STANDARD OPERATING PROCEDURE

Takeout and Delivery Orders SOP

Document no.	SOP-RST-008
Revision	1.0
Owner	General Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure takeout and delivery orders are accurate, packaged safely, and handed off to the right guest or driver without delay.

2. Scope

Applies to orders placed by phone, in the POS for pickup, or through a delivery app, from intake through handoff. Food preparation itself is covered by kitchen SOPs.

Definitions

To-go ticket	The kitchen order printout or screen entry for a takeout or delivery order.
Third-party courier	A delivery driver working for an outside delivery app rather than an employee of the restaurant.
Curbside pickup	Bringing a to-go order out to a guest waiting in their parked car instead of having them come inside.

3. Responsibilities

To-Go Coordinator	Takes and enters orders, checks them for accuracy, and manages handoff to guests and drivers.
Shift Manager	Resolves order issues, handles delivery app problems, and supports the to-go coordinator during rushes.
Delivery Driver	Confirms the order at pickup and delivers it to the correct guest address promptly.

RACI matrix

Activity	To-Go Coordinator	Shift Manager	Delivery Driver
Take and enter a takeout or delivery order	R/A	I	-
Check the order for accuracy before packaging	R/A	I	-
Package hot and cold items correctly	R/A	-	-
Hand off the order to the guest or driver	R	A	R

Activity	To-Go Coordinator	Shift Manager	Delivery Driver
Resolve a delivery app or order issue	R	R/A	C

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- POS and delivery app order screens
- To-go packaging for hot and cold items
- Insulated delivery bags
- Order accuracy checklist
- Curbside pickup signage or parking spots
- Receipt printer or order slips

5. Procedure

Step	Task	Owner	Done
5.1	**Take the order accurately** Whether the order comes by phone, online or through a delivery app, confirm the items, modifications and any allergy notes clearly before entering it.	To-Go Coordinator	☐
5.2	**Enter the order with a clear pickup or delivery time** Enter the order into the POS with an accurate estimated ready time based on current kitchen volume, and confirm it with the guest.	To-Go Coordinator	☐
5.3	**Print and route the to-go ticket to the kitchen** Send the to-go ticket to the kitchen clearly marked as takeout or delivery so it can be timed and packaged correctly rather than treated as a dine-in order.	To-Go Coordinator	☐
5.4	**Check the order against the ticket before packaging** Before boxing anything, check every item and modification against the ticket, confirming allergy-flagged items match the kitchen's preparation. **Checkpoint:** Every item is checked against the ticket before it goes into a to-go container.	To-Go Coordinator	☐
5.5	**Package hot and cold items separately** Use vented containers for hot food to reduce sogginess, keep cold items like salads separate from hot items, and pack sauces and dressings on the side.	To-Go Coordinator	☐
5.6	**Seal and label the order** Seal bags with a tamper-evident sticker where used, and label the outside with the guest name and order number so it is easy to match at handoff.	To-Go Coordinator	☐
5.7	**Include utensils, napkins and condiments** Add the requested number of utensil sets, napkins and any condiments the guest asked for before sealing the bag.	To-Go Coordinator	☐
5.8	**Hold hot food at a safe temperature until pickup** Place packaged hot orders in a warmer or heat-lamp holding area if pickup is delayed, rather than leaving them on an open counter to cool. **Warning:** Do not let hot food sit out at room temperature for an extended time waiting for pickup or a delayed driver.	To-Go Coordinator	☐

Step	Task	Owner	Done
5.9	**Verify the guest or driver before handoff** Confirm the guest's name and order number, or the delivery driver's name and platform, matches the ticket before releasing the order. **Checkpoint:** The order is released only after the guest name or driver identity is confirmed against the ticket.	To-Go Coordinator	☐
5.10	**Manage curbside pickup handoff** For curbside orders, confirm the guest's parking spot or vehicle description through the app or a text, and bring the order out promptly once they arrive.	To-Go Coordinator	☐
5.11	**Process payment for takeout orders** Collect payment following the restaurant's cash handling SOP for in-person pickup, or confirm the order shows as prepaid for delivery app orders.	To-Go Coordinator	☐
5.12	**Resolve delivery app or driver issues** If a delivery app shows an order as unassigned or a driver has not arrived after a reasonable wait, contact the app's support line or reassign the order following house policy.	Shift Manager	☐
5.13	**Handle a missing or wrong item complaint** If a guest reports a missing or incorrect item after delivery, verify against the retained ticket copy and offer a replacement or refund following the customer complaint SOP.	Shift Manager	☐

6. Quality checks

- Every to-go order is checked against the ticket before packaging.
- Hot and cold items are packaged separately and hot food is held at a safe temperature until pickup.
- Guest name or driver identity is confirmed before an order is released.
- Missing or wrong item complaints are resolved following the complaint SOP.

7. Records

- To-go order tickets and retained copies
- Delivery app order and payout reports
- Order accuracy spot-check log

8. KPIs

- Order accuracy rate for takeout and delivery
- Average time from order ready to pickup or driver handoff
- Missing or wrong item complaints per week
- Delivery app cancellation or reassignment rate

9. Common mistakes

- Releasing an order to the wrong guest because the name was not confirmed.
- Packing hot and cold items together, making cold items warm and hot items soggy.
- Leaving a finished hot order on the counter too long while waiting for a driver.
- Not checking allergy-flagged items against the ticket before bagging them.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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