

The Delivery - Training Checklist

Approximate Time to Complete: 6 Hours

Suggested Breakdown of Delivery Training

**Trainer Note: Read this entire checklist prior to training. This will help you to make sure that you cover as much as possible on the ride along portion of the training.*

- **Part 1: 2 Hours** – Trainee rides along with dedicated trainer while they take deliveries. The trainer gets to know the trainee and walks them through as many policies and procedures as possible while delivering.
- **Part 2: 2 Hours** – Designated trainer runs through Do's and Don'ts that were not mentioned during the ride along using the checklist below.
- **Part 3: 2 Hours** – Dedicated Trainer shadows and evaluates Trainee on delivery.

Part 1: Ride Along!

This part of Delivery Training is to take place on the road. Walk them through every delivery. To get started watch the Using the Car Top Video and then go do it.

- The dedicated Trainer is the delivery Driver, while the Trainee is shadowing.
 - This is the Trainers time to get to know the trainee and share any do's and don'ts with them while on the road.
- You're setting the example for the Trainee here! Be a model delivery driver.
- The Trainee should shadow the dedicated Trainer for approximately two hours or a minimum of six deliveries.

Part 2: Delivery Do's and Don'ts

**Trainer Note: Run through this section and cover anything that you didn't while you were on the road.*

Policies

- Come to work with a full stomach, full tank of gas, and an empty bladder.
 - Manager approval is necessary if you need to run personal errands such as gas station stops, dinner stops, etc.
- Delivery Drivers are the main point of contact for more than half of all Toppers Pizza Customers.
 - Always wear a clean, proper uniform.
 - Relate this back to the Toppers Experience Blueprint
 - Show urgency
 - Smile and give a warm greeting and goodbye.
 - The Mission trumps the job.
 - We provide noticeably friendly service. If a newspaper is laying on the Customer's stoop, we pick it up for the customer.
 - We have fun!
 - We hold ourselves accountable for our service and our food! If our service and food sucks, we all suffer!
 - Sucky service = less orders, less sales, and less tips!
- Driver bank's
 - All money and credit card slips are collected at the end of each shift.

- “Tip Talk” policy.
 - We do not tolerate discussion about any tips in the store - good or bad.
- Discuss and explain Routing Theory.
 - The oventender routes deliveries according to freshness and efficiency.
 - Number of stops per run:
 - Drivers are to take as many one stop runs as possible.
 - Drivers may take two stop runs if no other driver is available, and the locations are close geographically.
 - Three stop runs are strongly discouraged.
- No Contact Delivery
 - It is very important to us that we keep our team members and customers safe. Here are the in’s and out’s of No Contact Delivery
 - Insert CC receipt into the side of the box.
 - If cash, ask the customer in advance how much change they will need.
 - At the Door
 - No signature needed on CC receipts
 - Set the food on the ground or follow any instructions the customer has left. (In bad weather use an extra box to place below the customer’s order)
 - If cash, set any change on the order or between the boxes.
 - Ring doorbell
 - Step back, and wait for the customer to get the food.
 - Thank the customer and let them know where their change or receipt is.
- Leave at Door Delivery
 - Some customers might not want any interaction with a driver.
 - If they have designated a spot to leave it that is off the ground then leave it there.
 - If they did not designate a spot then set it in front of the door using a pedestal to create a barrier between the order and the ground.
 - Follow any directions the customer instructed. If there are no instructions call or ring the door bell.
 - We always want to make sure the customer gets their food. There are a few different options to follow depending on the circumstance.
 - Call to inform them their order has been delivered.
 - Ring the door bell and wait in your car for them to get the food.
 - Call in advance to let them know you will be delivering their order in XX amount of minutes.

(ALWAYS MAKE CONTACT WITH THE CUSTOMER TO ENSURE THEY KNOW THEIR FOOD IS OUTSIDE)
- Drivers moving with a sense of urgency
 - In and out of the store
 - To and from the customers door.
 - More Urgency= More deliveries and more tips!
- Out the Door Times (OTDs).
 - Quicker service = happier Customers, more orders, and more deliveries.
- Delivery Driver “ride policy”.
 - While working it’s against policy to give a ride to ANYONE.
 - While working it is also against policy to run errands for a Customer.
 - Violating either of these policies can result in disciplinary action up to, and including termination.
- Toppers’ smoking policy to the Trainee.

- You ***MAY NOT*** smoke tobacco on the way to a delivery, walking up to the Customer's door, or walking away from the Customer's door.
 - It is okay to smoke tobacco *while on your way back to the store* from a delivery. However, it's recommended that Drivers not smoke because Customers could see you smoking and could assume you are delivering food to another Customer.
- Show and explain how to fasten a car top properly.
 - The car top is required on every delivery vehicle.
 - Place car top on the roof, or side window.
 - Connect the car cord and theft-proof cord.
 - Hook up to using the cigarette lighter or directly to the battery. If neither option works, the Team Member must fix at least one option so the car top lights up.
 - The car top must be lit:
 - After 4pm (or dusk).
 - During all inclement weather regardless of time of day.
- Vehicle presentation
 - Driver's vehicle must pass the vehicle inspection form.
- Driver money drops
 - Our policy is to never leave the store for a delivery with more than \$30 in cash.
 - This includes the \$20 Driver Bank and any personal money.
 - After each delivery, Drivers should drop "extra" cash and credit card slips in a locked lockbox.
 - Show Trainee where lockboxes are in your store.
 - Money drops should be made out of the Customer's view for safety.
 - Drivers are subject to termination if robbery occurs and they have an excessive amount of cash on them.
 - This creates a dangerous situation for other Team Members.
 - If a Driver is robbed for \$30, all other Drivers are a less desirable target for robbery because the risk outweighs the reward for the robber.
 - Do not resist if a robbery occurs.
 - Reiterate the procedures found in the Team Member Handbook.
 - If a robbery occurs the Driver will be reimbursed up to \$30, or their driver bank plus the total from their last delivery if paid in cash.

Getting the Order Ready

- "You're out!" is used to call out the Driver for delivery. When the oventender shouts this phrase the delivery Driver should do the following:
 - Drop everything and hustle to the order on the heat rack.
 - If the Driver is taking an order, complete the order first.
 - Double Check the entire order (details below).
 - Bag the run (details on the next page).
 - Grab all credit card slips, side items, etc.
- Reading the order labels. This should be a review of POS, Phones & Counter Training.
 - Where to find side items such as sodas, Dippin' Sauces, etc.
 - What "New Customer" and "Get Coupon" mean and where to find them.
 - Explain what a split payment is, and how to handle it.
 - Appears when more than one payment is used on an order.
 - No-Contact Delivery Special Instructions. This is when a customer has a specific way in which they want you to deliver their order.
- Performing the Double Check.

- Explain that if the Customer calls back with a mistake on their order, the first available delivery driver will redeliver their order.
 - Fixing the mistake ASAP is an opportunity to right a wrong and betters our chance to serve that Customer again.
- Hot Bags
 - We close the bag to prevent heat loss.
 - Hot bags must be clean.
 - We do not double-bag runs. Only one delivery per bag to avoid mistakes and decrease the amount of times a bag is opened.
 - Show Trainee how to stack boxes when taking multiple deliveries, or multiple bags are used in one order.
 - Orders with wings always go on top of all other bags.
 - Prevents the wings from being crushed.
 - Keep bags level so items don't slide around.
 - Sodas go in a soda bag, never in a hot bag.
 - Food should be brought up to Customer's door in a hot bag.
 - Hot bags should be returned to the store after each delivery.
 - Hot bags are expensive! They should never be left in the car.
 - Stack neatly at the Driver station for the next Driver to use.
- Finding the delivery destination.
 - Explain the map in your store and show how the key is used.
 - Use routing screen you can see where the delivery is in relation to the store.
 - If using a GPS or phone, you must enter the address before driving.
 - The fastest Drivers learn the roads, eventually eliminating the need to use the store map, GPS, or smart phone.
 - Explain that odd addresses are on one side of the street, and even are on the other side of the street.
 - If you're having trouble locating the address on a delivery it is okay to call the store and/or Customer for further clarification.
 - Calling right away is much faster than aimlessly driving around while the Customer's food gets cold.
 - Talk about specific apartments/buildings that are difficult to locate to prepare them in case they must take a run to that location in the future.
- Explain what late orders are and how to deal with them.
 - Late orders turn pink on the Driver station after 25 minutes.
 - Call the Customer if the quoted delivery time is unable to be executed.
 - Take a Late Order Card with the delivery and apologize for the wait.
- Show the Trainee how to punch out a delivery.
 - Show them how to punch out more than one order at a time.
 - Explain the importance of clocking out of and into the Driver station.

The Delivery

**Trainer Note: If your store uses caddies watch the Presenting Caddy Items video on Toppersu.com.*

- Deliveries are only to be made inside the area approved by Toppers Pizza, Inc.
 - This area has been defined to provide optimal service to the greatest number of prospective Customers.
- Drivers must report changes about their driving record to Management.
 - You must immediately notify Management if there are any changes made to your driving record, whether it's on the clock or off.
 - Failure to do so could result in disciplinary action up to and including termination.
- Discuss the process of taking deliveries to hotels, apartments, or dorms.

- Call dorms prior to leaving for a delivery with an estimated time of arrival and determine a meeting place.
- Discuss “buzz-in” features found in most apartment complexes.
- When delivering to a hotel, you may need the front desk’s permission, or they may need to call the room to contact the Customer.
- Store’s policy when an item is forgotten in a Customer’s order.
 - The most common forgotten item is a soda. It’s okay to stop at a gas station or convenient store to pick up the soda.
 - Keep the receipt for the soda. Toppers will reimburse you at the end of your shift.
 - If either the Customer or Team Member catches an error during the transaction at the door, do whatever it takes to make the Customer happy.
 - This is an opportunity to make it right on the spot.
 - Kill it at the details and let the Customer know you found an error.
 - Have another Driver bring out the forgotten item ASAP.
- Explain what a good transaction with the Customer looks like at the door. (Not No Contact)
 - Take the Customer’s food out of the hot bag.
 - Never have them remove the food from the hot bag.
 - During the transaction always be polite, courteous, smile, and engage in non-transactional chatter.
 - Always give exact change, unless they say otherwise.
 - Never ask if they need change, assume they do.
 - Never give any indication that you’re upset if the Customer didn’t tip.
- Driver cannot get a hold of a Customer to deliver their food.
 - Driver should call them at least three times.
 - Leave a message and let them know that you’re taking the food back to the store, but that we can redeliver if they call back promptly.
 - Let the Manager in charge know that you could not get a hold of the Customer, and place the order back on the heat rack.
 - Write “Returned” on the order, and the time it was returned.
 - If a Customer calls back your cell phone or the store and would like you to redeliver, do so without hesitation.
 - Never deliver an order that has been sitting on the heat rack for more than 15 minutes. Have the food remade, then redeliver immediately.
 - Never sell unclaimed pizzas, period.
- Honoring the Guarantee at the Customer’s door.
 - Inevitably there will come a time when a mistake is made and you will have to handle this situation while at the Customer’s door.
 - Do whatever it takes to make the Customer happy!
 - Drivers are empowered to give a discount or make items (or entire orders) free in situations similar, but not limited to the following:
 - Incorrectly made food
 - Late delivery
 - Forgotten items
 - Price discrepancy
 - If you Honor the Guarantee at the door, whether it’s a discount or free item, you are required to notify the Manager immediately upon returning to the store from that delivery.
 - The Manager will follow-up with the Customer who received discounted items, or free items on their order accordingly.
- Discuss the importance of Driver safety.
 - This is your number one job!
 - Keep your car doors locked at all times.
 - Turn off your vehicle and take your keys.
 - Never deliver to a poorly lit area/house. Call the Customer and have them turn on the porch light.
 - **Never deliver if the situation feels unsafe for any reason.**
 - In the unfortunate event of a robbery Drivers should always cooperate with a robber unless it

involves them getting into your car.

- We do not allow weapons to be carried by any Toppers Pizza Team Member. It can escalate a situation quickly and put you in danger.
 - Some states allow a licensed person who uses their own motor vehicles for work purposes to carry a firearm or other weapon in their vehicles. If you are a licensed person, use your own motor vehicle for work purposes, and are in a state where this is permitted, any weapon you carry in your vehicle while working must remain in your vehicle and be properly encased with a lock and kept in a location in the vehicle out of sight.

- While delivering you must abide by and respect all moving and non-moving traffic/parking laws.
 - Toppers Pizza is not responsible for parking tickets, or towed vehicles.
- Respect and be courteous to all drivers on the road.
- Respect the weather conditions and drive accordingly.

The scenarios below are to be role-played from start to finish.

- The dedicated Trainer should assume the role of the Customer, while the Trainee plays the delivery Driver.
 - Driver does not have enough change for the Customer.
 - Driver forgot the credit card slip.
 - Driver forgot a 2 liter of Diet Coke.
 - A pizza is missing from the Customer's order.
 - Driver cannot find an address and the Customer isn't answering the phone.
 - Customer is receiving a late order; however they are not satisfied with a Late Order Card.
 - Customer thought their total was less than the price on the label.

Downtime

As delivery Drivers, our job is to deliver food fast. However, **our Mission is to take care of the Customer at all costs**, so we drop everything when the moment presents itself to do just that. Remember, **the Mission trumps the job.**

- Answering the phones
 - Drivers should always be the first to answer the phones.
- Sweeping floors
- Folding pizza boxes
- Bagging runs for fellow delivery Drivers.
- Restocking the bathroom
- Cleaning the lobby and tables
- Washing dishes
- Local Store Marketing activities
 - Door-hanging, Toppers Times, etc.
- Prepping needed items.
- Running store related errands
- Cleaning tasks.
- Restocking the make-line
- Pulling out the dough needed for the next shift

Other areas Drivers may be needed:

- Driving is just one part of the job at Toppers. We may ask you to work inside shifts, perform marketing tasks, attend store meetings, etc.

Part 3: Where the Rubber Meets the Road

Trainee takes deliveries