

Daily Confirmations

- 1) Open RCS and Select the 'Calendar' Tab

https://www.restaurantcateringsystems.com/admin/?form=crm_new&calendar=true

- 2) Click on the first order for the next calendar day
- 3) Call the phone number listed under "Customer Current Phone"
- 4) Use the following script to confirm their order, using the RCS order form for reference

RESTAURANT CATERING SYSTEMS

Overview Calendar CRM Order Entry Marketing Accounting More

Support

SERVICE FEES	\$0.00
Admin Fees	\$10.74 (2%)
CUSTOMER NAME	Scott Williams
FOR COMPANY	Sacramento City Fire Dept
CUSTOMER CURRENT PHONE	(916) 767-2208
CUSTOMER MOBILE PHONE	Unspecified
ORDER WAS CREATED-BY	Rich Johnson
Delivery Time	Monday Oct 16, 2017 7:15 AM
NUMBER OF GUESTS	32
DELIVERY FEE	\$30.00
DELIVERY ADDRESS	Sacramento City Fire Dept 2904 Dean Street McClellan Park, CA 95652

ORDER ITEM DETAIL

Menu Item	Quantity	Unit Price	Total Price
Basic Deli Lunch [26-100]	32	\$7.99	\$255.68

Special Instructions: *SETUP IN PORTABLE / AT 11:30AM. SANDWICHES TO BE 28-TURKEY, 1-HAM, 3-ROAST BEEF. ALL ON FRENCH ROLLS*

How would you like served? (Served as Boxed Lunch)

Basic Deli Sandwich (Variety of Sandwiches)

Deli Side (Potato Chips)

“Hi, may I please speak with **CUSTOMER NAME?**”

A: That’s me/ Let me Transfer you

“I just wanted to confirm the catering order you placed for tomorrow. I have us bringing **NUMBER OF GUESTS** servings of **MENU ITEM** to **DELIVERY ADDRESS** at **DELIVERY TIME** o’clock tomorrow. I’ve also got it noted that **SPECIAL INSTRUCTIONS**. Does that all sound correct?”

A: Yes (If ‘no’, note corrections)

“Great, thanks! Is there anything else we need to know about this order for tomorrow?”

A: No. (If yes, note instructions)

And is this the best number for our delivery driver to call tomorrow if he has any questions?”

A: Yes. (If ‘no’, get phone number)

Thanks! We will see you tomorrow!

NOTE: If you make any changes, let Jonathan (or Rich, if Jonathan is unavailable) know right away. Note any changes on both the white order form on the sandwich production line and the yellow copy of the order form in the assembly area.