - Accounting & Payroll Interfaces - Gift Card Interface - and much more!

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