

Frequently Asked Questions

Company Name: Food on Wheels

Founded: 2023

Founders:

- **Aravind Kumar** - A seasoned entrepreneur with a passion for technology and food, Aravind has a background in computer science and has worked with several successful startups before founding Food on Wheels.
- **Meena Bhatia** - With a master's degree in business administration and extensive experience in the hospitality industry, Meena brings a wealth of knowledge in customer service and operations.

Headquarters: Bangalore, Karnataka, India

Mission Statement: "Food on Wheels aims to revolutionize the food delivery landscape by offering fast, reliable, and eco-friendly delivery services. We connect diners with a wide range of local restaurants and caterers, ensuring that every meal delivered is of the highest quality and supports local businesses."

Operational Cities: Pune, Mumbai, Delhi, Bangalore, Kolkata, Hyderabad, Chennai, Ahmedabad, Indore, and Jaipur.

Services Offered:

- **Restaurant Delivery:** Collaborating with a diverse array of local restaurants to offer a broad variety of cuisines.
- **Catering Services:** Specializing in providing comprehensive catering solutions for events and corporate gatherings.
- **Subscription Meals:** Offering meal subscriptions for regular customers at a discounted rate.

Delivery Agents:

- **Number of Delivery Agents:** Approximately 500 active agents.
- **Training:** All delivery agents undergo a rigorous training program focused on customer service, efficient delivery practices, and safety measures.
- **Equipment:** Equipped with eco-friendly bikes and smart technology for real-time tracking.

Technology:

- **Mobile App:** Available on Android and iOS, featuring real-time order tracking, a seamless ordering interface, and personalized recommendations based on user preferences.
- **AI Chat Bot Support:** Utilizing advanced AI to provide instant customer support, manage orders, and resolve issues.

Achievements:

- Served over 1 million orders within the first year of operation.
- Recognized as “Startup of the Year” in the food delivery sector by Startup India.

Future Plans:

- Expand service coverage to additional Indian cities.
- Develop partnerships with more local eateries and national restaurant chains.
- Enhance AI capabilities to improve user experience and operational efficiency.