**ABOUT POOMAT**

PoomAt is a Toronto-based personal errands service aiming to connect people who need something to people who can help. We aim to provide assistance for day-to-day activities, physical tasks, special events, mentally exhausting work or really, anything you need us to help with.

“Pum”: Work

“Asi”: Repayment

Our name comes from the old Korean word “Pumasi”, a traditional form of collective agriculture practiced in small villages. In essence, the concept lied on the idea that everyone participated voluntary for the benefit of the whole community and everyone’s labour was equally valued; tasks were shared amongst all villagers and no one was assessing or calculating each person’s contribution. Help was always given and this created a strong bond of trust between the community members.

**OUR VISION**

True to our name, our team at PoomAt aims to create a similar environment within the Torontonian community. If somebody is in need of help, we want to make sure that we can find someone to lend a hand.

**WHAT WE DO: SERVICES WE PROVIDE**

DELIVERY

24/7 delivery services available to all clients throughout the GTA

CLEANING

Make your day just a bit easier by avoiding some of your house chores: home cleaning, laundry, gardening, snow shoveling and more

MOVING

From packing things in your old place, to unpacking at your new place, we can help you for every little step in between

ERRANDS

Any little errand you need to – but don’t have time to – run can be left to us

PICKUP

If you need some sort of transportation arranged, contact us and one of our drivers will safely bring you to your destination

CUSTOMIZED ORDER

Members of our team are qualified to provide all kinds of other services such as tutoring, administrative tasks and event staffing; our goal is to lend a helping hand for anything and we will do our best to save you time and effort

**MORE ABOUT POOMAT DELIVERY**

OUR SYSTEM

Our delivery service is most in demand. We have created a system based on our experience in order to guarantee a trouble-free order. Here are some of the founding principles of our system:

* Punctuality – Because food orders are time-sensitive, we put a paramount importance on timeliness. Our goal is to have the order completed *within the hour* after the order is placed
* Communication – We believe that complete transparency is very important, especially because each order involves several parties: the customer, the driver, the restaurant and PoomAt’s management team. PoomAt maintains constant communication with all parties to make sure that if need be, a problem will be resolved on the spot.

Though it may appear a little convoluted at first, this systematic approach will allow little to no room for error, which makes our customers happy. In turn, a happy customer means a returning customer.

STEP BY STEP

1. A) Our customer conveniently makes an order through one of our channels: our website, our app or by message. PoomAt’s team is on the lookout 24 hours a day to make sure an order is not missed. The customer must choose the restaurant, describe the order and indicate the delivery address.  
   B) The restaurant receives an order through the customer and contacts PoomAt by phone to relay the order. The restaurant must provide the order and the delivery address.
2. The customer chooses a method of payment; unless it is cash, payment must be made immediately.
3. PoomAt contacts the delivery drivers working at that time in the appropriate area to notify them of the order.
4. One of the drivers takes responsibility for the order; this driver will be the one making all the necessary moves during the order.
5. PoomAt sends the order to the restaurant, specifying a pick-up time.
6. Once the product is ready, our driver will come pick it up and pay the restaurant for the order – the driver will also notify PoomAt’s management that the order has been picked up.
7. The driver delivers the order to the customer, receives payment if it is made by cash. The driver notifies PoomAt’s management that the order is now complete, and is now ready to take another order.
8. PoomAt notifies the restaurant that the customer has received the order and ensures that everything went smoothly.
9. PoomAt asks the customer for feedback on his/her experience with the order. If anything concerns the restaurant, PoomAt relays the message to make sure there is full communication.

OUR DRIVERS

PoomAt has a team of dedicated drivers who work in shifts to ensure a safe and speedy delivery of your product straight to the customer’s current location. The drivers we hire are screened and interviewed, so we can guarantee that there will be no mishaps during any of the steps of the transaction.

OUR METHODS OF PAYMENT

We accept credit card, PayPal, interact e-transfer and cash, directly from our customer at the time of the order.

**MARKETING**

The more demand you have, the more customers we receive. This is why we make a commitment to boost your sales. Apart from managing our own marketing activities, upon your request, we can provide you with some services:

* Social media exposure
* Featuring your business on our website
* Listing your menu on our channels for easier orders
* Sales promotions for orders related to your business

PoomAt already has active social media pages (Facebook, Instagram, Twitter) which reach hundreds of people every week. Advertising your business on one of our pages will certainly give you more exposure.

**OUR COMPETITORS**

You may have been approached by other companies offering similar services. However, here is an analysis we have made of our competition.

**FINANCIALS**

|  |  |
| --- | --- |
| DESCRIPTION | FEE |
| Per delivery charge | $ 1.00 / delivery |

**SO WHY SHOULD YOU USE POOMAT DELIVERY?**

Here are some key points you can take away from all the text up there:

1. Our systematic approach provides an easy way to order for the customer, as well as a smooth delivery within the hour
2. The importance we put on communication ensures that you will know everything that happens during an order
3. We take care of some of your marketing activities, aimed to boost your sales
4. Our rates are far cheaper than our competitors’
5. We already have a solid customer base who will readily order from your restaurant through PoomAt
6. Our team is honest, well-trained and motivated to provide the best kind of customer service