

Tips to improve your Grubhub rating



Higher ratings often mean higher revenue. In fact, one study found that a one-star improvement can result in a five to nine percent boost in business.

Ramp up your restaurant's rating with these key focus areas:

Food quality

- **Add seasonal ingredients to the mix**

On average, restaurants offering seasonal menus see a 26 percent uptick in orders compared to those that don't.

- **Source local ingredients**

Nearly 7 out of 10 consumers say they're more likely to visit restaurants serving locally-sourced ingredients.

Delivery effectiveness

- **Engage in conversation**

Use your POS or the Grubhub for Restaurants app to keep customers in-the-know by sending order status updates.

- **Keep staffing simple**

Partner with a restaurant delivery service and gain access to vetted, insured delivery drivers at a moment's notice.

Hungry for more?

Check out our guide to improving restaurant reviews.

Order accuracy

- **Education is key**

Teach your back-of-house staff how to monitor, confirm and complete online orders via POS integration or the Grubhub for Restaurants app.

- **Check, check again**

Create processes that ensure each order passes through at least two sets of eyes before heading out the door.

Did you know?

Grubhub's ratings are based on real customer orders -- not just general feelings about a restaurant -- to provide the most accurate, real-time picture of restaurant performance. Check out your restaurant's ratings and customer feedback at the bottom of your Grubhub menu.

