



Waiter on the Way can handle the cuisine for any mealtime gathering that you may have.



CUSTOMER FEEDBACK

Waiter on the Way doesn't just deliver food, it builds relationships.

article by Lauren Caggiano • photography provided by Waiter on the Way

Derek Berkes, owner of Waiter on the Way, never underestimates the power of outstanding customer service and it shows through his business practices.

His business model is simple yet effective. Waiter on the Way connects hungry customers (either at home or the office) with delicious food from local restaurants. It provides convenience for busy professionals or those simply looking to avoid the hassle of carryout.

Customers can search the Waiter on the Way website by cuisine, restaurant or item. For example, if a customer wants Chinese or crabcakes, she can search the site to find a restaurant that fits the bill. PDFs of 131 restaurant menus can be downloaded easily from the site. Additionally, photos of featured dishes better illustrate the offerings and entice customers to order new selections.

Berkes is proud to announce a forthcoming enhancement to the website. Groups of people may submit one transaction with items from various restaurants on separate tickets. This feature is designed for the busy office staff that might find it hard to get away for lunch, but value selection.

Berkes says he works hard to ensure that customers feel engaged and active in the transaction. In the traditional carryout situation, it's easy for customers to feel detached from the restaurant. They can't see the food being made, scope out the cleanliness or ambiance of the establishment.

What's more, he recognizes that a single meal has the power to please or upset people. That's why Waiter on the Way strives to create the optimal dining experience.

"It's the little stuff that makes the difference," he says. "People

want orders quickly and efficiently. That means deliveries are on time. Cold food is served cold; hot food arrives hot. The only element that is missing from the dining experience is the storefront."

Berkes says the majority of the customer interactions with Waiter on the Way occur during the ordering process and delivery. Berkes, however, goes beyond that and reaches out to customers after the order to maintain relationships. For example, he might reach out with a phone call, e-mail, promotion or give-away. Additionally, he listens to customers' feedback about favorite menu items and restaurants. Case in point: he added Ziffle's Rib Bar to the restaurant listing based on popular demand. Customers sometimes call with an item request that might not be listed on the menu and Berkes, his staff and the respective restaurant, work to accommodate that request. [\[E\]](#)

Waiter on the Way

Address: 6205 Stoney Creek Drive
Fort Wayne, Indiana 46825

Owner: Derek Berkes

Number of employees: 33

In business since: 1991

Website: www.waiterontheway.biz

Products and services: Restaurant food and catering delivery service.