

Frequently Asked Questions

What is Restaurant.com?

Restaurant.com is the trusted and valued source connecting diners, restaurants, businesses and Communities since 1999. The company offers savings at over 22,000 restaurants nationwide with more than 500,000 certificate options. The Restaurant.com Independent Consultant program offers thousands of self-employment opportunities to individuals that want to earn money while helping Restaurant.com expand to more restaurants, businesses and communities nationwide. Restaurant.com is a pioneer in the restaurant deal space and is headquartered in Arlington Heights, IL.

What can Independent Consultants sell?

Independent Consultants earn money by:

Bulk sales of Restaurant.com Cards or electronic codes to businesses for use as promotional tools.

How do Independent Consultants get paid?

Independent Consultants will receive their commission on a bi-weekly basis, on the 15th and 30th of every month. Restaurant.com encourages Independent Consultants to sign up for ACH in order to receive their payments via direct deposit. A check also can be issued and mailed with a \$3 shipping and handling fee applied.

Is there a cost to become an Independent Consultant?

No. There is no cost to become an Independent Consultant.

How are commission payments structured?

On the 15th of every month, you will be paid for any business conducted in the last two weeks of the previous month. On the 30th of every month, you will be paid for any business conducted on the first two weeks of that month.

Do I need to attend a formal training session before I can talk with businesses and restaurants?

Yes, there are (2) 1 hour sessions of training required to become an Independent Consultant. Restaurant.com will provide Independent Consultants with ongoing training and support.

If someone has already contacted the business/restaurant I called, what should I do?

If another Independent Consultant has already contacted the business prospect but has not closed the sale, you may still pursue the client.

If I have a question and want to speak to someone at Restaurant.com, who should I contact?

We have an Independent Consultant Support team ready to assist you. Call 1-541-205-6334 or email consultant@restaurant.com.

If a business prospect wants to speak to someone at Restaurant.com, who should they contact?

They can contact the customer service team at 800-979-8985. Helping Business – Business Incentive and Loyalty Promotions.

What do businesses use Restaurant.com Cards for? Businesses use Restaurant.com Cards for sales promotions, loyalty programs, employee incentives and rewards, fundraising and more.

What types of businesses are a good fit for the Restaurant.com program?

Any business can utilize Restaurant.com products successfully, from Fortune 500 companies to local small businesses. Businesses of all sizes use Restaurant.com as part of their marketing efforts to increase sales, loyalty, change customer behavior, increase referrals and more.

What Restaurant.com products can I sell to a business? We offer standard laminated cards, paper certificates and electronic codes in \$25, \$50 or \$100 denominations.

What is the minimum order I can sell to a business? The minimum order for a business is 100 units of certificates of any denomination. There is no maximum order.

What businesses can I speak to and what businesses are off limits? Any business that is a current Restaurant.com client is unavailable for prospecting. Independent Consultants are only paid for new clients. Restaurant.com reserves the right to reject any submission for any reason. Any business order that is rejected will not count toward program requirements.

What qualifies as new business and how can I make sure I get credit? Any business that is not currently a Restaurant.com client or one that has not purchased from us within a 12 month period is considered new business. Please be sure to include your IC code on the order form when you submit in order to receive credit for your new business orders. You should, however, ask the customer if they are currently working with anyone at Restaurant.com before proceeding.

How do I submit an order? The best way to submit an order is to fill out the purchase order form. Make sure to always include your IC code on every order. After you have completed the form, submit it to Restaurant.com via fax (866-851-9370), send via email (HBorders@restaurant.com), or mail to:

Restaurant.com

Attn: Helping Business

1500 W. Shure Drive, 6th Floor

Arlington Heights, IL 60004

How does the order get fulfilled? Once the IC has collected all the details from the order and the payment (i.e. credit card) from the business owner, Restaurant.com will fulfill the order within three business days of receipt of payment. Physical cards and paper certificates will be mailed, while electronic codes will be emailed.

Can my client sell the Restaurant.com Cards to their customers? No, clients may not sell Restaurant.com Cards to customers. These special business rates are exclusively for businesses to use as promotional tools for incentive or loyalty programs. They must provide Restaurant.com products as free incentives to their customers.

In what formats are Restaurant.com Certificates available? Laminated Cards and electronic codes are available.

Who do my clients' customers call if they have a question? We have a customer service team available to assist consumers. Call 1-800-979-8985.

How do orders ship? Orders of physical cards or paper certificates ship via FedEx Ground. Clients can select standard ground, second-day or overnight shipping. Electronic codes will be sent via email. Shipping is billed to the customer.

What forms of payment are accepted? The IC will contact the business owner for payment. We accept Visa, MasterCard, Discover and American Express. Checks can be mailed with the completed order form, but orders will not be fulfilled until the check has cleared.

Must all orders be paid for upfront? Yes, all orders must be paid for at the time of purchase.

Can we establish credit for strong, repeat customers? We currently do not offer credit terms. Payment can be made via credit card or check.

Can I accept a cash payment for an order? We cannot accept cash payments. Orders must be paid via credit card or check.

Other

Can I use the Restaurant.com logo?

Yes, you are permitted to use the Restaurant.com logo according to the brand guidelines found in the Marketing Guidelines document at sales.restaurant.com.

Can I speak to the media on behalf of Restaurant.com? Please do not speak to the media on behalf of Restaurant.com. As an Independent Consultant, you represent yourself and your own business, but are not a representative of the Restaurant.com corporate office. If you are contacted by a member of the media, please refer them to pr@restaurant.com.