



Table of Contents

- Fimble's Catering
- Benefits
- Features' Overview
 - Online Ordering & Event Details
 - Centralized Catering & Standard Order Management
 - Kitchen Workflow & Production Planning
 - Delivery Management
 - Marketing & CRM





Keep orders large, not your chaos.

With dedicated capabilities for large-order processing, scheduling, production planning, delivery management, and CRM, Fimble helps restaurants streamline catering operations from request to fulfillment, **scaling catering orders without scaling stress.**

Benefits



Less Manual Work, Less Chaos

Fimble helps catering businesses replace manual processes with a more structured way to manage complex orders. Teams can handle event details, customer needs, fulfillment, and communication with greater consistency and less overhead.



Complete Visibility, Better Planning

With a clear view of upcoming catering demand, teams can plan ahead instead of reacting at the last minute. Operators can better coordinate preparation, staffing, production, and regular service, making large orders easier to manage.



One Connected Platform

Fimble brings catering and regular service operations together, so teams can manage orders, customers, menus, production, and delivery without disconnected tools. Everything stays organized in one place, reducing switching and duplicate work.



Improved Accuracy and Service

Fimble keeps teams aligned at every step—from kitchen and delivery to customer management and marketing—reducing missed details, helping every order move smoothly, and allowing teams to focus on delivering better service.

Features



ONLINE ORDERING & EVENT DETAILS

Let customers order through your branded website and apps, schedule pickup or delivery, add event details, and complete payments or contracts in one seamless flow.



CENTRALIZED CATERING & STANDARD ORDER MANAGEMENT

Manage catering and standard orders from one centralized system, with separate menus and pricing and all order information clearly organized for seamless order management.



KITCHEN WORKFLOW & PRODUCTION PLANNING

Plan catering production with calendar views, kitchen reports, and KDS routing, with items grouped and preparation details organized by station.



DELIVERY MANAGEMENT

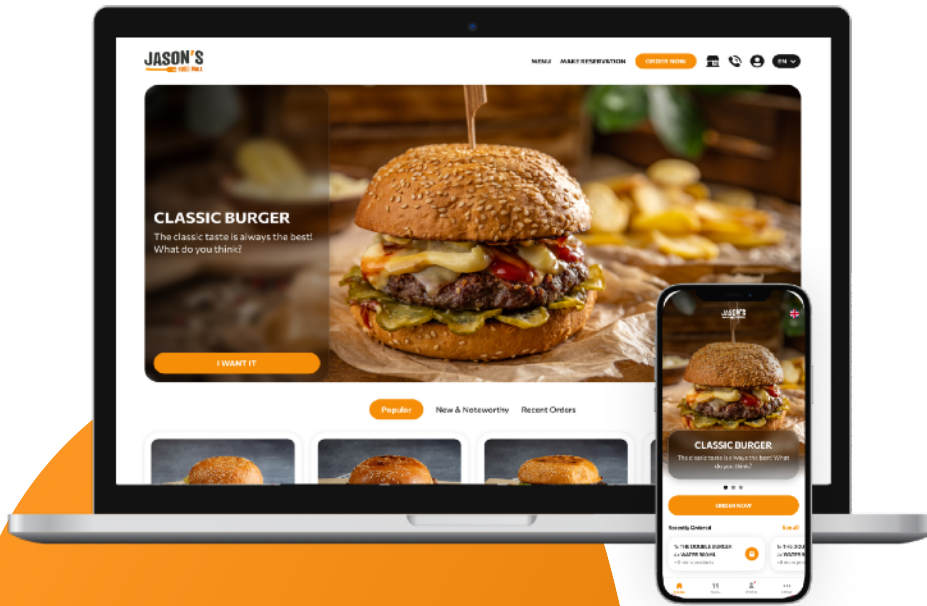
Manage catering deliveries with smart dispatch tools, automatic driver assignment, live tracking, warnings, and proof of delivery—paired with a mobile app for in-house drivers and last-mile partners.



MARKETING & CRM

Turn catering leads and one-off events into repeat business with integrated CRM and marketing tools that create more opportunities for customer engagement.

Online Ordering & Event Details



- **Accept pickup or delivery catering orders** through your branded website and mobile apps
- Set **minimum order quantities** and **notice periods** for scheduled orders
- Capture **party size, event name, event type, contact details**, and other event-specific details
- **Collect group order notes**, such as dietary restrictions, allergies, or special instructions
- Create custom **event types** and **contracts**
- Support for online **contract signing**
- **0% order commission** and **card transaction fees**

Centralized Catering & Standard Order Management

- Manage **catering and standard orders from the same system**
- Deliver **the same branded, high-quality ordering experience** across divisions
- Create **catering-specific menus and pricing** separate from the standard menu
- **Centralized management** for catering items, recipes, modifiers, and preparation requirements



Kitchen Workflow & Production Planning

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- View catering orders and upcoming events in a **list or calendar format**
- **Catering order reports** with aggregated and detailed order information
- **Automatic routing** of catering orders to the **KDS** for kitchen preparation
- **Automatic item grouping** for batched production
- **Several display options** by station, including preparation times, cooking instructions, recipe details, and more
- One-click **food preparation and kitchen production reports** to support planning and execution



Delivery Management

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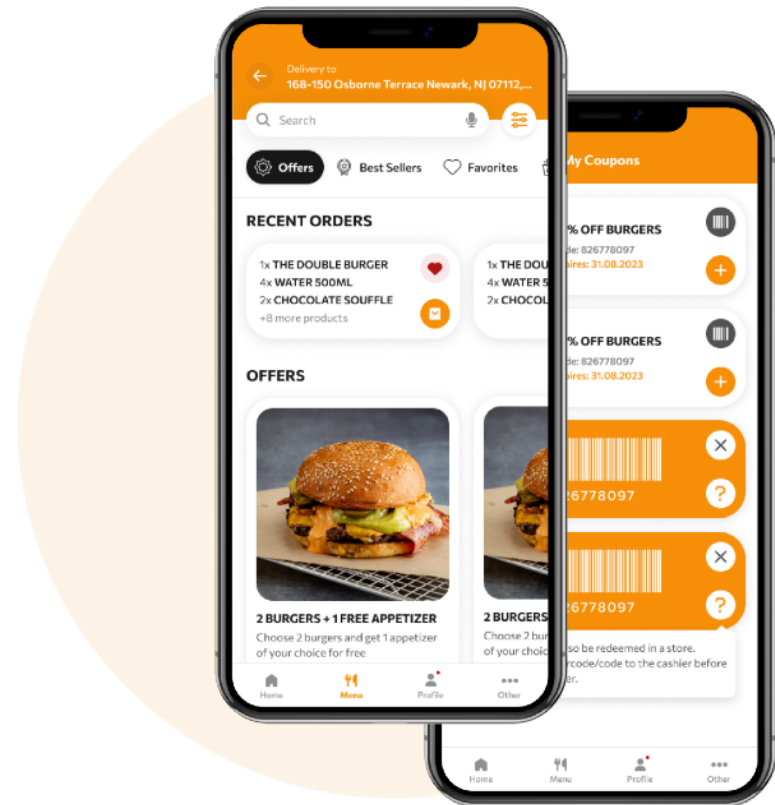


- **Manage catering delivery** through a connected dispatch module
- **Automatic order assignment** with fair and accurate driver rotation
- **Map view, delay warnings, and driver return status** for instant decisions
- **Track deliveries live** from dispatch to doorstep
- Capture **proof of delivery** with picture or signature
- Simple **clock-in** and **clock-out** without requiring credentials
- **A mobile app companion** that gives drivers all necessary delivery information at their fingertips, including order details, navigation, payment, communication, and status updates
- Support for **in-house drivers** and **last-mile delivery partners**
- Actual OTD, arrival, delivery, and return times with detailed driver performance reports

Marketing & CRM

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- Capture complete catering **customer, company, and contact profiles**
- Manage **leads, customers, and repeat catering accounts** in one place
- Keep a full history of **past catering orders and interactions**
- Identify **customer behavior** and **buying habits**, as well as **insights** added by staff
- **Communicate directly** with customers through email, SMS, Viber, and push notifications
- Create targeted **offers** and **coupons**
- Use **upsell** and **cross-sell** to lift AOV
- Build **loyalty programs** for repeat customers
- Support for contests, gifts, customer feedback, satisfaction surveys, competitor tracking, events, and campaign management





Thank you!

For more details you can visit us at

www.fimble.io

