

## RCS/CaterZen Order SOPs

### General Notes

- Whenever possible use an existing menu item rather than creating an open menu item. This will create a familiar format and be less of a hassle when it comes to interpreting the order.
- When adding multiple notes to an order, separate each note by two slashes (//)

Example (Menu Item): ENTRÉE: SANDWICHES ONLY 3 – HOOD RIVER, 2 – VEGETARIAN 1 – TURKEY PESTO // 1 – ALLERGY: SHELLFISH

Example (Special Instructions): ON-SITE CONTACT: Denise 123.234.4567 // PARK AT NORTH SIE OF BUILDING.

### Addresses

DISPLAY NAME: Set the building name (i.e. Golden One Center), company name (i.e. Lunch Box Express), or last name of individual (i.e. Jones) that we will deliver to. Please do not set the display name as the street address as this will result in a duplicate address when you place the order.

STREET ADDRESS: Enter the street address as you typically would, allowing the system to auto-fill for correctness when possible.

SUITE: When entering an address, always put # in front of a room or suite number or name (i.e. #1234 , #BlueRoom, etc). This will be an internal code for our crew that that number is a room name and not a number related to a street address. Any number without # in front of them will be assumed to be part of the street address.

TELEPHONE: Whenever possible, the telephone number should be the mobile phone number of our main contact at that location.

NOTES: This is a good spot to put any information about the location that will not change and will be important every time the driver delivers to that location (i.e. gate codes).

### Delivery Instructions

Any instructions for the delivery driver, such as where to park or specific set up instructions should be filled in the “Special Instructions” box for the order (NOT THE MENU ITEM).

### On-Site Contacts

When the on-site contact is different than our contact who place the order, enter their full name and phone number (including area code) into the “Special Instructions” box for the order (NOT THE MENU ITEM).

## **Food-Related Notes**

This includes notes related to dietary issues, allergies, sandwich/wrap breakdowns, side choices, etc, below in the “Special Instructions” box within the menu item. These notes are to be in ALL CAPS so they catch the eye.

- When entering numbers such as sandwich breakdowns, use the following format:

NUMBER - SANDWICH TYPE

Example: 3 - ROMAN, 8 - HOOD RIVER, 3 - VEGETARIAN, 15 - TURKEY

- For allergies, use the following format:

NUMBER OF GUESTS - ALLERGY: ALLERGEN

Example: 1 - ALLERGY: PEANUTS

- For dietary restrictions/preferences (that are not allergies that we are aware of) use the following:

NUMBER OF GUESTS – RESTRICTON

Example: 1 – GLUTEN FREE, 4 – DAIRY FREE, 1 – GLUEN FREE AND DAIRY FREE

- When selecting The “Other – See Special Instructions” option in a drop down menu, use the following format:

MENU ITEM: SUBSTIUTE/NOTE

Example: SIDE: FRUIT SALAD, ENTRÉE: WRAPS ONLY

## **Extra Portions**

## **Open Menu Items**