

Promised in the App. Proven at the Door.



Intouch Insight Third-Party
Delivery Study 2025

2025 ANNUAL



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About the Report

The Third-Party Delivery Study offers an unfiltered look at how today's biggest apps and foodservice brands show up at the door, from the first tap to the final hand-off. Built for operators navigating the high-stakes world of off-premise, this report is here to capture that elusive space between what the app says and what the customer gets.

Whether you run a national QSR chain, a growing restaurant concept, or a convenience store expanding into delivery, these insights will help you deliver **more consistently**, **more confidently**, and with a **sharper view of what your customers really experience**.

Here's what's inside:

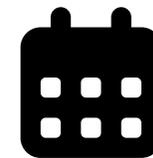
- Brand-by-brand and channel-specific comparisons.
- Data-backed takeaways from real-world, mystery-shopped orders.
- Insight into the moments that shape delivery satisfaction, along with the trend changes from last year.



First-party delivery was included for the first time this year alongside third-party apps.



The Road to the Data



600 mystery shops geographically spread across the United States between April and June 2025. Orders were placed between the hours of 5:00 a.m. and 11:00 p.m. to capture a wide range of dayparts and operational realities.



Shoppers were instructed to place delivery orders using either a mobile food delivery app. No paid-tier accounts or priority delivery options were permitted to ensure all experiences reflected what a typical customer would encounter.



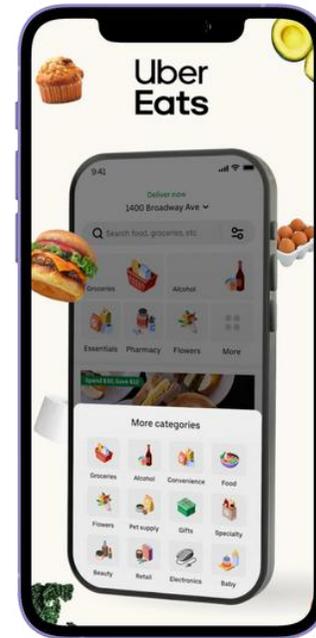
We evaluated 150 orders on each third-party platform (Uber Eats, DoorDash, and Grubhub) and another 150 through first-party brand apps, with both sets balanced between convenience stores and quick-serve/fast casual restaurants.

Brands Evaluated

Third-Party Platforms:



DoorDash:
The leading delivery app in the U.S., known for its broad merchant network and reliable coverage.



Uber Eats:
A platform with strong analytics and app-based tools helping operators track repeat customers, menu performance, and delivery trends across its nationwide network.



Grubhub:
Now part of Wonder, Grubhub stands out for its easy reordering, loyalty perks, and deep network of local dining options.

Restaurant vs C-Store:

According to our research, 72% of consumers now see c-stores as a viable alternative to QSRs for made-to-order meals.

This further segmentation provides valuable comparisons as the line between these two verticals increasingly blurs.

First-Party

First-Party Platforms:

For the first-party segment, we created a shortlist of QSR and convenience store brands for shoppers to choose from and place orders directly with their first-party app.

2

Introduction:

*Delivery at a Crossroads Where
Every Brand Must Choose*

Introduction: *Delivery at a Crossroads Where Every Brand Must Choose*

Customers don't just crave your food anymore. They're sizing up how it arrives, what it costs, and whether it's worth trusting again. Every click, swipe, and countdown to delivery sets the stage for either loyalty or letdown.

Consumers, meanwhile, are feeling the squeeze. In 2024, Technomic reported that 41% of consumers say they've cut back on delivery due to rising third-party fees. Our data from this study shows that the industry had listened and responded, and as we'll see in the data, 2025 showed a drop in fees from our third-party delivery players. But regardless of fees, third-party delivery isn't going anywhere. Uber Eats alone pulled in \$20.1 billion in bookings in Q4 2024, proving that even with fee fatigue, these platforms remain deeply woven into consumer habits.

Another trend that we wanted to investigate as part of this study was the impact of brands pulling their delivery back in-house. First-party apps are stepping up with better control, tighter margins, and a direct line to the customer. But the line between first and third-party is blurring. White-label programs like Uber Direct and DoorDash Drive let brands take orders on their own sites or apps, then use these platforms' drivers to get the food to customers. It's a mix that gives you the reach of third-party delivery with the control and branding of first-party ordering.

This year, foodservice finds itself at a delivery crossroads. The platforms are maturing. Expectations are narrowing. And what used to be "extra" is now essential. But above all, the question is the same: **when your brand rides with every order, can your delivery live up to the promise?**

Rerouting in Progress: Key Insights on What Changed Between 2024 & Now

Last year revealed the gap between delivery promises and real outcomes. 2025 became the year of recalibration. Here's how the landscape evolved.

1

Accuracy rates improved, but there's more to be done.

Two out of three third-party delivery brands saw improvements in their year-over-year accuracy scores; however, the first-party segment took the top spot. Regardless of rankings, there is still room for improvement as our data shows that over 1 out of 10 orders received by the customer had something they deemed inaccurate.

2

Time and temperature are still weak spots.

More orders arrived within their promised ETA, but actual delivery times inched upward. DoorDash and Grubhub both saw timing reliability slip year-over-year. Meanwhile, satisfaction with restaurant food temperature fell, including an 6-point drop for Uber Eats. The clock is now a tougher critic than ever.

3

The First-party effect left a mark.

First-party apps made a strong entrance with faster delivery, tighter order accuracy, and greater ability to customize. But their full control remains limited. One in three orders placed through a first-party app was still handed off to a third-party courier. And while their average fee rose to \$5.95, expectations rose with it.

4

Fees dropped.

Fees dropped across the board, with DoorDash leading the way at \$1.82 lower than last year. The average decrease across all platforms was \$1.10.

5

Competition heated up.

Uber Eats overtook DoorDash in overall satisfaction this year. Restaurants still outperformed c-stores, but the gap narrowed. Satisfaction challenges moved too. Afternoon orders improved compared to last year. Late night became the weak spot, particularly for c-stores struggling with order accuracy after 8pm.

3

Order Up:

Turning a Craving into a Delivery Decision

Order Up: *Turning a Craving into a Delivery Decision*

A Promise to Deliver

Promoted delivery time is a silent commitment. It tells customers, “Tap now, and your food will be here in about this many minutes.” But what that number looks like varies by platform.

This year, the average promoted delivery time across the third-party platforms was 37m 11s, one minute shorter than last year. But while the overall trend nudged downward, not every brand followed the pattern.



Average Promoted Delivery Time

	Third-Party Avg.	DoorDash	Uber Eats	GrubHub (GH)	First-Party
2024	38m 11s	31m 51s	41m 44s	40m 40s	n/a
2025	37m 11s	36m 33s	36m 0s	43m 27s	34m 38s

Uber Eats shortened its delivery promise by over five minutes, signaling a shift to rebuild confidence after last year's inflated estimates. DoorDash and Grubhub increased their promoted times, resulting in more conservative delivery windows compared to last year.

Brands pulling back from aggressive estimates signal a shift toward a more strategic balance: fast enough to attract, but realistic enough to avoid disappointment.

Your Order, Your Way

Swap the bread, add extra cheese, skip the pickles.

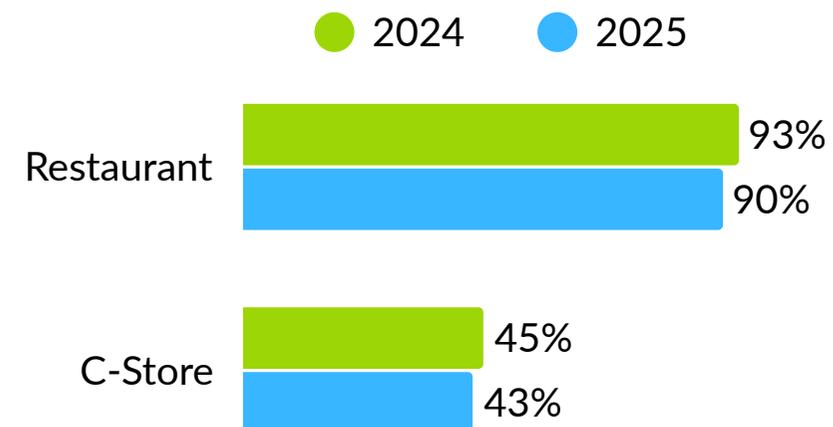
Modern diners want the ability to customize their orders because each tweak turns a standard menu item into something made just for them. For Gen Z, that demand is even stronger. A [DigInsight](#) study found that 75% of Gen Z diners customize their orders. In the end, it is about control. And that control starts with who owns the platform.

According to [Restaurant Business](#), operators are leaning into first-party ordering because it allows for “more curated guest experiences.” This approach prioritizes control, flexibility, and brand consistency.

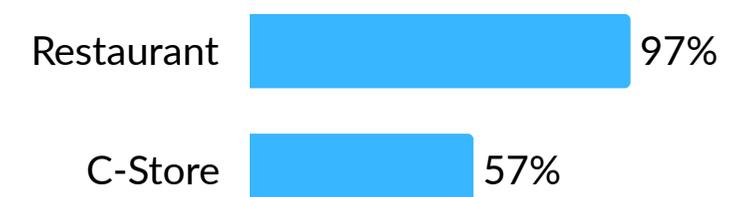


Did you have the ability to customize your order?

Third-Party



First-Party



Ability to customize order – by food type

In this study, we categorized our orders by food type, and found that now all food categories performed the same. Restaurants led across the board, giving customers more ways to tweak everything from burgers to pizza. C-stores lagged in most categories, with sandwiches as their most customizable win.



Ease of Using Third-Party Apps

Customers also want things to be intuitive. App glitches, editing issues, and mismatched menu options were common.

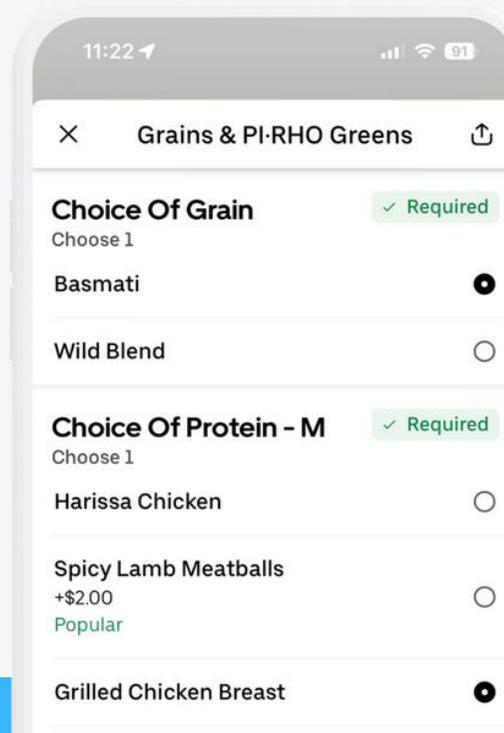
Still, most apps handled that challenge well as “ease of use” remained high across the board. Grubhub, which scored the lowest in this category for 2024, made the biggest jump. A five-percentage point gain, and narrowing its gap with competitors.

Percentage of shoppers that said “Yes” to: Was placing your order easy?



Insights from the Field

“I loved being able to customize my order with the restaurant. They offered many salsas and allowed me to select multiple varieties to try. The food arrived hot and fresh and tasted great.”



4

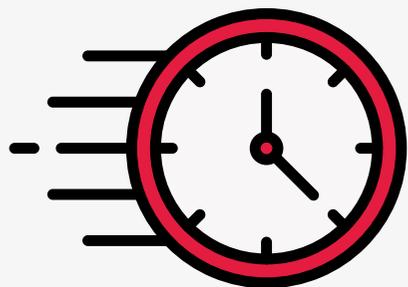
Minutes That Matter:
Delivering a Promise on Time

Minutes That Matter: *Delivering a Promise on Time*

The delivery moment is where expectations either land or unravel. Customers always remember if their food arrived when it was supposed to. Every minute matters, not only for speed, but for trust.

Delivery Time By Service

	Third-Party Avg.				First-Party
2024	33m 3s	28m 9s	35m 46s	35m 19s	n/a
2025	34m 11s	29m 22s	34m 1s	39m 11s	30m 53s

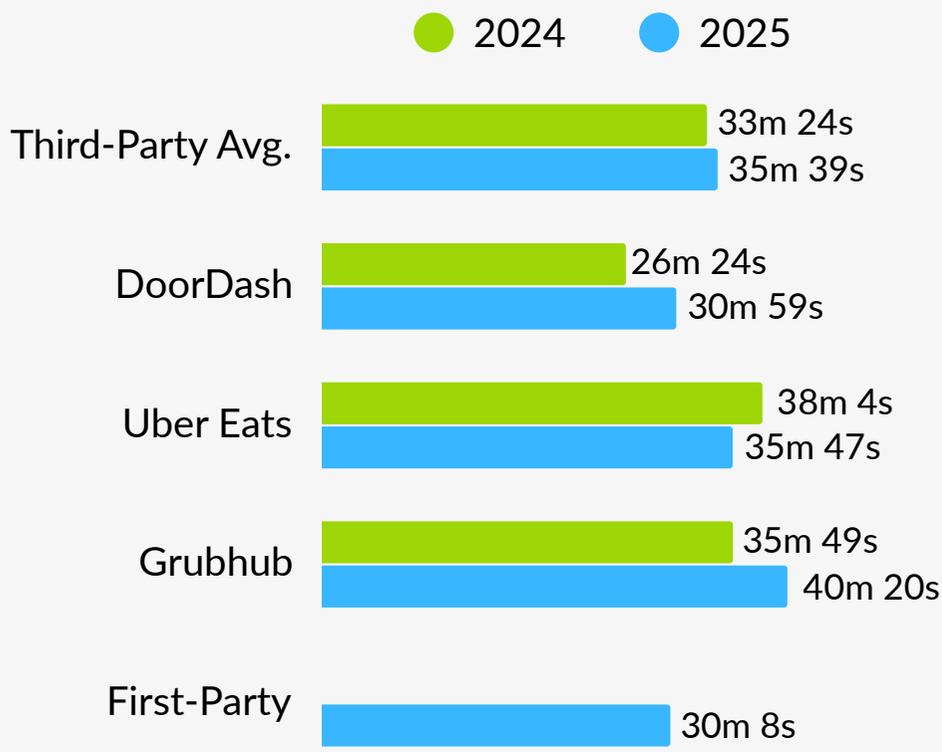


Delivery speed is one of the most visible, and judged aspects of the experience. In 2025, the average delivery time across third-party platforms ticked up by more than a minute compared to the previous year.

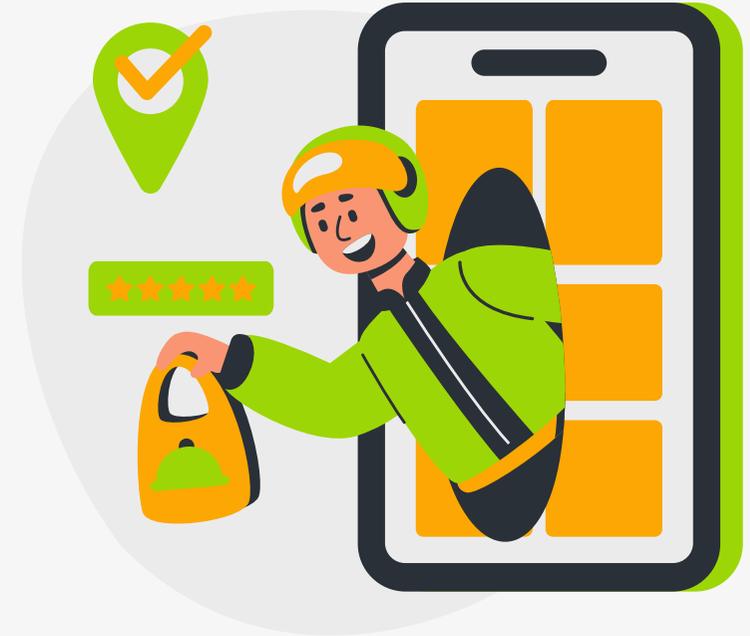
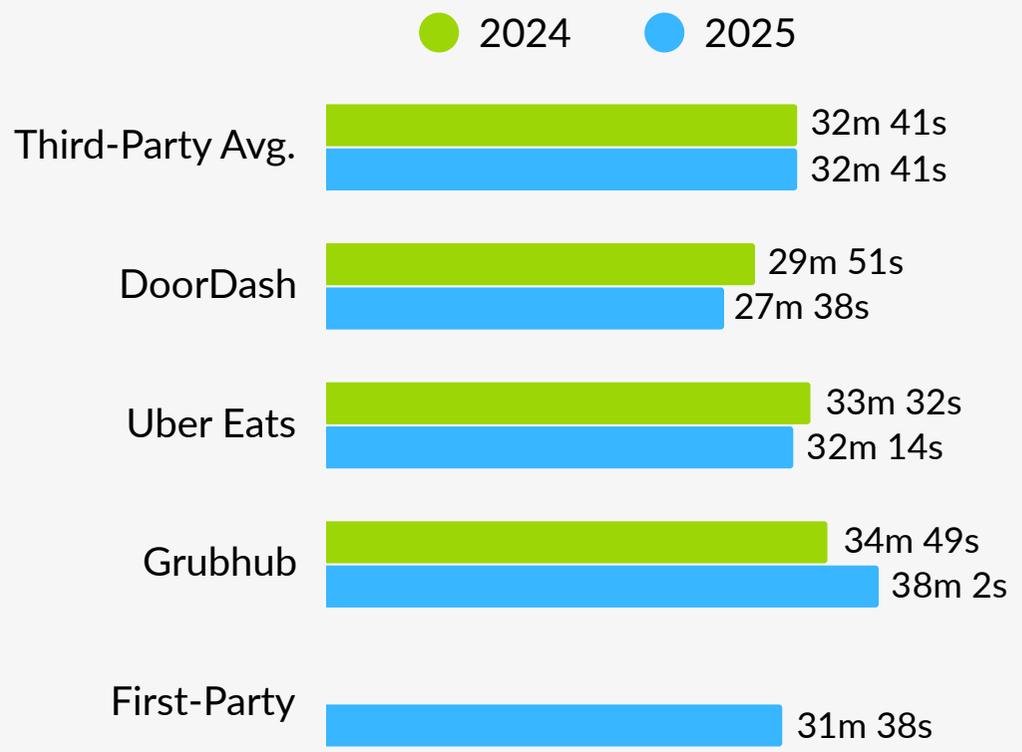
DoorDash remained the fastest at just over 29 minutes. Grubhub and Uber Eats hovered around the 34 to 39 minute mark. And first-party apps averaged just under 31 minutes, outpacing two of the major third-party platforms.

Delivery Time By Operator Type

RESTAURANT



C-STORE



In 2025, the total delivery times revealed a bigger shift taking shape. First-party apps are setting the pace for restaurant orders while third-party platforms are driving much of the acceleration in c-store delivery.

The gap is growing with restaurant third-party deliveries now taking nearly three minutes longer on average than c-store orders.



Satisfaction with Speed of Service

Despite timing shifts, satisfaction with speed of service largely held steady. DoorDash edged up to 95% satisfaction with service speed, the highest of all platforms, while first-party apps entered the mix at 89%, inching closer to the third-party study average.

	Third-Party Avg.				
2024	91%	94%	92%	87%	n/a
2025	90%	95%	89%	88%	89%

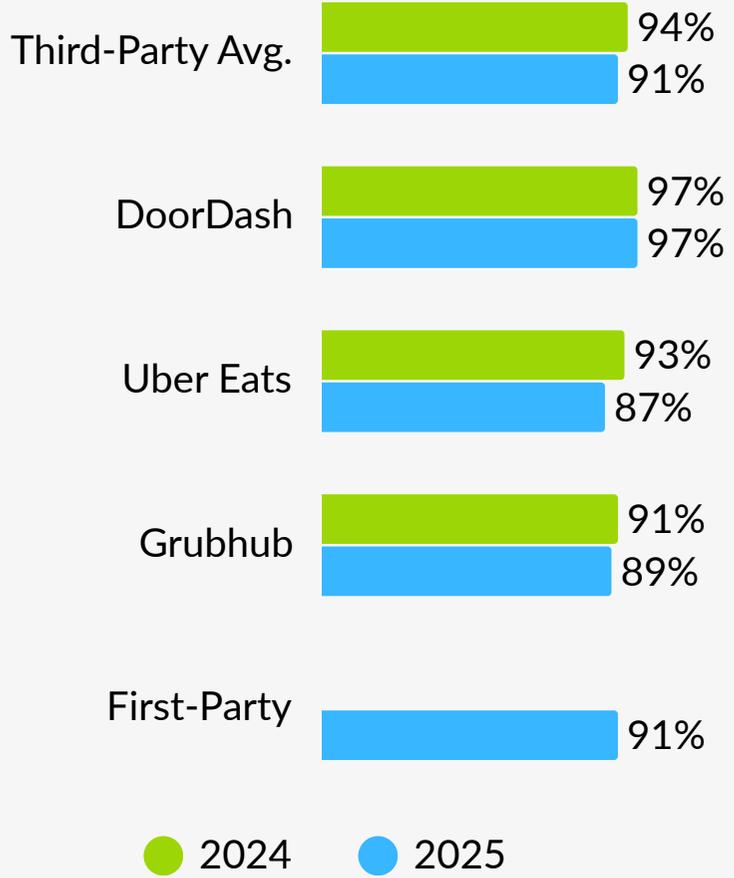
What about being earlier than expected? Early arrivals can be both a win and a risk. Customers who are home and ready to eat often see it as great service. For those timing delivery to match their own arrival, it may land differently.

Insights from the Field

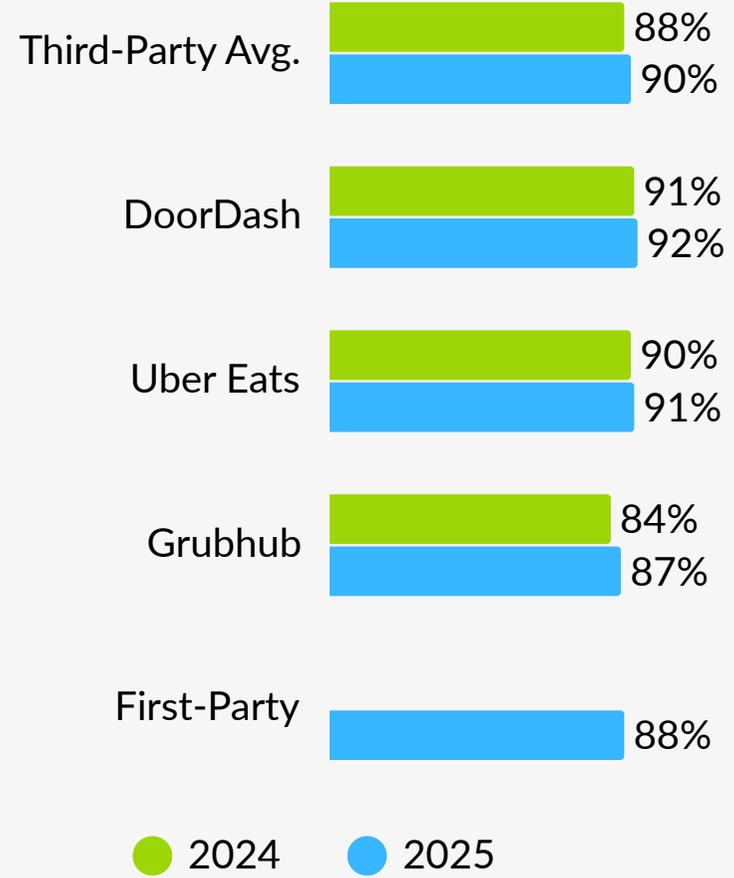
“The delivery was dropped off earlier than expected. I appreciated that the driver did not deliver another order first.”

Satisfaction with Speed of Service by Operator Type

RESTAURANT



C-STORE



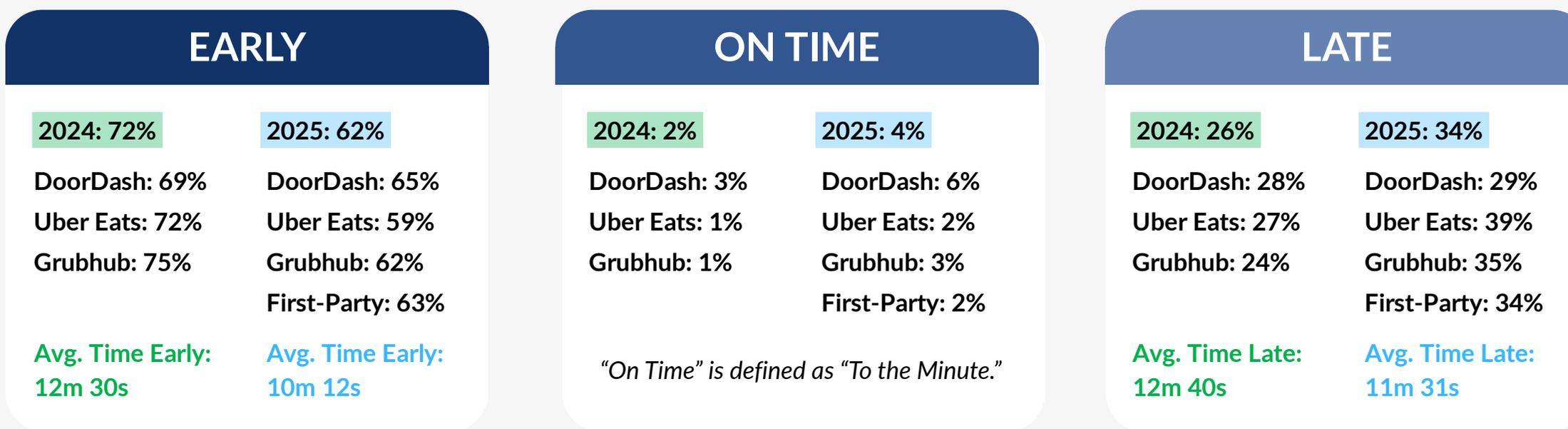
What stands out is the narrowing satisfaction gap between establishments. Last year, restaurants led c-stores by six percentage points. This year, the margin shrank to just one.

In a category where perception is everything, that one point could be the beginning of a real shakeup.

Expectations, Estimates, and Everything In Between

In 2025, fewer orders beat their **promoted delivery time** (the time displayed in the app next to the outlet’s name before placing an order). Just 62% arrived earlier than promised, down 10 points from last year. Uber Eats saw the biggest shift, dropping 13 points in faster-than-promised deliveries.

Percentage of Orders Delivered According to Promoted Delivery Time



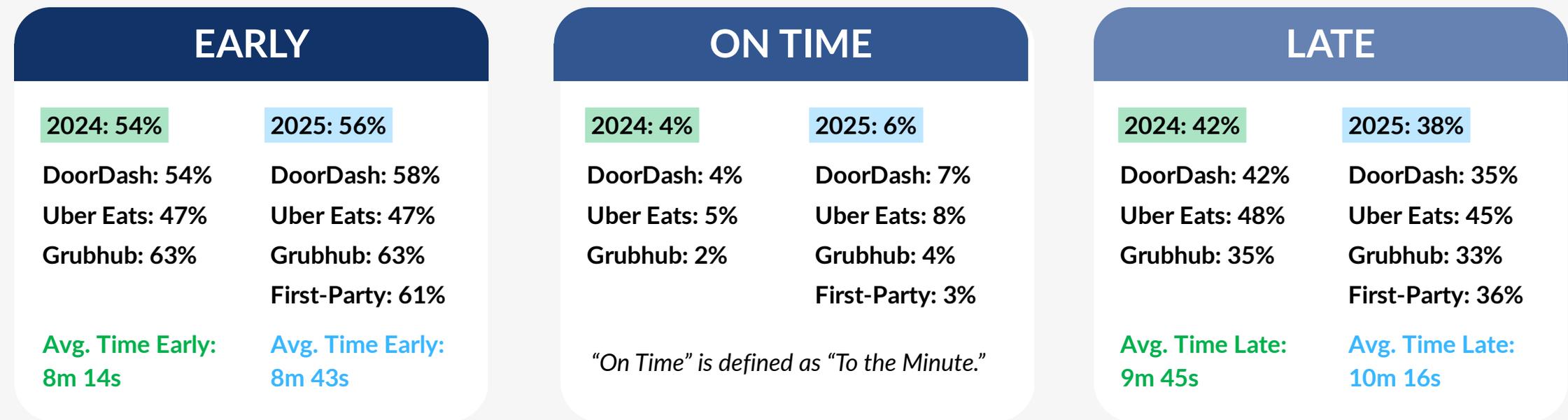
But here's where it gets interesting:

Some of the platforms with the sharpest declines in early deliveries also stretched their promoted delivery windows the most. DoorDash’s promoted time grew by nearly five minutes. Grubhub’s jumped by almost three. The result? Even with longer lead times, both saw an increase in late arrivals.

Meanwhile, **estimated delivery time** (the time displayed after placing the order) showed a tighter game. Most platforms made small gains in on-time performance and reduced their late deliveries. DoorDash stood out, improving across all fronts with more early arrivals, more on time, and a 7 point drop in late deliveries.

First-party platforms also held strong. 61% of their orders arrived early, landing four points above the study average. Whether that comes from precise forecasting or cautious buffers, that level of consistency is hard to ignore.

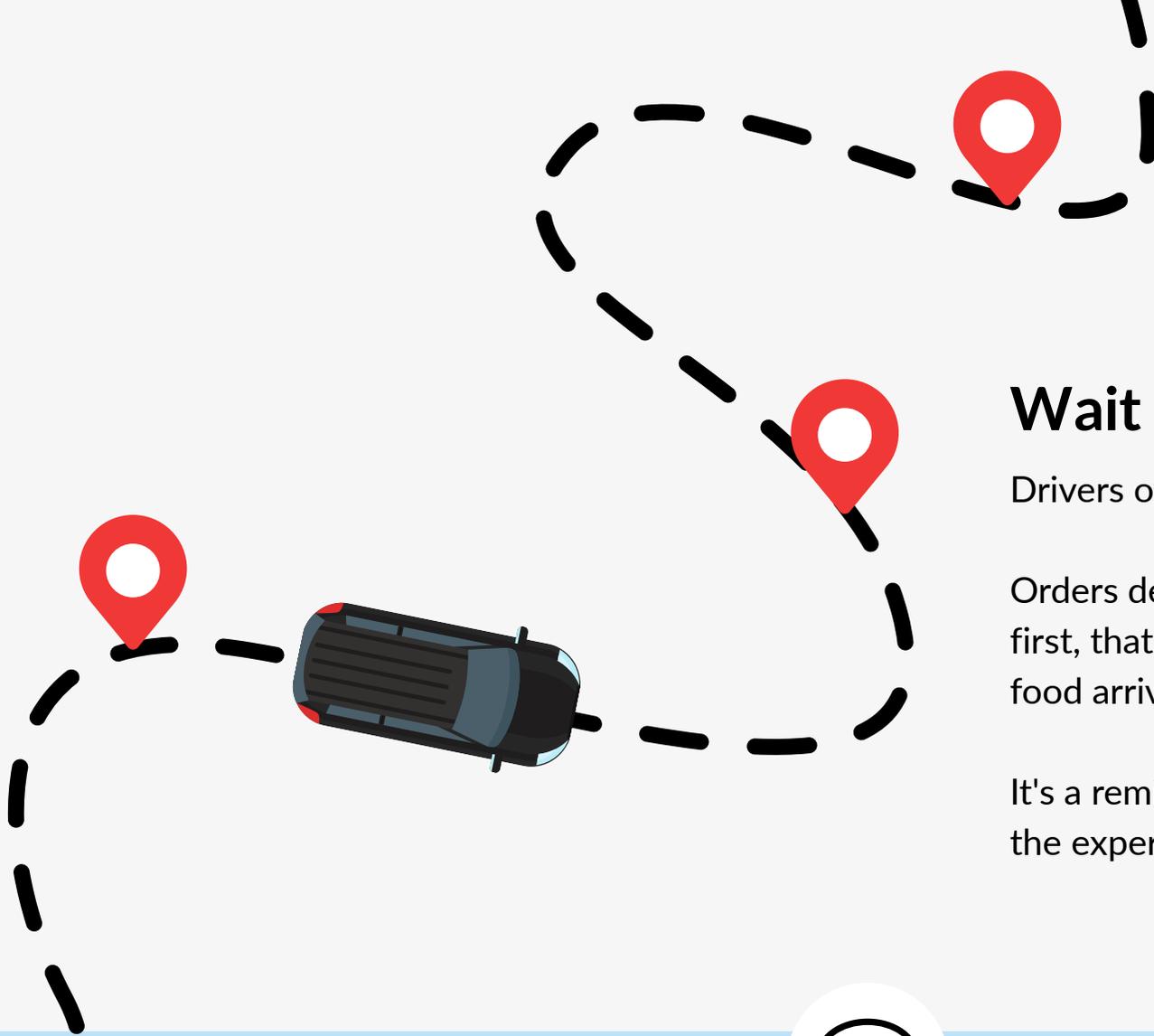
Percentage of Orders Delivered According to Estimated Delivery Time



Insights from the Field

"The app updated when the order was going to be late, which I appreciated." 

 *"The delivery took longer than I was told it would. The food was almost cold and did not taste good."*



Wait Window: Where Time Stretches and Trust Gets Tested

Drivers often juggle multiple drop-offs. But not all deliveries are treated equally.

Orders delivered directly to the customer arrived in just over 30 minutes. When other stops came first, that stretched to 38m 19s. An eight-minute gap that customers can feel, especially when food arrives cooler than expected.

It's a reminder that even small logistical decisions in the last mile can shape the final moment of the experience.

- Orders that were **delivered straight to the customer arrived 8m 5s faster** than orders where the driver completed other deliveries first.
- The frequency of **drivers completing additional deliveries beforehand doubled for Grubhub in 2025**, and **increased by 5% for Uber Eats**.

Insights from the Field



“After ordering, I was quoted 20-30 minutes for delivery. The actual amount of time was close to an hour. The food was also cold by the time it arrived. It seemed as though the delivery driver had more deliveries before picking up the order. I was not sure if that was typical, but it took him extra time before even arriving to pick up the order.”

5

The Hand Off:

*Knock Knock, It's Our
Brand at the Front Door*

The Hand Off: *Knock Knock, It's Our Brand at the Front Door*

Let's start with the basics. Nearly every order arrived at the correct location this year.

Study-wide success in arriving at the right doorstep improved from 98% to 99%, with DoorDash and first-party platforms both reaching a perfect 100%. Grubhub, which trailed last year, climbed four points to 99%.



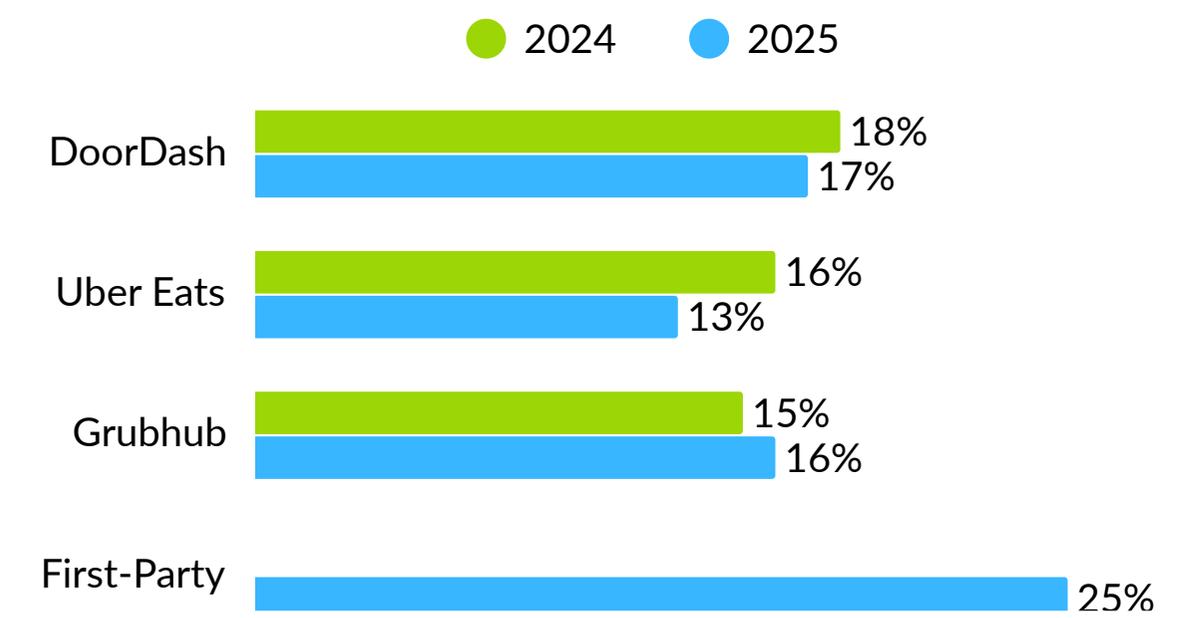
A Personal Touch

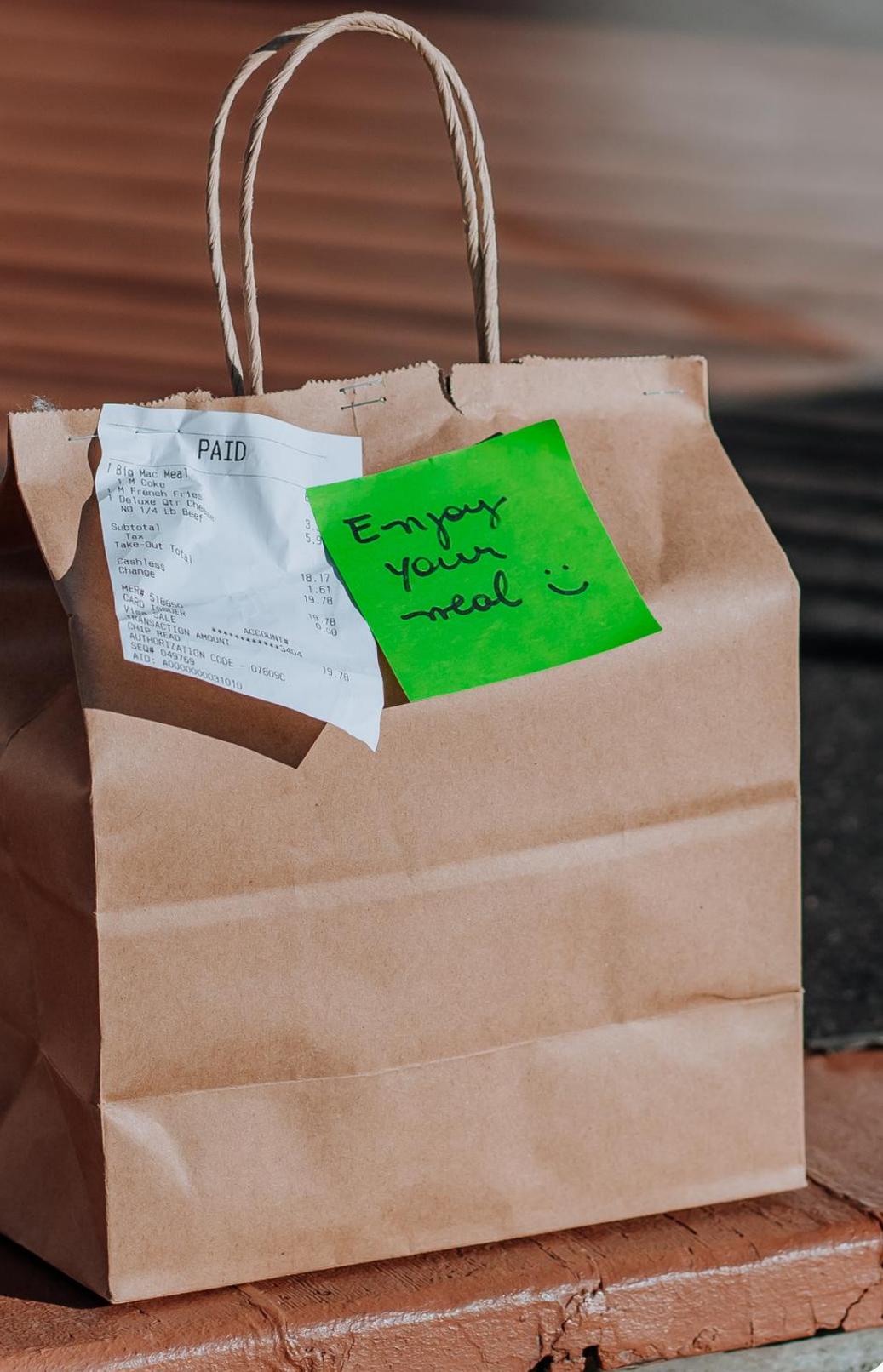
It's not just what's in the bag. It's what comes with it.

A few extra napkins. A labeled container. The sauce you didn't ask for but got anyway. These small gestures tell the customer, "we thought about you". And in delivery, such personalization is what turns a drop-off into a brand moment.

This year, personalization or "extras" dropped slightly for DoorDash and Uber Eats, while Grubhub saw only marginal improvement. First-party platforms, assessed for the first time, immediately set a new benchmark by including an extra touch in 25% of deliveries.

Percentage of shoppers that received personalization or anything "extra" that made them glad about their experience

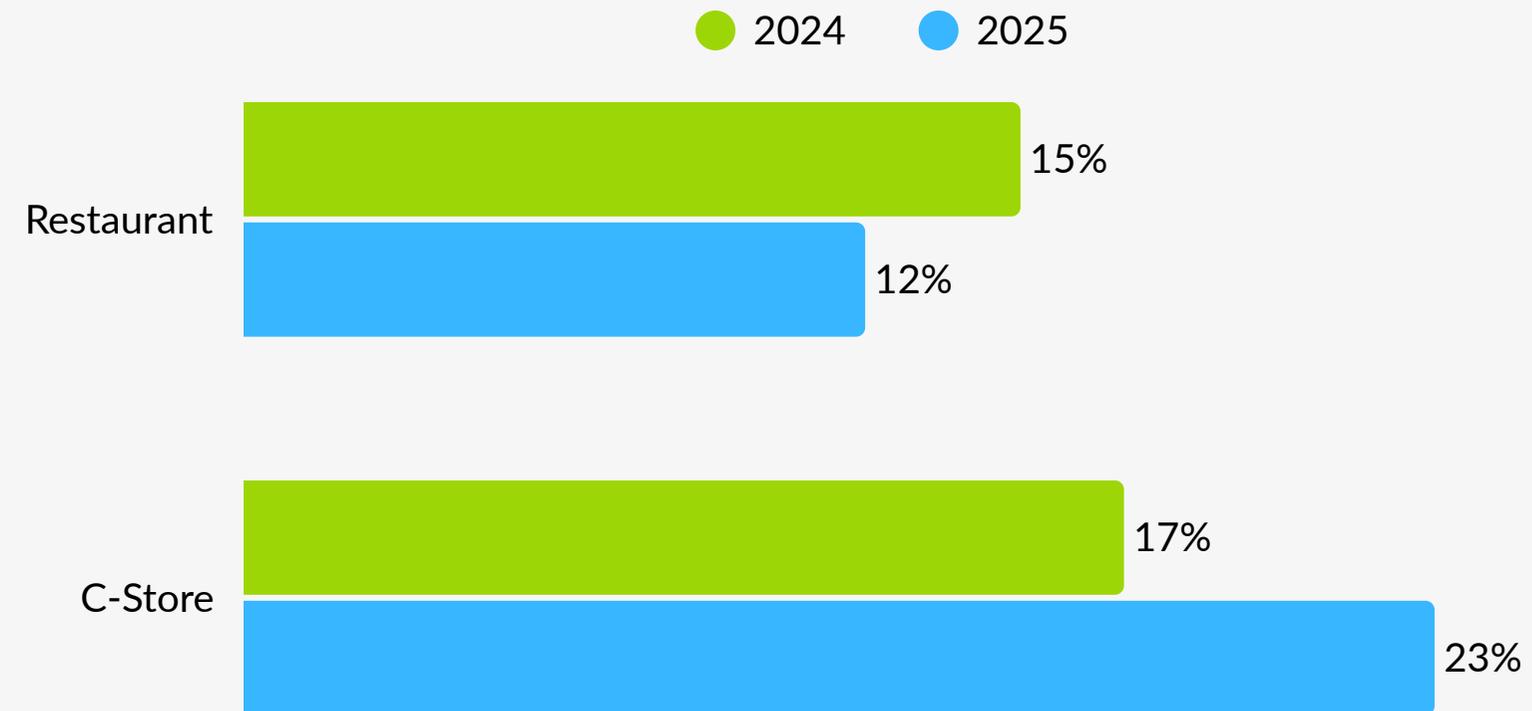




Personalization by Operator Type

Restaurant deliveries stood out too. Deliveries from restaurant operators included personalization 23% of the time, almost twice the rate seen in c-store deliveries at 12%. The gap widened from last year, pointing to a stronger focus from restaurant operators on treating the handoff as part of the brand experience. C-stores are still catching up.

Percentage of shoppers that received personalization or anything “extra” that made them glad about their experience



Branded Bags, Borrowed Hands

When digging into our first-party app orders, it wasn't always clear who was behind it. Just 26% of shoppers could confidently identify the driver as a brand employee, while a full third said their first-party order was fulfilled by a third-party courier. Regardless of who makes the drop-off, customers still associate the experience with the brand they ordered from. When things go wrong, it's not the courier they remember. It's the logo on the receipt.

Insights from the Field

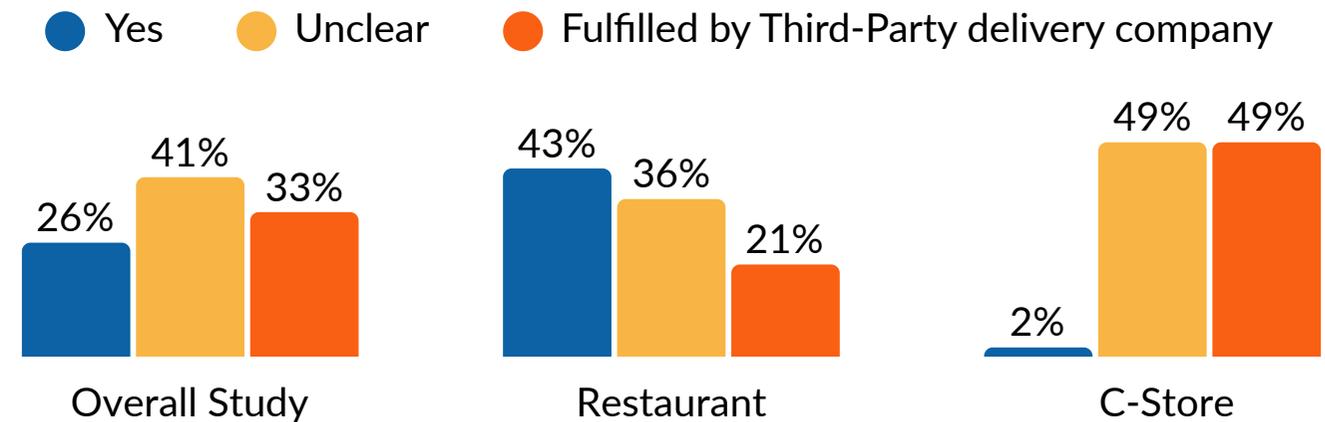


"The restaurant features a robust tracker and the ability to receive updates along your order's journey. The delivery driver, William, was polite and professional. He used the sidewalk to approach the door, rang the doorbell, and utilized a heat pouch. William confirmed the order details. He thanked me for the tip."



First-Party Delivery

Could you identify the driver as someone who worked for the chain you ordered from?



6

What's in the Bag:

When Every Detail Finally Shows Up

What's in the Bag: *When Every Detail Finally Shows Up*

Food delivered. But does it deliver?

The real test comes when the customer opens the bag and sees what actually arrived. Our mystery shoppers flagged key weak spots: accuracy slips, tepid food, and presentation fails.

The Order Accuracy Check

	Third-Party Avg.				First-Party
2024	84%	90%	83%	79%	n/a
2025	85%	85%	85%	86%	90%



While what's in the bag for made-to-order items is ultimately the responsibility of our food service operators, when breaking it down by delivery partner, the order accuracy just reshuffled the leaderboard.

Orders placed on first-party platforms reached 90% accuracy, edging past third-party platforms. But the bigger shakeup happened further down. Orders placed on Grubhub surged 7 points to 86% accuracy, overtaking orders from both DoorDash and Uber Eats to lead the third-party pack.

Order Accuracy by Operator Type

RESTAURANT

	Third-Party Avg.				First-Party
2024	90%	98%	88%	85%	n/a
2025	89%	88%	89%	89%	89%

For restaurant orders, the responsibility lies with the restaurant itself. Still, technology *may* play a role, particularly in how clearly and consistently order details move from the app to the kitchen. When timing, menu updates, and special requests pass through multiple systems, each handoff adds another chance for details to be lost.

C-STORE

	Third-Party Avg.				First-Party
2024	77%	82%	77%	72%	n/a
2025	82%	82%	80%	83%	91%

C-store order accuracy made a big move this year, climbing from 77% to 82%. **Made-to-order items, the very offerings c-stores are banking on to rival QSRs, were behind 54% of all incorrect orders this year.** With drivers not preparing or bagging items, accuracy rests on the store.

Insights from the Field



“My entree item was out of stock. I did not get any notification about it. It just did not show up, and I was not charged for it.”

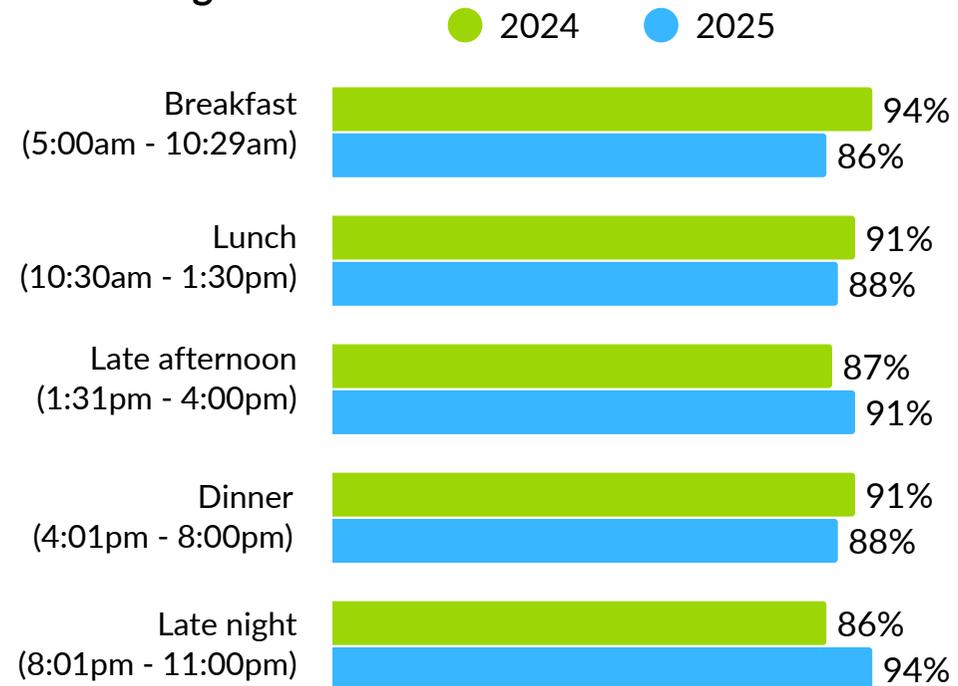
Window of Opportunity

Late afternoon and late night became the restaurant sweet spot for accuracy, jumping to 91% and 94% respectively.

For c-stores, the timing shake-up was even sharper. Late night accuracy dropped to 70%, down 11 points from 2024. But it's a telling story that c-store accuracy increased for lunch and dinner meals as they push deeper into fresh food and rush-hour appeal.

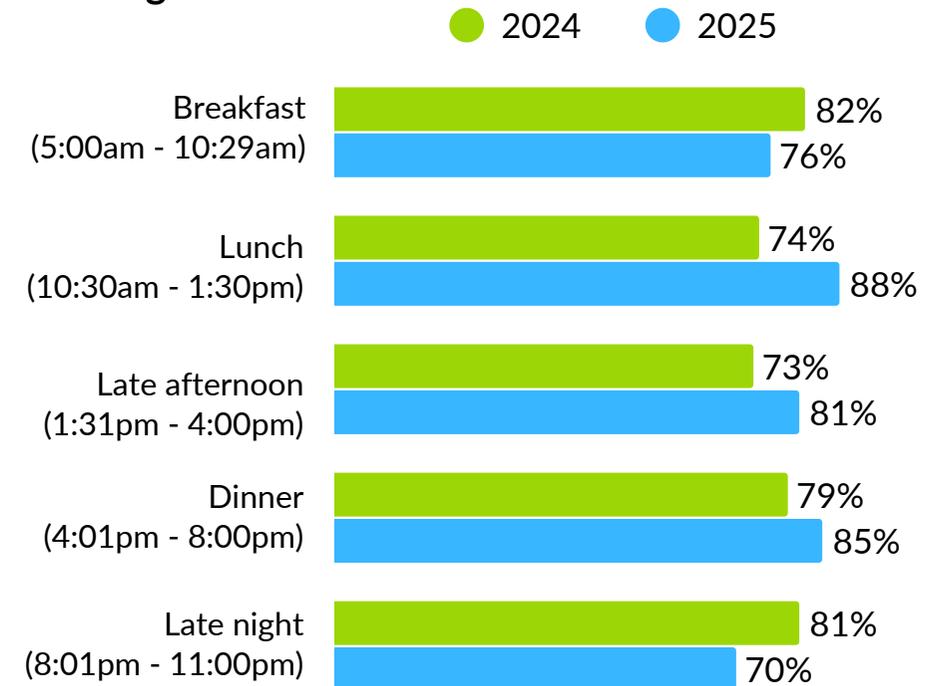
Order Accuracy by Time of Day

Restaurant Insights:



VS.

C-Store Insights:



The Temperature Check

To customers, temperature might just be the second thing they notice, right after “is everything here?”

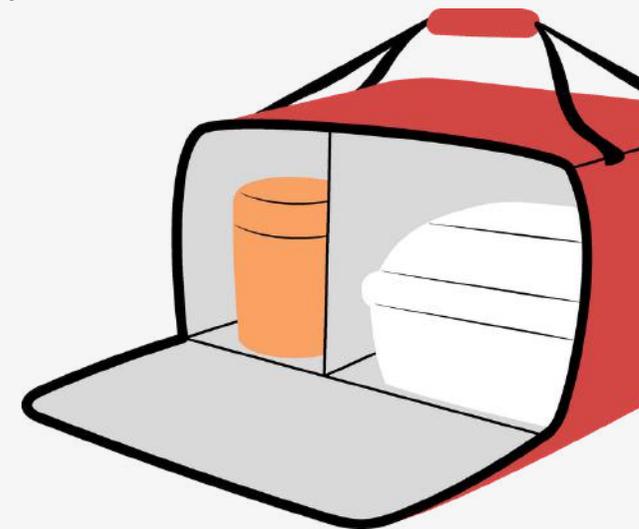
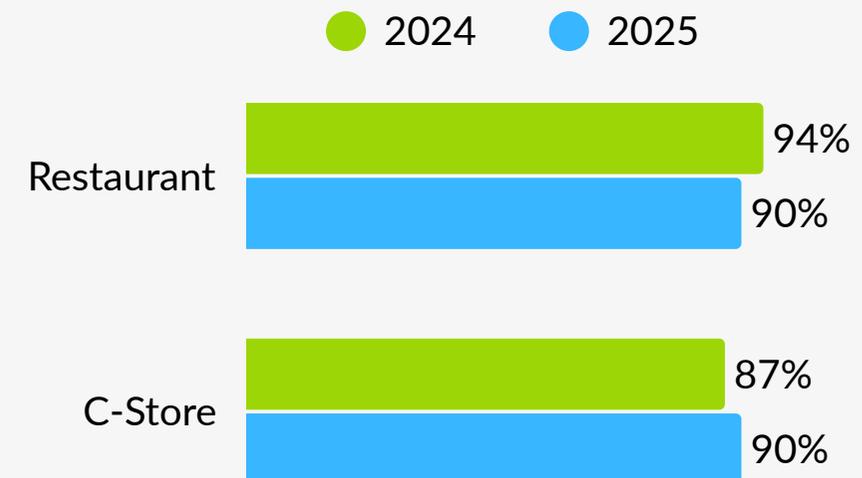
When drivers took the direct route, food that arrived had an acceptable temperature 91% of the time. Add just one extra stop, and that rate dropped to 83%. That eight-point gap isn’t just about routing. It’s about perception, since no one wants to be the last stop when they ordered first.

Were the food items delivered at an acceptable temperature?

	Third-Party Avg.		Uber Eats	GH	First-Party
2024	90%	90%	92%	89%	n/a
2025	90%	94%	86%	90%	89%

This year, c-stores edged out restaurants on food temperature by a single point. A subtle shift, but one that signals just how closely c-stores are closing in on QSR territory.

Were the food items delivered at an acceptable temperature?



Packaging failures added another layer of complexity. According to the [National Restaurant Association’s 2025 Off-Premises Restaurant Trends report](#), nearly 90% of diners said they will be more likely to order a wider variety of items if the packaging preserved “on-premises quality” during delivery, and over half would pay more for premium packaging.

7

After the Bite:

Satisfaction, the Root of All Loyalty

After the Bite: *Satisfaction, the Root of All Loyalty*

The food's been eaten, but the experience lingers, and that final impression mattered more than ever. In this year's study, 86% of the shoppers who ordered from third party platforms said they were satisfied with their food delivery experience. A 1% increase in overall satisfaction from 2024 indicating steady progress in how the operators are handling their delivery channels.

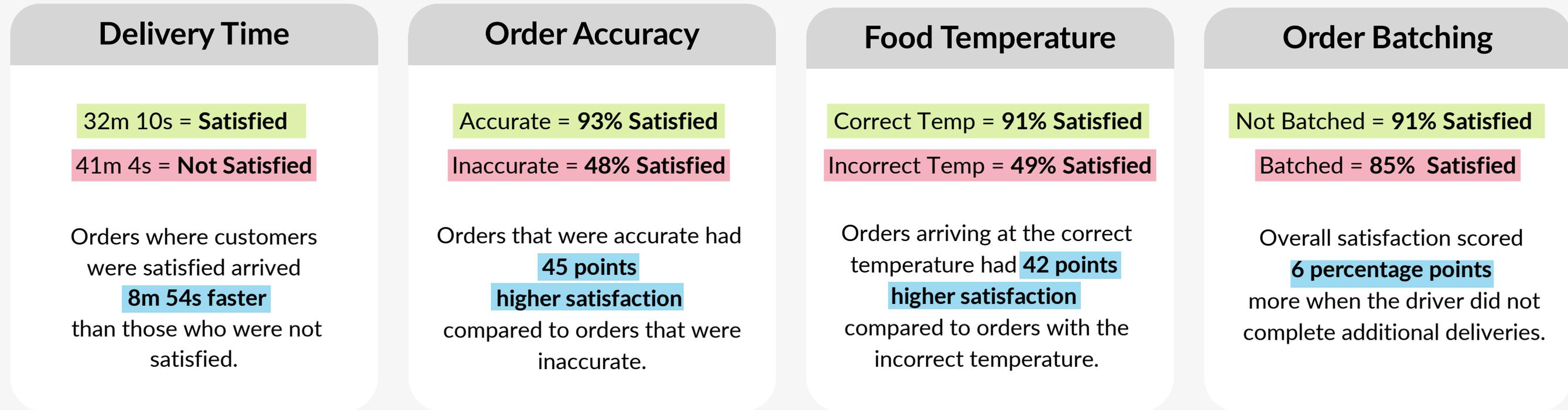
Uber Eats claimed the lead in overall satisfaction this year at 89%, While no platform dominated, the gap between top and bottom narrowed, showing a tighter race to retain customer trust.

2024 vs. 2025: Percentage of shoppers who were satisfied with the overall experience

								
2024	90%	87%	79%	2025	87%	89%	83%	87%
<i>Restaurant</i>	96%	91%	85%	<i>Restaurant</i>	92%	91%	88%	88%
<i>C-Store</i>	84%	82%	73%	<i>C-Store</i>	82%	88%	77%	87%

Earning Food Delivery Satisfaction

We measured how overall satisfaction was influenced by delivery time, order accuracy, food temperature, and order batching, revealing the key drivers behind customer perceptions.



Insights from the Field

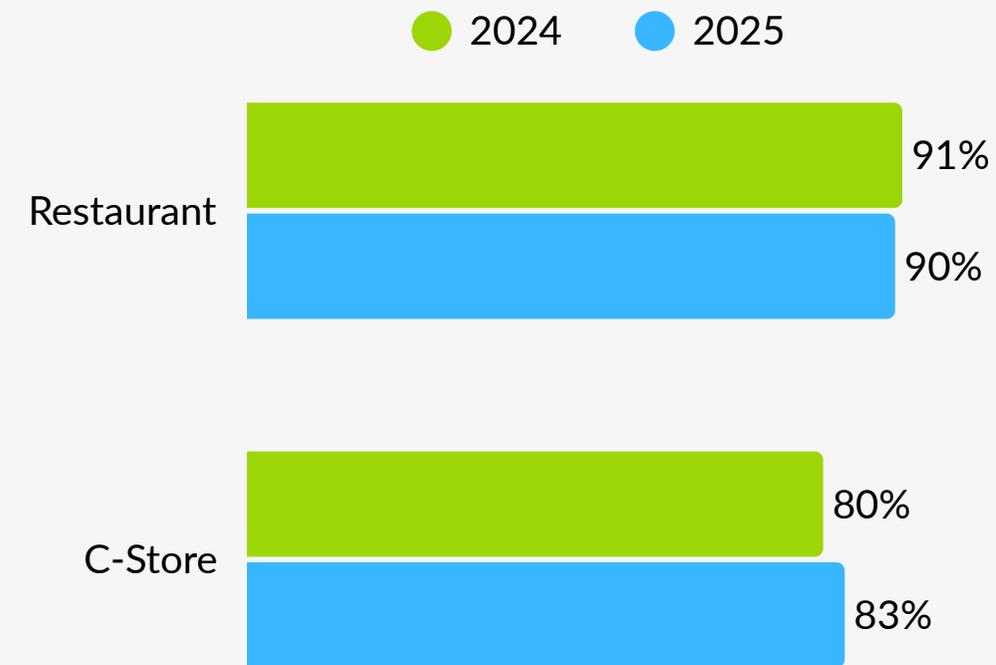
“The delivery arrived within the estimated time frame, the order was correct, and the food was hot and fresh when I received it. It made for a reliable and satisfying experience.”



C-Stores Closing the Gap

Restaurants still outperform c-stores in overall satisfaction, but the distance is shrinking. In 2024, the gap was 11 points. This year? It's just 7. Are customers warming up more to the idea of convenience with quality.

Percentage of shoppers who were satisfied with the overall experience



Overall Satisfaction by Time of Day

Not every hour delivers the same experience, and customers are noticing. This year, restaurant satisfaction peaked at breakfast with a flawless 100%, while c-stores dropped to 79%. The opposite played out at dinner: c-stores climbed to 90%, edging out restaurants, which slipped from 93% to 87%.



	Restaurant		C-Store	
Year	2024	2025	2024	2025
Breakfast	94%	100%	85%	79%
Lunch	91%	95%	81%	85%
Late afternoon	83%	86%	76%	86%
Dinner	93%	87%	87%	90%
Late night	83%	94%	77%	70%

That breakfast dip deserves a closer look. According to our [2025 Convenience Store Trends Report](#), **breakfast items were the second-fastest growing c-store food purchase**. A six-point drop in satisfaction, despite rising demand, could signal mounting pressure, and a possible gap in readiness to handle higher order volumes during morning rushes.

Late night remains the wildcard. Restaurant overall satisfaction surged from 83% to 94%, while c-stores fell. With fatigue, staffing, and accuracy playing bigger roles during these hours, it is becoming the new battleground for winning or losing food delivery orders.

8

The Price of Convenience: *When Fees Affect the Feel*



The Price of Convenience: *When Fees Affect the Feel*

Delivery has always come with a price, and the fees included are affecting perception. According to the National Restaurant Association’s 2025 Off-Premises report, 82% of respondents said they would order delivery more often if it was more affordable. A recent survey by Toast also found that 35% of consumers cited low delivery fees as the feature that matters most to them.

In 2025, platforms felt the pressure and responded.

Uber Eats bumped up delivery charges but eased up on service fees, ending at \$5.79 total. DoorDash took the sharpest cut, dropping both to land at just \$4.08. Grubhub made a minor adjustment. Meanwhile, first-party apps offset their higher delivery fees with the lowest service charge across the board.

	Average Delivery Fee		Average Service Fee		Average Total Fees	
	2024	2025	2024	2025	2024	2025
	\$2.22	\$0.68	\$3.63	\$3.40	\$5.85	\$4.08
	\$1.87	\$2.08	\$4.51	\$3.71	\$6.38	\$5.79
	\$2.46	\$1.94	\$3.21	\$2.78	\$5.67	\$4.72
First-Party	\$3.99		\$1.96		\$5.95	

Fee Breakdown By Operator Type

RESTAURANTS

In the restaurant segment, third-party platforms eased back slightly on fees, making modest reductions across the board. First-party apps, some of whom face the full weight of delivery logistics, held higher ground.

	Average Delivery Fee		Average Service Fee		Average Total Fees	
	2024	2025	2024	2025	2024	2025
	\$0.45	\$0.54	\$3.63	\$3.26	\$4.08	\$3.80
	\$1.34	\$1.64	\$4.91	\$3.79	\$6.25	\$5.43
	\$2.20	\$2.01	\$3.54	\$3.06	\$5.74	\$5.07
First-Party	\$4.69		\$1.44		\$6.13	

C-STORES

In the c-store segment, delivery fees saw more aggressive shifts. Brands made sharper cuts, with DoorDash leading the way by dropping its delivery fee to under \$1 and slashing its total from \$7.58 to \$4.38.

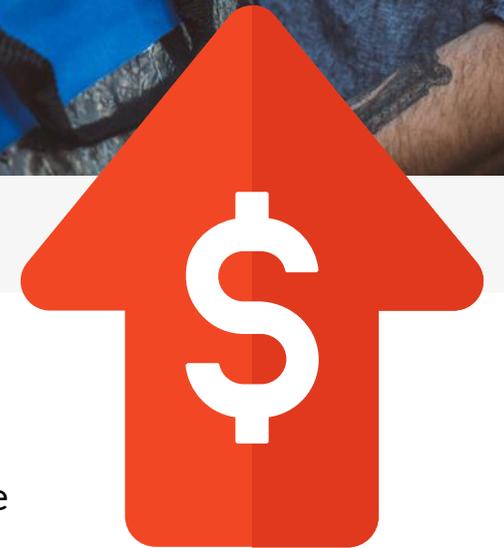
	Average Delivery Fee		Average Service Fee		Average Total Fees	
	2024	2025	2024	2025	2024	2025
	\$3.96	\$0.84	\$3.62	\$3.54	\$7.58	\$4.38
	\$2.40	\$2.53	\$4.11	\$3.63	\$6.51	\$6.16
	\$2.73	\$1.87	\$2.88	\$2.49	\$5.61	\$4.36
First-Party	\$3.30		\$2.48		\$5.78	



Delivery Platform Markups

We compared the prices of main menu items on restaurant websites versus third-party delivery apps to see how much more customers pay when ordering through those platforms.

	Third-Party Avg.			
2024	+\$1.71	+\$1.71	+\$1.77	+\$1.66
2025	+\$1.85	+\$1.63	+\$1.94	+\$1.98



Insights from the Field

“The price difference of the food as compared to ordering directly from the restaurant was pretty steep. In addition the extra fees and tip made it a more expensive affair.”



The average markup has increased year-over-year, except for DoorDash, which dropped by \$0.08. This shift may reflect how restaurants are adjusting their pricing in response to DoorDash’s more aggressive fee reductions.

9

Conclusion:

Scorecard & Closing Thoughts

Scorecard: Data Roundup

Think of this as the quick-glance version of the data roundup. Each metric, from order accuracy, satisfaction to food temperature, shows the average scores of how third-party and first-party delivery stack up against each other, and how the different platforms compare within that mix.

Metric	First-Party	Third-Party	DoorDash	UberEats	Grubhub
Available Promotions	40%	48%	62%	57%	25%
Ability to Customize	77%	67%	71%	67%	64%
Average Delivery Time	30m 53s	34m 11s	29m 22s	34m 1s	39m 11s
Satisfaction with Speed of Service	89%	90%	95%	89%	88%
Order Accuracy	90%	85%	85%	85%	86%
Overall Satisfaction	87%	86%	87%	89%	83%
Food Temperature	89%	90%	94%	86%	90%
Frequency of Additional Deliveries	3%	15%	9%	24%	12%

For additional data points please contact letschat@intouchinsight.com

Closing Thoughts: *Your Brand Rides with Every Order*

Operators aren't just sending meals. They're delivering experiences and earning trust with every tap. As expectations rise, both first-party and third-party platforms are under pressure to keep pace. Faster ETAs leave less room for error. More personalization means more moving parts. And as delivery grows more visible, the stakes only climb.

The next challenge? Making sure every screen, every handoff, and every bag reflects the very best of your brand.

How We Can Help with Your Delivery Promise

1

Delivery can hide a lot, but our [Mystery shopping programs](#) reveal what customers really experience, from promised ETAs and food temperature to handoff execution and professionalism. We help validate if your customer promise is being met, no matter who's delivering.

2

Tighten execution where breakdowns happen most. Food accuracy before handoff, packaging and seal integrity, temperature checks, and pickup readiness can all be verified with [IntouchCheck®](#). Staff can confirm items, log photos, and record temps before sealing the bag, stopping delivery problems before they leave the restaurant or store.

3

Learn what drives satisfaction and what derails it. From fewer deals to shifting platform expectations, customers have more reasons than ever to drop off mid-order. With [IntouchSurvey®](#), you'll uncover what matters most in the moment: value, accuracy, speed, and where your delivery experience hits or misses the mark.



About Intouch Insight

Intouch Insight is a CX solutions and mystery shopping company specializing in helping multi-location brands achieve operational excellence, exceed customer expectations, and build long-term customer loyalty. We are proud to deliver growth solutions to over 300 of the world's most beloved brands.

Our solutions are designed to streamline operations, maintain brand standards, and provide actionable insights to help our clients enhance their CX. With over 40 years of CX expertise, we excel in providing our clients with top-notch CX, customer surveys, mobile forms, mystery shopping, as well as operational and compliance audit solutions.



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