

wagamama



wagamama, didsbury, manchester

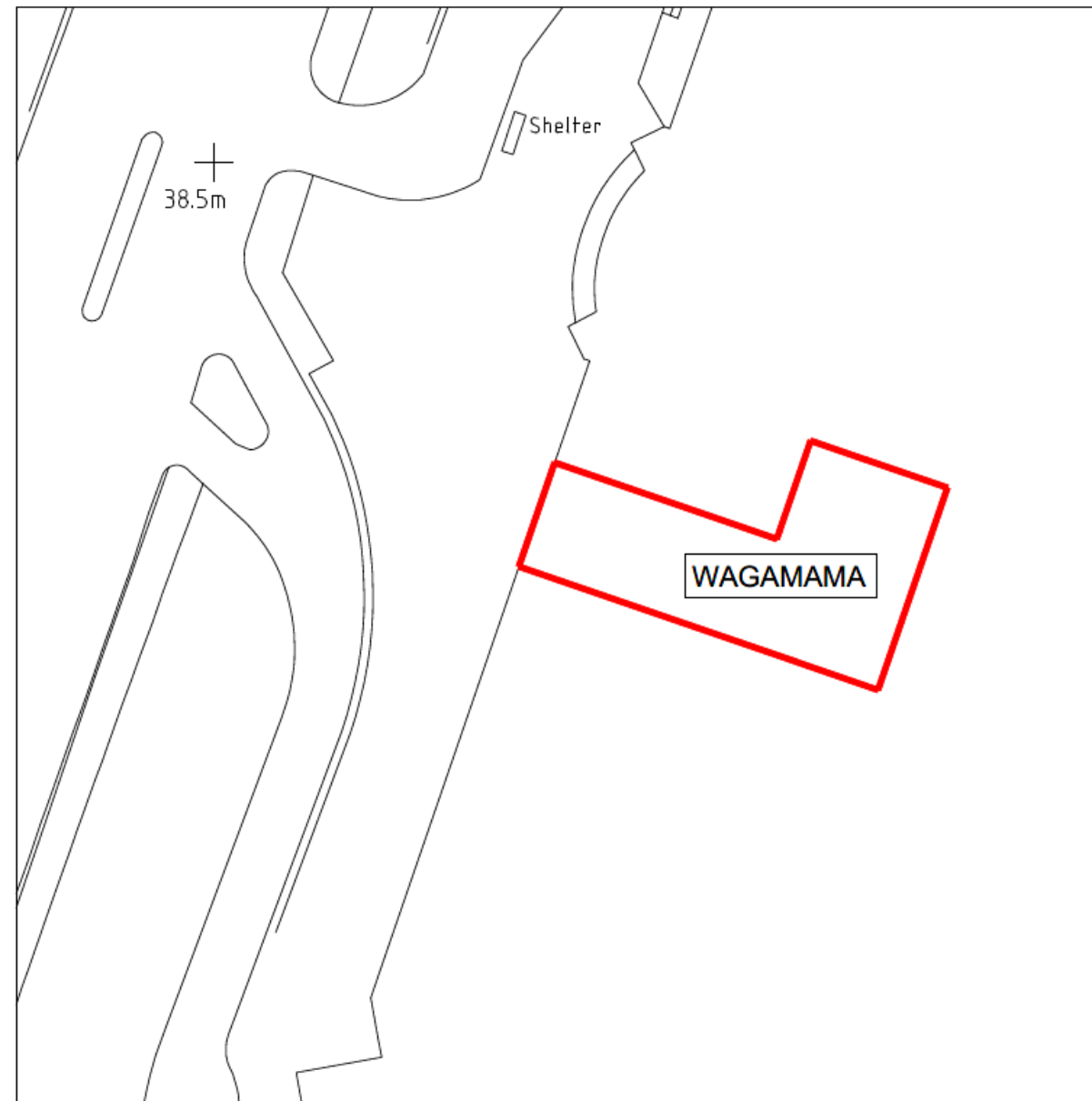
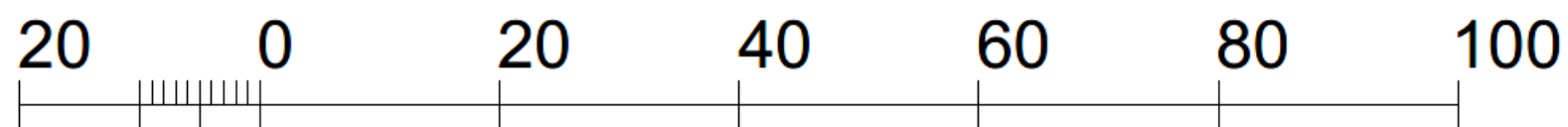
operational management plan

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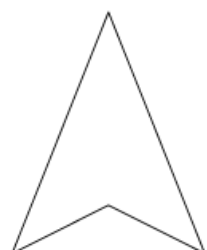
The Wagamama restaurant in Didsbury is on the ground floor of the Parrs Wood Leisure development.

There are several other restaurants along the shop front and the cinema above.



Metres

N



wagamama



photos



delivery hatch
here

With regard to how delivery rider flow will be managed following the installation of the proposed delivery hatch, the number of delivery collections currently varies by day. On average, we receive approximately 60 deliveries on Mondays and up to 140 on Saturdays. These figures are based on November sales data, which represents one of our busiest delivery periods.

For clarity, we do not anticipate that the installation of the delivery hatch will directly increase the number of deliveries.

The hatch is intended to form part of a rider management system, providing a dedicated and clearly defined collection point. Its primary purpose is operational efficiency to separate delivery riders from dine-in customers, rather than having both use the main front entrance, which can lead to congestion and negatively impact the customer experience.

Drivers will be directed to the correct collection point via their order instructions and the QR code they are required to scan, both of which are already provided through the delivery platforms and often include site-specific location details. In addition, there will be clear signage and collections are managed by the same operational teams on a regular basis, meaning riders quickly become familiar with the collection process without the need for repeated guidance.

In terms of rider flow, the dedicated hatch enables riders to arrive, collect their orders efficiently, and leave promptly without entering customer-facing areas. This reduces dwell time, prevents crowding at the main entrance, and supports a smoother and more controlled operation overall.

We believe this solution offers clear operational benefits while improving safety, efficiency, and the experience for both customers and delivery partners. We therefore respectfully request the council's approval for this proposal.

As we have previously mentioned Nando's have a very similar operation.

The ratio for collection is **85% cars & 15% bikes**.

DRIVERS

Any delivery drivers will park in the main car park as they already do.

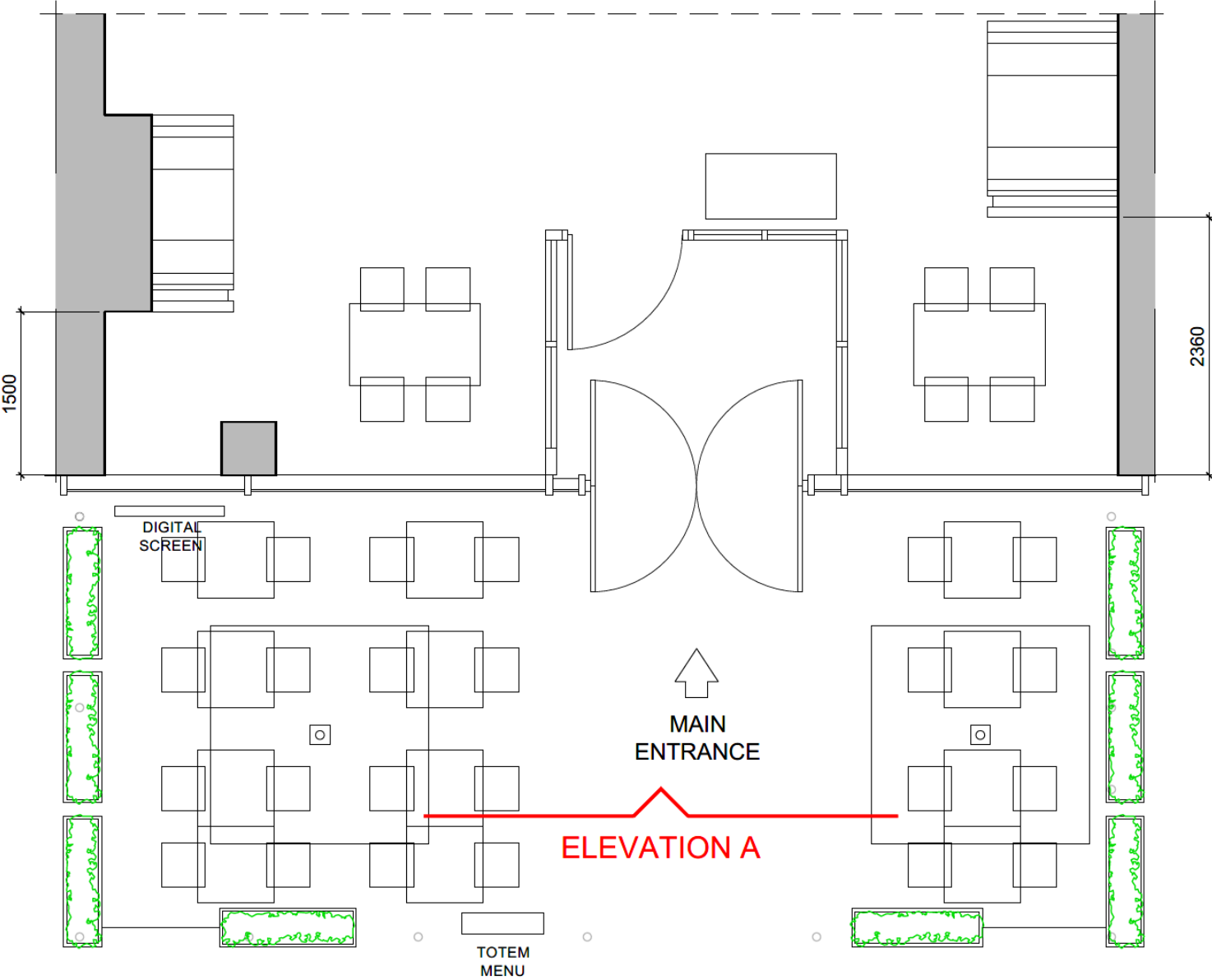
CYCLISTS

The existing cyclists will discreetly wait in the area at the front but when we introduce the hatch their dwell time will be reduced.



a similar delivery hatch has been installed at the neighbouring nando's restaurant

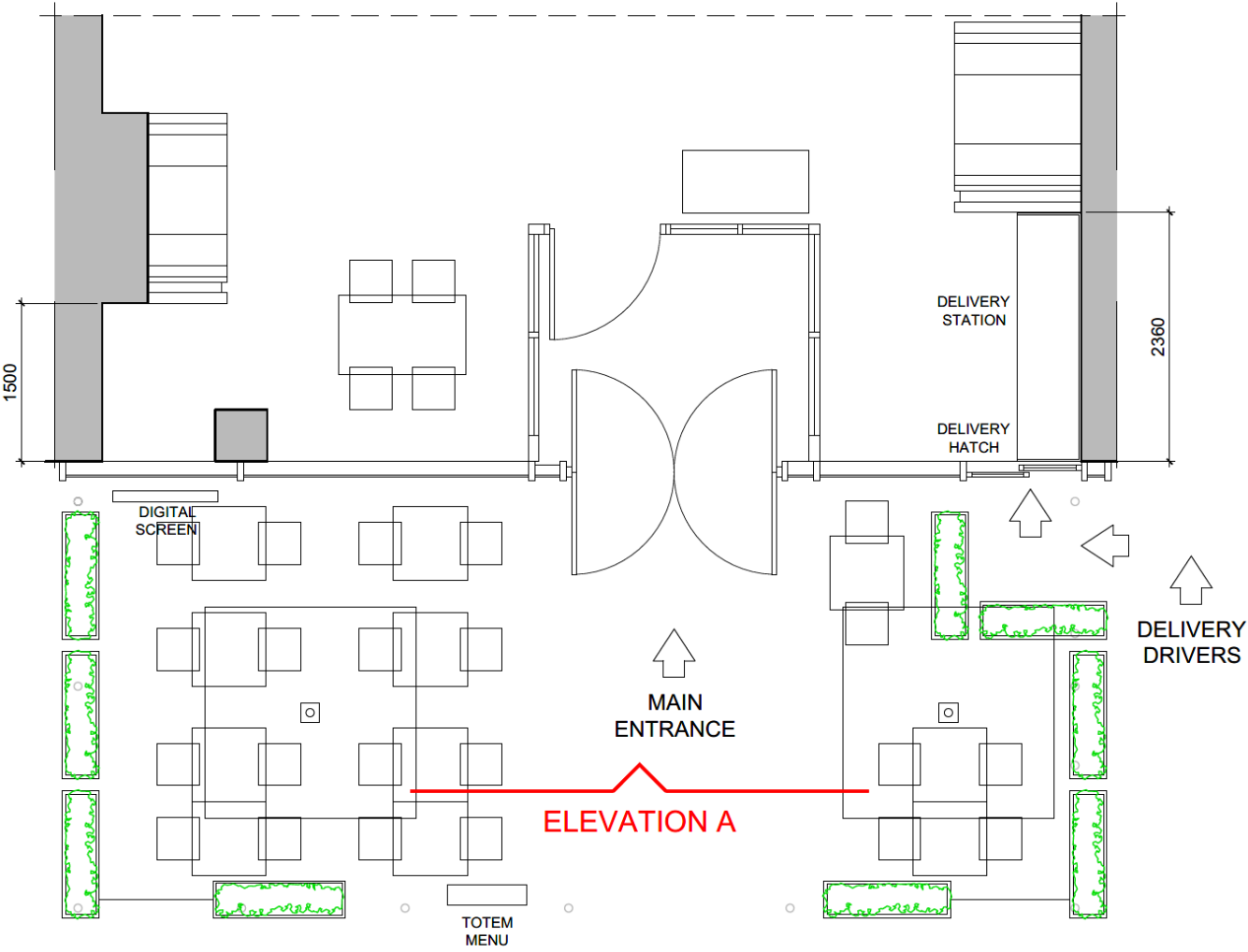
other similar hatches installed



EXISTING PLAN



EXISTING ELEVATION A



PROPOSED PLAN



PROPOSED ELEVATION A

contact

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