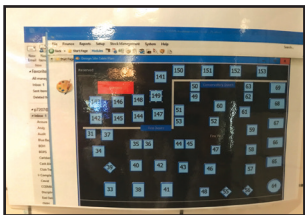


SOP – B0075 Dealing with app orders when customers are not at the correct table (including prank orders)

Reference	<ul style="list-style-type: none"> SOP - B0021 - Implementing Challenge 21/25 SOP - B0065 - Bar app station set-up SOP - B0066 - Operating the bar app station SOP - K0006 - How to use a temperature probe SOP - OF0005 - Accident and Incident procedures SOP - OF0166 - Processing Order and Pay app refunds
Equipment	<ul style="list-style-type: none"> Clean black trays Printed floor plans

Step 1		Preparation <ul style="list-style-type: none"> Ensure an up-to-date floor plan is printed and displayed by the app station. Ensure all tables are added and removed from the tills as required.
Step 2	If there is no one at the table when drinks/food are taken out	<ul style="list-style-type: none"> Ask neighbouring tables and tables where numbers could easily be misread (81 & 18, 6 & 9 etc.) whether it is their order. If unsure whether another table is trying to claim food/drinks, ask to see the receipt on their phone. If the owner of the food/drinks cannot be found, return them to the bar/gantry. If the customer also ordered food, alert the kitchen to stop making the order and put the ticket on hold until the customer is located. <p>Drinks:</p> <ul style="list-style-type: none"> Leave the ticket on the tray so that staff know what the drinks are if a customer collects their items. Do not take the ice out. If no one collects the drinks within 30 minutes, dispose of the drinks. <p>Food:</p> <ul style="list-style-type: none"> Leave the food in the gantry and inform the floor staff not to run the food. If the food is hot turn on the hot lamp. If no one collects the food, cold food must be disposed of after 30 minutes and hot food must be disposed of once it falls below +63°C. Refer to SOP - K0006 - How to use a temperature probe. If the customer comes to collect their food/drinks after they have been disposed of, remake the order and log the disposed of food/drinks as wastage.
Step 3	If a customer has placed an order to another pub in error	<ul style="list-style-type: none"> Look at the customer's receipt to determine which pub they have ordered to. Phone the other pub to let them know that the order was placed in error. There is no obligation to refund - it is at the Duty Manager's discretion. If refunding, either ask the manager at the other pub to process an iOrder refund and then ask the customer to place a new order for the correct pub, or dispense the food/drinks for the customer and log them as wastage.
Step 4	If customers are placing 'prank' orders	<ul style="list-style-type: none"> All items that are paid for must be taken to the table, regardless of whether employees deem them to be 'prank' items. If there is reason to believe the customer did not place the order, ask to see a receipt. If the customer has proof of purchase, as a screenshot or within the app, the order must be prepared. Any orders not prepared must be refunded.

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Step 5	If service is refused to customers placing prank orders	<ul style="list-style-type: none"> • Service may be refused if the customers in question are being rude to employees or causing issues within the pub. • In this instance, follow standard customer management procedures. Politely ask the customers to refrain from placing the orders, as a first warning. • If orders and misbehaviour continues, refuse further service to the customers and ask them to leave the pub. • If customers are asked to leave the pub, no further refunds will need to be processed. Log the incident via an A&I form. Refer to SOP - OF0005 - Accident and Incident procedures.
Step 6	If a customer wrongly accepts an order that is not theirs	<ul style="list-style-type: none"> • If a customer may have wrongly accepted an app order, first politely explain that there may have been a mistake and ask to see their receipt. • If the customer cannot produce proof of purchase as a screenshot or within the app for the food/drink, either take the food/drink items away and dispose of them. • If the customer wants to keep the order they wrongly accepted, they must pay for it. • If the correct customer has been located, apologise and ensure that their app order is remade and delivered. Log the wrongly accepted food/drink as wastage if they were disposed of.
Step 7	If there are Challenge 21/25 or Don't Do Drunk concerns:	<ul style="list-style-type: none"> • If customers place a large number of orders for alcohol and the manager has concerns that the customers may become intoxicated, do not prepare the drinks. Explain to the customer that they have been refused service and refund the order. • If alcoholic drinks are purchased via the app, the employee delivering the drinks must apply the principles of Challenge 21/25 before handing any drinks over. Refer to SOP - B0021 - Implementing challenge 21/25.