

Grubhub for Restaurants Best Practices



Getting your order ready for Grubhub delivery

Before you start receiving orders:

- Provide your Sales Rep or Account Advisor with any special instructions for drivers
- Reduce special requests from customers by listing all possible menu add-on options
- Set up a separate prep area for delivery orders (if space allows)

Receiving orders:

- Print the order confirmation from the Grubhub for Restaurants platform or use your own ticketing system
- Use the same ticket for the complete process (cooking, expediting, packing)

Making orders:

- Mark on the ticket when the item has been made
- Read the full order to catch add-ons and special instructions
- Label each item with Grubhub customer name and menu item

Packing orders:

- Mark each item as “packed” after placing it in the bag
- Pack hot and cold items separately
- Pack bottled or canned drinks in the bag
- Attach the ticket to one bag and label other bags with the customer name
- Seal bags securely (using tape, staple, etc.)

Remember, it's up to you to provide the driver with a complete and accurate order!