



Online Ordering Tip Sheet

Armed with these cheat sheets, your staff will know exactly what to say when sharing the great news about your online ordering.

Answering the phone

By the way, we use ChowNow as our ordering partner, if you would prefer to look at our current menu and check out online or on the ChowNow app. They don't charge us any fees, so we're able to offer you the best price online.

[End of order] Thanks for your order! By the way, for next time, did you know that you can order directly from the ChowNow app and save money? We love using them because you never have to worry about being put on hold, and you can order ahead. Plus they don't charge us commissions so we can share the savings with you.

Voicemail

Thank you for calling [RESTAURANT NAME]. Sorry we aren't able to answer the phone right now, but to view our menu or order online, visit our website or find us on the ChowNow app.

ChowNow is our preferred online ordering—they don't charge us any fees so we're able to give you the best online prices. If you still need to reach us, our business hours are [INSERT BUSINESS HOURS].

On-Hold

Ready to place an order? Save yourself the wait, we've partnered with ChowNow to bring you convenient online ordering that supports us directly. You can order ahead on our website or the ChowNow app, and because they don't charge us fees on every order, you'll get our best prices online.



Cashier Guides

ChowNow is our preferred takeout/delivery platform.

- Same pricing online as in-store
- Best online pricing for diners with fewer fees
- Restaurant-friendly option for us with no commissions per order
- We keep 100% of our pickup tips

Diners can either download the ChowNow app, go to eat.chownow.com, or go to our website and click the “Order Now” button.

Conversation Starters

Did you know when you order delivery from many online platforms, they keep up to 40% of the order from the restaurant?

We know that convenience and cost are important, so our preferred online ordering is through ChowNow.

With ChowNow you get to see your personal impact on helping independent restaurants like ours with your Diner Impact Score.

(with promotion)

We are running a special promotion right now – when you order from us through ChowNow, you’ll get [INSERT PROMOTION DETAILS]

(with delivery enabled)

Order from us on ChowNow, they’re a restaurant-friendly ordering app that offers convenient delivery but also saves you on costly fees.