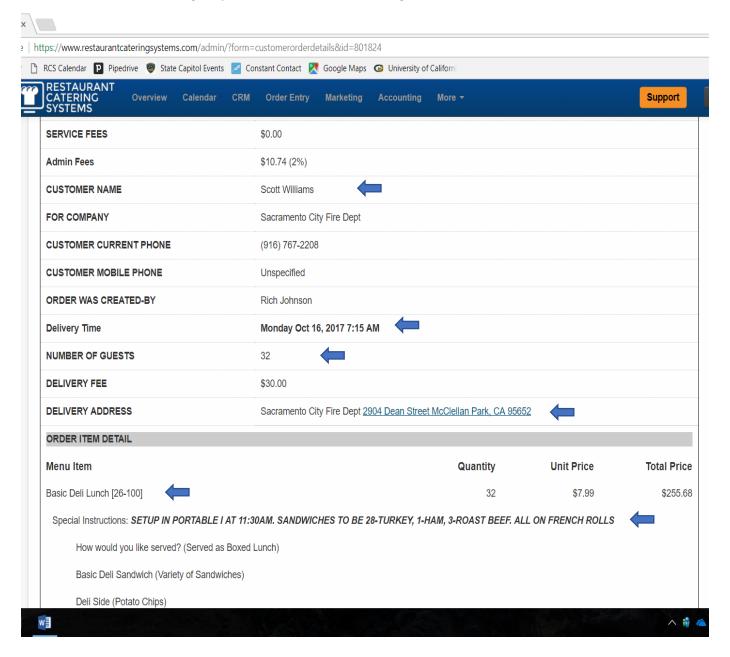
## **Daily Confirmations**

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



"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.