



LOCAL EATS

Approaching Takeaways

Tips for Approaching Takeaways

01

VISIT DURING THE QUIET PERIODS

For evening takeaways, the best time to visit is Monday to Wednesday between 3pm & 5.30pm. After this time some owners will be too busy to chat with you until 8:30pm onwards.

The ideal time is to catch them before they open (while they are prepping) or just before they close.

Daytime takeaways are typically less frantic so there is a bigger window for approaching these takeaways - just avoid dinner time (11.30am - 1.00pm)

02

IT MAY TAKE MULTIPLE VISITS

If a takeaway owner cannot speak to you when you first visit, ask if there's a time of the week that would be more convenient for you to pop back in. Feel free to suggest a time that you think may be more convenient.

Don't be disheartened if when you return, the owner has forgotten about the meeting you arranged. Some of them can be very busy & often forgetful about what they agreed to in the middle of a busy shift. It is not uncommon for licensees to have to build a relationship with a takeaway owner over 6-10 visits before they sign up.

03

"THE BOSS ISN'T HERE"

This is a phrase you will hear a lot. Sometimes takeaway owners wait to see who you are & what you want before revealing themselves as the owner of the shop.

If the person you speak to says they are not the boss & the boss isn't in, leave a brochure & give them a quick summary of who you are. There's a good chance they are actually the boss or the boss is within earshot.

04

DON'T BE FORCEFUL

The service you are offering is very good, it sells itself. If a takeaway isn't interested, that's fine, it may just not be a good fit for their business at the time. Leave their shop on good terms & you may just get a call a few months later when their circumstances have changed.

Having said that, don't be scared to ask for the reasons that a takeaway has declined the opportunity to join the app. They may have misunderstood the terms & conditions, or they may just be too busy at that current period. Understanding their reasoning can help you choose the ideal time to visit them again later down the line.

05

THE COMMON GROUND

Most takeaways on JustEat hate using them but they had no other option until you arrived. A conversation discussing the flaws of the JustEat service is a great way to find a common ground with a takeaway owner and to break the ice for further conversation.

Grab a seat though, once a takeaway owner starts a JustEat rant, you may be there a while!

06

Keep a Tracker

Use the food standard agency website to make a spreadsheet of all the takeaways and restaurants in your area. Use this spreadsheet to track when you last visited a takeaway, which takeaways are using which apps, owner names, previous conversations etc.

You'll be speaking to a lot of people, it's important to keep a tracker of where you are with each takeaway as you build the relationship over time.

07

Don't Overdress

Owners of takeaway owners aren't going to be impressed by a fancy suit and a clipboard. Don't dress too formal and don't be overly corporate. It will have a negative effect on how the takeaways perceive you.

08

Never Stop

Whether you are pre launch, you've just launched, your app has been live for a year or 10 years, never stop building relationships with takeaways. It is the single biggest driver of your success.

Every single week without fail there should be time dedicated to popping in for a chat with some takeaway owners, especially those yet to join your app.

Even if they've made it clear they don't want to join. Pop in for a coffee or cold drink semi regularly and continue to build a relationship. You never know when that no will become a yes and you want to make sure your number is the first number that they ring.

General FAQs



General FAQs

01

I'M ALREADY ON JUSTEAT, WHY WOULD I SIGN UP?

Our commission is only 7.5% so you save money!

We will also advertise for you. We only advertise to our local area which means we can share adverts that are specific to your takeaway, helping to promote us both!

02

FOODHUB IS CHEAPER, WHY WOULD I SIGN UP?

When you factor in the card processing fees charged by Foodhub, the extra charge is approx. 4% - for this extra percentage you have access to more orders, local advertising, potentially a new customer base & a far superior support service.

03

ALL MY CUSTOMERS COME TO THE SHOP, WHY WOULD I PAY YOU COMMISSION?

Your current customers will continue to come into the shop - a common misconception with online ordering is that your current customers will suddenly stop coming into your shop & start ordering online. This is not the case. Online presence will open your company to a bigger audience who are sat at home or work looking for food deliveries.

04

CAN I CHANGE THE BANK ACCOUNT YOU PAY MY MONEY INTO?

Yes, we can pay you into any bank account that you like.

05

WHEN DO I GET PAID?

Every Friday. Every Monday you will get a statement summarising your orders for the week just passed, the commission and what you will receive. This money will land in your account before COP every Friday.

06

HOW DOES YOUR SYSTEM WORK?

If you are familiar with JustEat, it's very similar. If you're new, it's really easy.

Customers place orders, orders pop up on your system, you review and accept. If you accept, a receipt is printed and you start cooking.

07

WHAT IF I HAVE A PROBLEM?

If you have a problem, please get in touch with us and we will do anything in our power to assist you right away.

You can reach us by phone or email and we will do our best to get your problem sorted with no hassle whatsoever. No foreign call centres and no excessive waiting on hold. Local support staff are ready and waiting to take your call.

08

I'M ONLY A SMALL CAFÉ/BAKERY, IS THIS FOR ME?

The demand for daytime food is on the rise.

Getting food delivered at all times of the day is a growing trend, especially amongst students and people working from home.

General FAQs

09

I'M ALREADY AT CAPACITY WITH MY JUSTEAT ORDERS

If you're already at capacity with JustEat orders then you have even more to save by joining a cheaper platform! Our system is deliberately designed to give you full control of your orders. You can mark yourself as temporarily closed at the touch of a button meaning you never have to take on more orders than you can manage.

10

I DON'T DELIVER

Not a problem! You can do collection only, but should you wish to launch a delivery service we can help you with this too. The only way is up!

11

I HAVE MY OWN APP

That's fine. The problem with this is customers don't want to download an app, create an account & type in their card details for every takeaway in the area. People will always gravitate to an app where they can access multiple takeaways with one sign up but there's nothing stopping you from using our app alongside your own.

12

CAN I CHANGE MY MENU IF I HAVE DAILY SPECIALS ETC?

Yes, menus can be updated, changed and amended anytime through calling your dedicated Eats support line.

13

JUSTEAT GIVE ME MY MACHINE FOR FREE, WHY AREN'T YOU DOING THE SAME?

JustEat charge excessive commission rates meaning they can afford to give away free machines as they make that money back by overcharging you for the rest of your time on their app.

With us, you are able to spread the cost of the machine over weekly instalments meaning what you will save in commission over the new orders/customers you gain. This will more than cover the cost of the setup. Don't forget you get this deposit back if you decide to leave the app inside the first 2 months.

14

JUSTEAT ARE TOO BIG OF A COMPANY TO GET RID OF

We don't want or need to get rid of JustEat altogether, you can have the best of both worlds by being on a national platform AND a local platform. Even if only 50% of your customers switch from JustEat to us, that will still save you £100s of pounds every week!

15

CAN I USE A PERSONAL BANK ACCOUNT TO RECEIVE MY MONEY?

Yes. We can send your money to whichever bank account you prefer.

16

HOW IS THE ORDERING/RANKING OF THE TAKEAWAYS DECIDED ON THE APP?

Takeaways are ordered randomly. Every time a customer refreshes or reopens the page, the order of takeaways will change.

Terminal FAQs



Terminal FAQs

01 CAN I PRINT MORE THAN ONE RECEIPT?

Yes, you can set the machine to print 2 receipts at a time.

02 WHAT IF I HAVE PROBLEMS WITH MY ORDER - WHO DO I RING?

There is a support line open every day between 9am until 10.30pm and the customer number will be on the receipt if you ever need to contact your customer directly.

03 WHAT SIZE TILL ROLLS DO THE RESTAURANTS NEED?

This can vary as it depends on the machine: 80x60mm for the larger machine and 57x40mm for the handheld machine.

04 DO WE PROVIDE THE TILL ROLLS?

No, we recommend giving them a couple rolls to get started then directing them to the supplier who supply them.

05 WHO SETS THE RESTAURANTS UP AND INSTALLS THE MACHINE?

You install all the machines and we will provide you with full training.

06 CAN THE RESTAURANTS EDIT THEIR OWN MENU?

Yes we can provide access to the menu editor but this is not recommended. With on demand support available, this shouldn't be necessary.

Terminal FAQs

07 CAN THE RESTAURANTS HAVE MENU ITEMS APPEAR AT DIFFERENT DAYS/TIMES?

Yes, for example a breakfast menu that goes off at a certain time or menus for Sunday roast etc that only appear on Sundays.

08 CAN THE RESTAURANTS HAVE DIFFERENT OPENING TIMES FOR COLLECTION & DELIVERY?

At the moment, no.

09 IS THERE A DEMO VIDEO FOR HOW THE MACHINES WORK?

YES, VISIT THE TRAINING SECTION ON LOCAL EATS WEBSITE.

10 DO THE RESTAURANTS HAVE TO HAVE A MACHINE?

No, there is an option for a virtual terminal which can be accessed by any tablet, laptop or web browser. The ability to print receipts is lost with this method.

11 WHAT DO RESTAURANTS DO IF A CUSTOMER NEEDS REFUNDING?

The takeaway can cancel and refund an order from their terminal, however if the order has been completed or they wish to do a partial refund, they can contact your dedicated Eats support

12 CAN RESTAURANTS INCLUDE ALLERGENS ON THEIR MENU?

Yes, they can.



**Contact us if you have
any questions**