HOW TO AVOID BAD AND VOID ORDERS THROUGH GOOD OPERATIONS

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What is the difference between a bad and void order?

* Void orders are when someone calls to cancel and order before it was made.
* Bad orders are when someone cancels an order after it is made.

So how can you prevent void and bad orders through great operations?

Bad orders usually happen when customers don’t show up or they cancel their orders due to long wait times. It is not very often that people don’t show up so let’s focus on the long wait times.

#1 Great Projections- At the core of a great schedule is great projections.

#2 Staff Accordingly- Staff to what the schedule program says. (Don’t think you know better)

#3 Train your team- If you don’t train your team to run great service then you will have high bad orders.

Void orders usually happen when a customer places an order but then realizes the wait time is too long. The way to cure this is the same as bad orders.