

FREE OPERATIONAL TEMPLATE

Delivery Handoff Checklist

Use this 60-point checklist to control order readiness, food quality, time and temperature, packaging, tamper seals, labelling, rider verification, pickup, customer handoff, payment, proof, exceptions, and corrective-action closure.

Restaurant / location

Review date

Reviewer

Dispatch lead

1. Handoff setup, delivery channels, roles, and accountability

1

Confirm the location, shift, service period, review date, checker, dispatch lead, delivery channels, and partner scope included in the check.

DELIVERY HANDOFF

NAME | Enter

DATE / TIME | Enter

APPROVAL | Sign

Execution tip: Set role ownership, order identifiers, service targets, evidence rules, and stop-handoff conditions before trading begins.

2

Define the approved handoff standard for order identification, readiness, packaging, collection windows, proof, escalation, and record retention.

DELIVERY HANDOFF

Finding / record	Current	Owner	Evidence	Action

Execution tip: Set role ownership, order identifiers, service targets, evidence rules, and stop-handoff conditions before trading begins.

3

Verify active menus, modifiers, prices, operating hours, delivery zones, pickup instructions, contact numbers, and platform settings are current.

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Set role ownership, order identifiers, service targets, evidence rules, and stop-handoff conditions before trading begins.

4

Review previous missing-item claims, delays, temperature complaints, seal failures, refunds, failed deliveries, and overdue corrective actions.

CRITICAL

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Set role ownership, order identifiers, service targets, evidence rules, and stop-handoff conditions before trading begins.

5

Identify stop-handoff conditions, including wrong customer, allergen mismatch, damaged packaging, open seals, unsafe temperature, and unverified riders.

CRITICAL

DELIVERY HANDOFF

ACTUAL | Enter

TARGET | Enter

DEVICE ID | Enter

Execution tip: Set role ownership, order identifiers, service targets, evidence rules, and stop-handoff conditions before trading begins.

6

Confirm ownership for kitchen release, packing, staging, rider verification, payment, exception handling, complaint review, and action closure.

DELIVERY HANDOFF

Finding / record	Current	Owner	Evidence	Action

Execution tip: Set role ownership, order identifiers, service targets, evidence rules, and stop-handoff conditions before trading begins.

2. Order capture, kitchen release, and dispatch readiness

7 Confirm each order is accepted once, assigned the correct order number, and visible to the kitchen, packing station, and delivery channel.

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Trace sample orders from acceptance to ready status and compare actual timestamps with kitchen and delivery-platform records.

8 Verify item choices, quantities, modifiers, allergens, dietary requests, substitutions, and customer notes transfer accurately to production.

CRITICAL

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Trace sample orders from acceptance to ready status and compare actual timestamps with kitchen and delivery-platform records.

9 Check kitchen tickets or screens clearly identify channel, promised time, customer or order reference, items, sequence, and special instructions.

DELIVERY HANDOFF

Ready

Needs action

Stop handoff

LIVE PHOTO Add

Execution tip: Trace sample orders from acceptance to ready status and compare actual timestamps with kitchen and delivery-platform records.

10 Confirm all items reach the packing station together and no item is released before the complete order is ready for final verification.

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Trace sample orders from acceptance to ready status and compare actual timestamps with kitchen and delivery-platform records.

11 Verify the order is marked ready only after food, beverages, sides, condiments, packaging, labels, and customer instructions are checked.

CRITICAL

DELIVERY HANDOFF

Ready

Needs action

Stop handoff

LIVE PHOTO Add

Execution tip: Trace sample orders from acceptance to ready status and compare actual timestamps with kitchen and delivery-platform records.

12 Record actual preparation and ready times against the promised target and investigate delays that may affect product quality or customer experience.

DELIVERY HANDOFF

HANDOFF TIMEEnter

TARGET Enter

VARIANCE Enter

Execution tip: Trace sample orders from acceptance to ready status and compare actual timestamps with kitchen and delivery-platform records.

3. Product quality, holding time, and temperature at handoff

- 13** Inspect sampled food for freshness, doneness, portion, taste, texture, colour, garnish, presentation, and consistency with the approved standard. DELIVERY HANDOFF

ReadyNeeds actionStop handoffLIVE PHOTO Add

Execution tip: Measure representative products at handoff and reject any order outside approved quality, time, or food-safety limits.

- 14** Record the temperature of selected hot items at release and confirm the reading meets the approved product and local food-safety limit. CRITICAL DELIVERY HANDOFF

ACTUAL EnterTARGET EnterDEVICE ID Enter

Execution tip: Measure representative products at handoff and reject any order outside approved quality, time, or food-safety limits.

- 15** Record the temperature of selected chilled, frozen, dessert, or beverage items and confirm cold-chain requirements are maintained. CRITICAL DELIVERY HANDOFF

ACTUAL EnterTARGET EnterDEVICE ID Enter

Execution tip: Measure representative products at handoff and reject any order outside approved quality, time, or food-safety limits.

- 16** Verify hot, cold, frozen, allergen-sensitive, fragile, and beverage items are separated to prevent quality loss, leakage, and contamination. DELIVERY HANDOFF

CompliantPartialNon-compliantN/A

Execution tip: Measure representative products at handoff and reject any order outside approved quality, time, or food-safety limits.

- 17** Confirm preparation, holding, staging, and rider waiting times remain within approved limits, with immediate action for any exceeded time. CRITICAL DELIVERY HANDOFF

HANDOFF TIME EnterTARGET EnterVARIANCE Enter

Execution tip: Measure representative products at handoff and reject any order outside approved quality, time, or food-safety limits.

- 18** Check beverages, desserts, fries, bakery items, sauces, and other time-sensitive products are prepared at the correct point in the dispatch sequence. DELIVERY HANDOFF

CompliantPartialNon-compliantN/A

Execution tip: Measure representative products at handoff and reject any order outside approved quality, time, or food-safety limits.

4. Packaging, sealing, labelling, and tamper protection

19 Verify only approved food-grade containers, cups, lids, liners, carriers, bags, labels, and seals are used for the selected menu items.

DELIVERY HANDOFF

Finding / record	Current	Owner	Evidence	Action

Execution tip: Inspect complete packed orders, including containers, outer bags, closures, labels, and visible evidence of tamper control.

20 Check containers are correctly sized, fully closed, stable, clean, and free from cracks, sharp edges, distortion, contamination, or damage.

DELIVERY HANDOFF

Ready

Needs action

Stop handoff

LIVE PHOTO Add

Execution tip: Inspect complete packed orders, including containers, outer bags, closures, labels, and visible evidence of tamper control.

21 Confirm soups, sauces, curries, beverages, and other liquids have secure lids, secondary protection, correct orientation, and leak control.

CRITICAL

DELIVERY HANDOFF

Ready

Needs action

Stop handoff

LIVE PHOTO Add

Execution tip: Inspect complete packed orders, including containers, outer bags, closures, labels, and visible evidence of tamper control.

22 Verify tamper-evident seals are intact, positioned correctly, uniquely controlled where required, and applied only after the final order check.

CRITICAL

DELIVERY HANDOFF

Ready

Needs action

Stop handoff

LIVE PHOTO Add

Execution tip: Inspect complete packed orders, including containers, outer bags, closures, labels, and visible evidence of tamper control.

23 Check labels are readable and include the required order number, customer reference, item identity, allergen notice, time, and handling instruction.

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Inspect complete packed orders, including containers, outer bags, closures, labels, and visible evidence of tamper control.

24 Confirm outer packaging protects temperature, presentation, separation, ventilation, and product stability throughout the expected journey.

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Inspect complete packed orders, including containers, outer bags, closures, labels, and visible evidence of tamper control.

5. Order accuracy, allergens, special instructions, and customer details

- 25** Count all mains, sides, beverages, desserts, sauces, condiments, cutlery, napkins, promotional items, and paid add-ons against the order.

DELIVERY HANDOFF

Finding / record	Current	Owner	Evidence	Action

Execution tip: Use a two-point check before sealing: match every item to the ticket, then match the sealed package to the customer and delivery record.

- 26** Match sizes, flavours, variants, cooking preferences, quantities, substitutions, meal combinations, and removal requests to the customer order.

DELIVERY HANDOFF

Compliant Partial Non-compliant N/A

Execution tip: Use a two-point check before sealing: match every item to the ticket, then match the sealed package to the customer and delivery record.

- 27** Verify allergen and dietary instructions are clear, prepared through the approved process, labelled correctly, and confirmed before sealing.

CRITICAL

DELIVERY HANDOFF

Compliant Partial Non-compliant N/A

Execution tip: Use a two-point check before sealing: match every item to the ticket, then match the sealed package to the customer and delivery record.

- 28** Confirm special delivery instructions, contactless requests, access notes, timing requests, and customer communication preferences are visible.

DELIVERY HANDOFF

Compliant Partial Non-compliant N/A

Execution tip: Use a two-point check before sealing: match every item to the ticket, then match the sealed package to the customer and delivery record.

- 29** Match the package to the correct customer name, order number, platform, address, contact reference, and assigned delivery partner.

CRITICAL

DELIVERY HANDOFF

ORDER ID | Enter

RIDER ID | Enter

PROOF | Add

Execution tip: Use a two-point check before sealing: match every item to the ticket, then match the sealed package to the customer and delivery record.

- 30** Verify the invoice, receipt, tax record, itemized bill, promotional entitlement, refund adjustment, or payment document is correct where required.

DELIVERY HANDOFF

Compliant Partial Non-compliant N/A

Execution tip: Use a two-point check before sealing: match every item to the ticket, then match the sealed package to the customer and delivery record.

6. Delivery partner identity, hygiene, conduct, and equipment readiness

- 31** Confirm the rider or driver identity, platform, vehicle or partner reference, assigned order number, and collection authorization before release.

CRITICAL

DELIVERY HANDOFF

ORDER ID | Enter

RIDER ID | Enter

PROOF | Add

Execution tip: Verify the person and equipment accepting the order, not only the rider name displayed in the delivery platform.

- 32** Check arrival time, queue conduct, waiting position, communication, and behaviour meet the approved pickup-zone and customer-service standard.

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Verify the person and equipment accepting the order, not only the rider name displayed in the delivery platform.

- 33** Inspect personal hygiene, hand cleanliness, smoking or eating controls, protective clothing where required, and safe handling behaviour.

DELIVERY HANDOFF

Ready

Needs action

Stop handoff

LIVE PHOTO | Add

Execution tip: Verify the person and equipment accepting the order, not only the rider name displayed in the delivery platform.

- 34** Verify insulated bags, boxes, cup holders, dividers, straps, and food-contact surfaces are clean, dry, odour-free, undamaged, and pest-free.

CRITICAL

DELIVERY HANDOFF

Ready

Needs action

Stop handoff

LIVE PHOTO | Add

Execution tip: Verify the person and equipment accepting the order, not only the rider name displayed in the delivery platform.

- 35** Confirm delivery equipment can maintain separation, temperature, orientation, spill control, and physical protection for the full order.

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Verify the person and equipment accepting the order, not only the rider name displayed in the delivery platform.

- 36** Check the rider has a working phone, sufficient battery, active data, navigation access, customer contact method, and escalation support.

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Verify the person and equipment accepting the order, not only the rider name displayed in the delivery platform.

7. Pickup-zone control, queue management, verification, and proof

37 Inspect the pickup zone for cleanliness, lighting, signage, security, weather protection, accessibility, traffic flow, and separation from waste.

DELIVERY HANDOFF

Ready

Needs action

Stop handoff

LIVE PHOTO Add

Execution tip: Keep staged orders separated by status and hand over only after verbal or digital confirmation of the correct order identifier.

38 Verify orders are staged by status, platform, time, and order reference without mixing ready, incomplete, delayed, cancelled, or remade orders.

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Keep staged orders separated by status and hand over only after verbal or digital confirmation of the correct order identifier.

39 Confirm no order is left unattended, exposed to customers, accessible to unauthorized persons, or held outside approved time and temperature control.

CRITICAL

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Keep staged orders separated by status and hand over only after verbal or digital confirmation of the correct order identifier.

40 Match the order number and customer reference verbally or digitally with the verified rider before transferring physical possession.

CRITICAL

DELIVERY HANDOFF

ORDER ID Enter

RIDER ID Enter

PROOF Add

Execution tip: Keep staged orders separated by status and hand over only after verbal or digital confirmation of the correct order identifier.

41 Record the final ready time, rider arrival time, handoff time, waiting duration, employee completing the transfer, and any delay reason.

DELIVERY HANDOFF

HANDOFF TIME Enter

TARGET Enter

VARIANCE Enter

Execution tip: Keep staged orders separated by status and hand over only after verbal or digital confirmation of the correct order identifier.

42 Capture the required handoff proof, such as platform scan, QR code, signature, timestamp, seal reference, or live photo, without exposing customer data.

DELIVERY HANDOFF

ORDER ID Enter

RIDER ID Enter

PROOF Add

Execution tip: Keep staged orders separated by status and hand over only after verbal or digital confirmation of the correct order identifier.

8. Transit readiness, route risks, communication, and delivery exceptions

43

Confirm the delivery address, zone, route, access instructions, building details, distance, and customer contact method are complete and plausible.

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Resolve exceptions before release whenever possible and document responsibility when delay or route risk cannot be removed.

44

Assess whether stacked orders, multiple pickups, journey length, traffic, weather, or vehicle limitations could compromise quality or delivery time.

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Resolve exceptions before release whenever possible and document responsibility when delay or route risk cannot be removed.

45

Verify the remaining delivery window is sufficient for the order to arrive within the approved quality, temperature, and customer promise.

CRITICAL

DELIVERY HANDOFF

HANDOFF TIME

Enter

TARGET

Enter

VARIANCE

Enter

Execution tip: Resolve exceptions before release whenever possible and document responsibility when delay or route risk cannot be removed.

46

Provide clear handling instructions for package orientation, hot and cold separation, fragile items, spills, ventilation, and customer contact.

DELIVERY HANDOFF

Finding / record	Current	Owner	Evidence	Action

Execution tip: Resolve exceptions before release whenever possible and document responsibility when delay or route risk cannot be removed.

47

Confirm escalation steps are followed for late riders, rider no-shows, reassignment, platform outage, incorrect address, customer non-response, or unsafe access.

DELIVERY HANDOFF

Finding / record	Current	Owner	Evidence	Action

Execution tip: Resolve exceptions before release whenever possible and document responsibility when delay or route risk cannot be removed.

48

Verify delayed or compromised orders are repacked, reheated only where approved, remade, cancelled, refunded, or held according to authorized rules.

CRITICAL

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Resolve exceptions before release whenever possible and document responsibility when delay or route risk cannot be removed.

9. Customer handoff, payment, contactless delivery, and confirmation

- 49** Confirm the order is handed to the correct customer, approved recipient, secure reception point, or verified address before completion is recorded.

CRITICAL

DELIVERY HANDOFF

ORDER ID | Enter

RIDER ID | Enter

PROOF | Add

Execution tip: Protect customer privacy and collect only the minimum proof needed to confirm a safe, accurate, and completed delivery.

- 50** Verify contactless orders are placed in a clean, protected, agreed location and the customer is notified without leaving food exposed or insecure.

DELIVERY HANDOFF

Ready

Needs action

Stop handoff

LIVE PHOTO | Add

Execution tip: Protect customer privacy and collect only the minimum proof needed to confirm a safe, accurate, and completed delivery.

- 51** Collect the required PIN, signature, scan, timestamp, or delivery photo while avoiding unnecessary capture of faces, homes, payment data, or personal information.

DELIVERY HANDOFF

ORDER ID | Enter

RIDER ID | Enter

PROOF | Add

Execution tip: Protect customer privacy and collect only the minimum proof needed to confirm a safe, accurate, and completed delivery.

- 52** Check cash-on-delivery amounts, change, receipts, digital confirmation, failed payment, and cash custody are handled according to approved controls.

DELIVERY HANDOFF

ACTUAL | Enter

TARGET | Enter

DEVICE ID | Enter

Execution tip: Protect customer privacy and collect only the minimum proof needed to confirm a safe, accurate, and completed delivery.

- 53** Confirm card, wallet, platform, refund, discount, tip, and settlement status match the order and no unauthorized payment request is made.

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Protect customer privacy and collect only the minimum proof needed to confirm a safe, accurate, and completed delivery.

- 54** Escalate customer non-response, refusal, incorrect address, damaged order, missing item, safety concern, or failed delivery before closing the transaction.

CRITICAL

DELIVERY HANDOFF

Compliant

Partial

Non-compliant

N/A

Execution tip: Protect customer privacy and collect only the minimum proof needed to confirm a safe, accurate, and completed delivery.

10. Reconciliation, complaints, corrective actions, trends, and sign-off

55 Reconcile orders marked ready, collected, delivered, cancelled, returned, refunded, remade, or unresolved against restaurant and platform records.

DELIVERY HANDOFF

Finding / record	Current	Owner	Evidence	Action

Execution tip: Keep delivery actions open until objective evidence confirms the process or partner issue is controlled and repeat failures are reduced.

56 Record each complaint or handoff failure with the order, product, time, partner, customer impact, evidence, immediate containment, and financial outcome.

DELIVERY HANDOFF

Finding / record	Current	Owner	Evidence	Action

Execution tip: Keep delivery actions open until objective evidence confirms the process or partner issue is controlled and repeat failures are reduced.

57 Classify findings as critical, major, minor, or observation using approved food-safety, customer, financial, privacy, and escalation rules.

CRITICAL

DELIVERY HANDOFF

Compliant Partial Non-compliant N/A

Execution tip: Keep delivery actions open until objective evidence confirms the process or partner issue is controlled and repeat failures are reduced.

58 Assign every corrective action to a named owner with priority, due date, evidence, partner involvement, escalation route, and temporary control.

CRITICAL

DELIVERY HANDOFF

Finding / record	Current	Owner	Evidence	Action

Execution tip: Keep delivery actions open until objective evidence confirms the process or partner issue is controlled and repeat failures are reduced.

59 Verify closure through repeat checks, timestamps, temperature records, photos, platform data, retraining, packaging changes, refunds, or partner confirmation.

CRITICAL

DELIVERY HANDOFF

Ready Needs action Stop handoff LIVE PHOTO Add

Execution tip: Keep delivery actions open until objective evidence confirms the process or partner issue is controlled and repeat failures are reduced.

60 Record the final score, critical failures, unresolved risks, trend summary, next review date, dispatch lead, reviewer, manager approval, and signatures.

CRITICAL

DELIVERY HANDOFF

NAME Enter DATE / TIME Enter APPROVAL Sign

Execution tip: Keep delivery actions open until objective evidence confirms the process or partner issue is controlled and repeat failures are reduced.

RUN THIS CHECKLIST DIGITALLY

Turn every delivery handoff into a verified chain of custody

Use Taqtics to capture timestamps, temperature evidence, tamper seals, partner identity, exceptions, corrective actions, and closure proof.

Try This Checklist
in Taqtics