

# GET PRO WITH DELIVERY

**Step 3**

**UNDERSTAND THE FUTURE  
OF CONTACTLESS EATING**



**TOGETHER WE CAN GET**

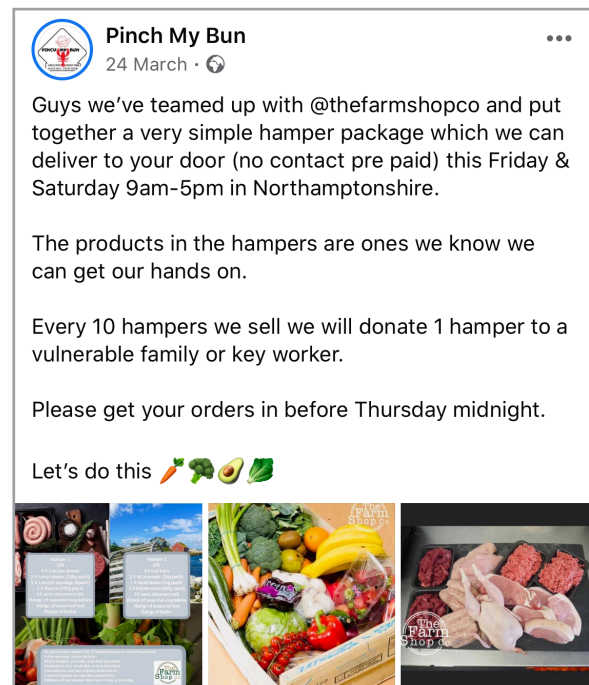
**Back in The Game**



**FOODSERVICE  
SOLUTIONS**

**Delivery is hot right now and will be for the foreseeable future. But, with the ever-changing world we live in, contactless solutions will become more mainstream, more quickly.**

- Keep processes and kitchen set-up simple – social distancing is not only for the customer, so allow for social distancing of your team members. A good solution for this is to use prepped products, as this will restrict movement and handling Back Of House with quicker cooking time and minimal prepping
- Keep it cashless – we are heading towards a cashless world. It will soon be essential to have a cashless system for customers to pay online or via card. To reassure customers that you take safety seriously, add a clear announcement across all of your pages to say that you only accept cashless payments, to protect customers and staff alike. Here are some app examples to help you get started – Tevalis, Flipdish & Foodhub
- Mobile ordering services – local pubs and restaurants have opted for a click & collect or delivery service where possible. Independent pubs such as The Chequers in Westoning, Bedfordshire have created a takeaway menus for local residents to order from. Others such as Nonna's Italian in Woburn Sands have created family tray bakes for locals to order and collect from their site
- 'Contactless Service' and 'Entryway pick-up' – make your premises suitable for the new world with designated serving windows and areas of your restaurant for collection use only
- Meal kits – offer DIY meal kits as an alternative to hot food takeaway and delivery for consumers to make their most loved dishes in the comfort of their own home. A great example of this is Patty & Bun, who have launched boxes of ingredients to make its famous burgers. Other operators such as Northampton's Pinch My Bun have followed similar suit with hamper packages partnering with local farm shops - a great way to help the local community



**Don't forget to follow what the big industry leaders do over the coming months and learn from them.**

# TRENDS TO BE AWARE OF IN THE FUTURE

Hospitality will become an even faster, ever-evolving industry, with tech that we thought was years away from the mainstream potentially being fast-tracked – think takeaway drone delivery or mini robots serving over the counter (probably more like electronic hatches to start with) to driverless takeaway vehicles.



## ***Example: Starship Technologies mini robots***

These miniature delivery machines deliver both parcels and food independently through the centre of Milton Keynes. Users select a specific 5-minute window for delivery; leading to both reduced missed delivery slots and reduced fuel emissions. The future looks bright for the robots, with Just Eat partnering with Starship to deliver takeaway food to customers. The robots will travel from a local depot to the restaurant in time to pick up the freshly prepared meal before delivering it straight to the customer.

- Software – the tool for ‘contactless takeaway’ and ‘contactless service’. In-store digital ordering and payment kiosks like McDonald’s could be the new way of ordering. These software options are now very much twofold:, offering customers a safer contactless restaurant while also allowing reduction in labour cost i.e. no need for a full counter service team, just a team member to hand over orders once they are made.
- Dark kitchens –It is going to be vital to sweat your assets to the full in the coming months and years. Dark kitchens could be the solution to your delivery arm, and if you haven’t got the kitchen space to enable this but the demand is high, outsource your kitchen space. Dark kitchens are a solution for restaurants to reduce overheads while increasing their capacity to cater to the increased food delivery market base. Another key value in the dark kitchen model is the ability to easily experiment with new brands, menus and concepts.



## ***Example: Greek street food operator The Athenian***

The Athenian is planning to expand its presence outside London by opening a dark kitchen in Reading through Deliveroo Editions. The brand opened its first delivery-only kitchen in Battersea in February and had planned to open a new food-to-go site in London Bridge, but this is now on hold. In the meantime, the Reading kitchen should be up and running in a couple of weeks, with another London kitchen planned in a few months.

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