



CURBSIDE FLOW CHART

Customer Calls Store
to Place Order

- Order input into POS
- Time expectation is given
- Directions given for Curbside area

Order is Prepared
according to
Customer Specs

- Placed in To Go boxes
- Order is checked for accuracy & quality
- Order is bagged with all necessary condiments
 - Salt, pepper, napkins, ketchup, Jal Ket, etc is put in bag per customer needs/wants
- Order is labeled & placed in ToGo staging area
- Drinks (Alcoholic & Other) are made & ready for customer arrival

Guest Arrives at
Grumps

- Follows signs to Curbside area
- Texts name & spot

Dedicated Curbside
Staff responds to
Customer arrival
text

- Food NOT Ready: Update customer via text
- Food Ready: Text Customer, get items from staging area

Curbside Staff
delivers food &
Collects Payment

- Gives change (if necessary) and receipt
- Thanks Customer