# Slaask script rough 1.0

This document is designed to simplify/standardize the Slaask experience

## Greeting

- Hello (customer name). How can I help you today?
- Do you happen to have an order number that I can use to track your order?
- Give me one moment to pull up the information.

## Missing item

- I apologize about the missing items.
- Which items were missing from your order?
- We can definitely get those redelivered out to you as soon as possible if you would like.
- It will take me a little bit to process that for you, give me one moment.
- Your new order number is (new order number) and it will be arriving at about (estimated time)
- Is there anything else I can help you with?

## Order Never Arrived

- I apologize for the inconvenience, can you confirm the address that it was supposed to be delivered to?
- Did you happen to check outside to see if the order was there?
- We can definitely get that redelivered out to you as soon as possible. Again, I apologize for the inconvenience.
- Your new order number is (new order number) and it will be arriving at about (estimated time)
- Is there anything else I can help you with right now?

## Order is Late

- I apologize for the inconvenience about your order, let me pull up the map to check where the driver is.
- (check matrix to apply refunds as necessary)
- I am seeing that your order is going to be late, so as a small apology on our behalf, I would like to refund the delivery fee on your order.
- (if applicable) I would also like to apply a $5 future credit to your account so that the next time you order with us, you will have $5 off on us.
- Is there anything else I can help you with today?

# Order was Cancelled (AM)

- It looks like your order was cancelled because the restaurant has their online ordering disabled for the time being, so they were not able to receive your order. I do apologize about the inconvenience.

| Restaurant Order Send Communication | | | |
|---|---|---|---|
| RAILS | 2711734-1 | Potbelly | Failed to submit order: Online ordering is unavailable at this time. Please use the location finder to try another location nearby. |
| RAILS | 2711734-1 | Potbelly | Failed to submit order: Online ordering is unavailable at this time. Please use the location finder to try another location nearby. |
| RAILS | 2711734-1 | Potbelly | Failed to submit order: Online ordering is unavailable at this time. Please use the location finder to try another location nearby. |

- Unfortunately the restaurant has marked themselves as closed for online orders for the time specified, so the order could not be placed with the restaurant. I do apologize about the inconvenience.

| Restaurant Order Send Communication | | | |
|---|---|---|---|
| RAILS | 2711260-1 | Red Robin | | Success |
| RAILS | 2711260-1 | Red Robin | whitney@deliverclub.com | Failed to set ready time: Red Robin Westpark is closed for business at the time you have specified. Please schedule your order for another time or select another order type. |

# Order was Cancelled (DC)

- I apologize for the inconvenience, it looks like the order was canceled because (reason). Your order was cancelled, so you will not be charged for it.
- Is there anything else I can help you with today?

# Where is my order?

- I can see that your order was marked delivered (refer to 'order never Arrived')
- I can see that your order is running a bit behind schedule. (refer to 'Order is Late')

# Cancelling memberships

- Our membership specialist will be happy to assist you with that. If you email wecare@deliverclub.com with your name and email address associated with your account, they will be able to provide you with any questions you may have.

# Customer paid for a pickup order when they arrived at the restaurant

- I apologize for the miscommunication with the restaurant, please give me a moment to confirm with the restaurant that they received the payment and we can process your refund.

# Customer has an issue with an order for a brand we do not dispatch for

- It looks like you ordered with (restaurant delivery service name). They use the same software as us so I can see your order, but I can't make any changes to the order. You can reach them by phone number at (insert RDS phone number) and they will be more than happy to assist you.