

Section 18

Delivery Procedures

GENERAL STATEMENT

As a Pizza Pro Team Member, it is your responsibility to deliver a quality product to the customer in a safe, timely manner, following all traffic laws and the principles of safe driving.

Most often you are the only Pizza Pro Team member that the customer sees. Your courtesy and professional appearance are an important part of how our customers perceive us as being #1 Service, Product, Pride.

When you make a delivery, feel proud of yourself, and the company you represent. Look sharp, and present yourself to the customer with a big smile and sincere enthusiasm.

CUSTOMER SERVICE

- Pizza Pro has been built on two principles: Product Quality and Customer Service. By following established recipes and procedures, each Pizza Pro unit can produce a superior product that customers will enjoy every time. But a high quality product is not enough to guarantee good business.
 - CUSTOMER SERVICE is absolutely essential to my business. The biggest part of our Customer Service is getting our high quality product to the customer in a reasonable amount of time.
- ** If we are not prepared well enough or if we do not schedule enough team members to give the best Customer Service in town, WE should pay for it, not the customer.
- Any dissatisfied customer will tell 10 others that your service or product is bad. Those 10 each tell 3 others that you have the worst product or service in town. So we now have 41 potential customers that think you give bad service or have a bad product and you SAVED \$2.00.
- ** On the other hand if there is a problem with an order and you go out of your way to correct it right away, the customer will feel that you care about him and tell others of your good service.

The Pizza Pro Policy for Customer Service is:

- If the order is mis-made or given to the wrong customer, the order should be given to the customer FREE OF CHARGE.
- Anytime a delivery customer waits 30 minutes to receive their order they should receive a \$3.00 Gift Certificate for their next order.
- Any time a delivery customer waits 45 minutes to receive their order they should receive the order FREE OF CHARGE and a \$3.00 Gift Certificate for their next order. If a delivery customer's order is in the store and it is 45 minutes old, call the customer and inform them that the pizza is being remade and will be sent out free of charge.

- Never sell or give away any pizza that is 45 minutes old. REMAKE it.
- Never sell or give away any pizza that has been returned to the store because it was put in the wrong box, was mis-made, was delivered to the wrong address or any other reason.

DELIVERY AREA

Your delivery area must be pre-approved by the Pizza Pro Corporate Office.

The delivery area is very vital to the profitability of your store. Every effort should be made to define a delivery area that offers efficient customer service, but will also contain a population base that will generate sales.

Orders should arrive at the customer's house in less than 30 minutes. **Remember the Pizza Pro Customer Service Guidelines!!!!**

A general guideline to follow is not to drive more than seven (7) minutes in any one direction. This is during a high volume of traffic.

It is always better to start with a smaller delivery area and then expand if the need arises. Changes in delivery areas must be approved by Pizza Pro, Inc.

DISPATCHING ORDERS

DISPATCH

NEW DISPATCH

FAST DISPATCH

DISPATCHING AN ORDER TO A DRIVER

The TMS/Quik Order System allows you three methods of dispatch. In setting up the System parameters, you have a choice between Dispatch, New Dispatch or both. You can also enable the Fast Dispatch System. You may also choose which of the three you wish to display on the MAIN MENU. You may change these parameters at any time depending on which dispatch method you decide you prefer.

We strongly recommend the newest and quickest of the three programs, Fast Dispatch. Users who have tried it prefer it to the other two.

In order to use the Fast Dispatch program, you must (1) enter <Y> for the parameter ENABLE FAST DISPATCH SYSTEM in General Set-Up parameters and you must (2) enter <Y> for the parameter AUTOMATICALLY ACCEPT DEFAULT RESPONSES ON FAST DISPATCH in the Delivery Options parameters.

Option 1: Fast Dispatch

1. At the MAIN MENU, type <F> then press <ENTER> to select FAST DISPATCH.
2. The System displays the FAST DISPATCH screen and prompts you for the Driver ID#.
3. Enter the number of the driver you want to dispatch. This driver must already have clocked in before dispatch can proceed.

4. The System fills in the FAST DISPATCH screen. It displays the driver's name, the store number, name and address and presents a list of options.

OPTIONS

- 1 - [A] **dd/Remove Orders From This Run**
- 2 - [C] **heck-In Driver**
- 3 - [E] **dit Late/Returned Orders**
- 4 - [V] **iew Dispatched/Undispatched Orders**
- 5 - [Q] **uit**

5. The System assumes you want to [A]**dd/Remove Orders From This Run** and prompts you to **Enter Order # to Dispatch**.
6. To see a list of undispatched orders, <V> instead of an order number.
7. Enter an order number from the list and press enter. Continue entering as many numbers as you like. When you've finished, press <Enter> instead of entering another number. The System returns you to the MAIN MENU.
8. The System will not allow you to enter a number that is not that of an undispatched order. If you accidentally re-enter the same number twice, the System will advise you that this order has already been dispatched.

Option 2: New Dispatch

This option may seem a little more complicated at first than Option 3, but it offers more features and thus more flexibility. It is not as fast as Option 1.

1. At the MAIN MENU, type <N> then press <Enter> to select New Dispatch.
2. Enter the Employee Number of the delivery person you wish to dispatch then press <Enter>. Notice the menu that appears at the bottom of the screen showing you options.
3. Type <V> then press <Enter> to view all undispatched orders in your store. You can use this list to select the order numbers you want to dispatch now.
4. Enter the Order Number of each of the orders you want delivered.
5. When you've finished entering orders, type <D> then press <Enter> to dispatch the driver. The System returns you to the MAIN MENU.

Option 3: Dispatch

1. At the MAIN MENU, type <D> then press <Enter> to select Dispatch.
2. Enter the Employee Number of the delivery person you wish to dispatch.
3. Enter the Order Number of each of the orders you want delivered.
4. When you've finished entering orders, just press <Enter>. The System returns you to the MAIN MENU.

If the driver you want to dispatch has not been check in from a previous delivery, the System will remind you and give you the option to check in the driver before dispatching again.

Adding Orders to a Run

Option 1: Fast Dispatch

When you enter the Driver ID# of a delivery person to whom you've already dispatch orders, the System will assume you want to check the driver in.

1. To add orders tot he run, type <N> or press the <UP> arrow key. The cursor will move to the Your Choice field.
2. Type <1>. Now the System prompts you to Enter order # to dispatch. Enter the number(s) of the order(s) you wish to add.
3. When you've finished, press <Enter> instead of entering another number. The System returns you to the MAIN MENU.

Option 2: New Dispatch

When you enter the employee number of a delivery person, the System displays orders Placed on THIS Dispatch Run. Type <2> or <A> to ADD an Order to This Dispatch Run. When you're finished adding, type <6> or <D> to DISPATCH This Driver ON THIS RUN.

Option 3: Dispatch

When you enter the employee number of a delivery person to whom you've already dispatched orders, the System will tell you that person has not been checked in. Type <A> to ADD AN ORDER, then enter the Order Number(s) you wish to add.

Removing an Order from a Run

Option 1: Fast Dispatch

1. If you've already dispatched the driver, the System will assume you wish to check the driver in.
2. To remove an order from the run, type <N> or press the <UP> arrow key. The cursor will move to the Your Choice field.
3. Type <1>. Now the System prompts you to Enter order # to dispatch. Type a minus sign <->, then enter the number of the first order you wish to remove, for example <-73452>. Continue entering order numbers as needed.
4. When you've finished, press <Enter> instead of entering another number. The System returns you to the MAIN MENU.
5. If you are still in the process of dispatching the driver and have added orders to his or her run by mistake, you can simply re-enter the numbers preceded by a minus sign.
6. To remove all the orders on the run, type <-ALL>.

After you enter the appropriate employee number, type <3> or <U> to Undispatch. Now enter the order number to delete the order number to delete it from the run.

Any orders you've deleted from a run will now show up again as available for dispatch.

Option 3: Dispatch

After you enter the appropriate employee number, type <U> to Undispatch. You may then enter an order number, delete from the run or enter <A> to delete all orders for this driver.

Checking in a Driver

When a driver returns from a delivery run, it's important to tell the System. The fastest way to do this is with the Fast Dispatch program. Depending on how your System is set up, you may also use the Check-In program.

Option 1: Fast Dispatch

1. At the MAIN MENU, type <F> then press <Enter> to select Fast Dispatch.
2. Enter Driver ID# of the delivery person you wish to check in.
3. Because this driver has previously been dispatched, the System automatically assumes you wish to check in the driver. It shows you a list of orders dispatched on the run and the time they were dispatched.
4. To check in this driver, just press <Enter>.
5. If this is not the driver you want to check in, type <N>.

Option 2: Check-In

1. At the MAIN MENU, type <C> then press <Enter> to select Check-In.
2. Enter the driver's employee number. The System asks you to verify the name is correct. If so, type <C> then press <Enter> to continue.
3. The System asks:
ANY LATE OR RETURN ORDERS?
4. If there are none type, <N> then press <Enter>.

Marking Orders as Lates or Returns

Option 1: Fast Dispatch

1. When you enter the Driver ID#, the System will prompt you to add orders or to check in the driver depending on the status of the driver.
2. Type <N> or press the <UP> arrow key. The cursor will move to the Your Choice field.
3. Type <3> to select [E]dit Late/Remove Orders.

4. When the System requests the edit password, enter <P> or another valid password.
5. To see a list of all the orders that have been dispatched to that driver, type <V>.
6. Enter the number of the order you wish to edit.
7. The System displays the customer's address for that order and the dollar amount.
8. Type <L> to mark the order as late.
9. The System prompts you for a Reason order was late. To see a list of the REASON CODES, press the <Help> or the <Home> key.
10. Enter the code, for example, <8> for FORGOT COKES.
11. The System prompts you for the Discount Amount. Press <Enter> to return to the MAIN MENU.
12. The System prompts you for another order number. Enter another number or press <Enter> to return to the MAIN MENU.
13. You will mark an order as returned in the same way. As with late orders, press the <Help> key to see a list of the REASON CODES.

Option 2: Check-In

1. During Check-In (see above), enter <Y> when the System asks ANY LATE OR RETURN ORDERS?.
2. Enter the LATE ORDER #.
3. Enter the code for the appropriate LATE REASON. For example, <1> NO ONE HOME or <12> DRIVER LOST.
4. If you're not sure of the correct code, type <?> then press <Enter> for a list of Late Reasons.
5. Enter the LATE DELIVERY DISCOUNT. Press <Enter> to continue.
6. Enter another LATE ORDER # or press <Enter> to continue.
7. Enter a RETURN ORDER # or press <Enter> to continue.
8. Enter the code for the appropriate RETURN REASON. For example, <1> Wrong Order or <8> Vehicle Breakdown. If you're not sure of the correct code, type <?> then press <Enter> for a list of Return Reasons.
9. Enter another RETURN ORDER # or press <Enter> to continue.
10. Enter the amount of CASH-IN, then press <Enter>. The System will return you to the MAIN MENU.

REQUIREMENTS FOR DELIVERY DRIVERS

- Must be 18 years old.
- Must have proof and maintain proper insurance on the delivery vehicle.
- Must have a valid “Drivers License” with no more than 1 violation.
- Must have necessary items available prior to starting shift.
- Must have knowledge of the delivery area.
- Must know Safety and Security Procedures.
- Must know how to effectively route orders.
- Must know how to check orders for accuracy
- Must know how to process yellow order slip (Manual Stores).
- Must know how to dispatch orders (Computer Stores).
- Must drive safely
- Must follow proper delivery procedures.
- Must know how to maintain an accurate bank.
- Must know how to complete “Pre-Rush Prep.”
- Must know closing procedures.
- Must know “Order Taking Procedures.”
- Must assist with other areas inside the store.

PRE-SHIFT PREPARATION

Have available the following items:

- ** Watch
- ** Pen
- ** Waist pouch for bank (optional)
- ** Spotlight (Flashlight)
- ** Area Map
- ** Driver Bank
- ** Car-top Sign/Window Wing

Fill Your Tank before arriving to begin your shift.

- ** Stopping for gas on the way to a delivery means that the customer must wait longer for their order and the product delivery time increases.
- ** The same principle applies if you stop for gas on the way back from a delivery.
- ** Don't make a customer wait for their order - start your shift with a full tank.

Always carry a pen with you.

- ** When a customer gives you a check without all of the required information on it, you can quickly give them your pen.
- ** This saves time.

The required information on a check is:

- ** Customer's name.
- ** Customer's “Drivers License Number” or “Social Security Number.”
 - *** State law requires that some form of ID be checked to insure the number is correct.

** Address.

*** If the delivery address is not the same as the address on the check, write the delivery address on the check.

** Home and work phone numbers

** Paid to Pizza Pro (never to the driver)

** Dollar amount written in (total can include the tip)

** Check must be signed

** Correct date

USE A WAIST POUCH (optional) to carry your money in.

** It is very easy to lay your bank down somewhere and walk off and forget it.

** By using a waist pouch you will always have your money on you.

** Taking money in and out of your pocket could be cumbersome.

** A waist pouch allows you to conveniently handle the bills and change without removing them except for the change.

YOUR BANK

** You're driver bank amount is \$20.00

NEVER LEAVE THE STORE WITH MORE THAN \$20.00 IN YOUR BANK

** After every delivery make a drop to bring your bank back down to \$20.00

** Each time you leave the store to make a delivery, make sure you have enough change for the customer (ones, coin change).

A Spotlight or flashlight is a must for deliveries in the dark.

** Many customers have their street number attached to the building, and even with porch lights on it is difficult to see the posted numbers.

** A good spotlight or flashlight will save you time.

Area map available in your car.

** If you get lost on a delivery, the map will save you the time of stopping and asking directions (safety & security).

Knowledge of Delivery Area

** Having a strong knowledge of the delivery area will help reduce delivery times.

** The store map is an excellent resource. It makes your job easier, and certainly speeds up the routing and delivering process.

** If you're not as familiar with the delivery area as you would like to be, spend more time studying the store map.

Effectively Route Orders The following procedures explain how to effectively route orders for delivery.

** Oldest order always leaves the store first.

** Preview orders on the cut table (while pizzas are being made)

** Determine which orders will go together (one driver)

** Use the store map, if necessary, and establish your route.

Proper Delivery Procedures

** Never enter the customer's house, apartment or motel room.

** Never have a rider in the delivery vehicle. The only exception to this is when the Manager assigns a trainer/trainee to ride in the vehicle.

** Check Orders for Accuracy (extra sauce, pepperoncinis, soft drinks, all pizzas accounted, etc.)

*** Our goal is to "Deliver what the CUSTOMER orders."

*** This includes all side orders.

- ** Process the order.
 - *** Manual Stores remove the yellow slip from the pizza box and place it on your hook.
 - *** This slip must remain in the store.
 - *** You are responsible for all of the slips from the orders you deliver.
 - *** At the completion of your shift you will need all of the yellow slips for checking out your bank.
 - *** If you accidentally give the customer the yellow slip, inform the Duty Manager as soon as possible.
 - *** Computer Stores dispatch the order.
- ** Placed the pizza in hot bag.
 - *** Never leave orders in a hot bag with the flap open.
 - *** If you leave a hot bag unattended for even a few minutes, close the flap.
- ** One address per Hot Bag. Never place more than one address in a hot bag.
- ** Do not place soft drinks inside hot bag.
 - *** This will cause the pizza to cool down and the soft drinks to warm up.
- ** On the way out the door call the time out from when the order was placed and the number of soft drinks.

EXAMPLE: If the customer placed the order 18 minutes ago and there are 2 cokes and 1 diet coke on the order, on the way out the door you would call out:

OUT IN 18, 2 COKES AND 1 DIET COKE.

- ** Buckle up, ALWAYS. Drive safely. Do not speed. Obey all traffic laws.
- ** Use your headlights. We want everyone in town to know you are on the road.
- ** Drive safely to your destination.

THE THREE MINUTE RULE: Once you arrive on the delivery street look for the address for NO MORE THAN THREE MINUTES. If you can not find the address after THREE MINUTES, go to the nearest telephone and call the customer for directions.

Never Deliver To A Dark House: Go to the nearest telephone and call the customer.

- ** Leave your headlights on at the customers house.
 - *** This will help light the walk way and you.
- ** Always take the order to the door in a “Hot Bag”.
- ** Look sharp: Clean, Pressed Clothes, Hat and Name Tag worn properly and with a Smile!
- ** Ring the doorbell and briefly knock (unless otherwise instructed).
- ** Greet the customer with a friendly smile. Give your name, the total price of the order and how long it has been since they placed their order.

EXAMPLE: HI, MY NAME IS TOM, THE TOTAL OF YOUR ORDER IS \$14.99 AND IT HAS BEEN 22 MINUTES SINCE YOU PLACED YOUR ORDER.

- ** Remember if it has been 30 minutes or longer since the customer placed the order they will receive a Gift Certificate for \$3.00 off their next order.

- ** Any time a delivery customer waits 45 minutes to receive their order they will receive the order FREE OF CHARGE.
- ** Remove the order from the hot bag and give it to the customer.
- ** Place hot bag under your arm, freeing your hands to make change.
 - *** This is why we only put on order per hot bag.
- ** Make change quickly and efficiently. Count back, aloud to the customer.
- ** Always thank the customer with a big smile.
- ** Return directly back to the store.
- ** Call out the delivery time as you enter the door.
 - *** This is the time you told the customer.
- ** Make your money drop.

The One Minute Rule: If there are other orders to be delivered when you arrive back at the store, you have One Minute to Make a Drop, Bag The Order, and Leave the Store.

Helpful Hints For Delivery:

- ** If a customer does not answer the door, DO NOT return to the store. Go to the nearest telephone and call the customer.
- ** Never deliver to a dark house.
- ** If the customer tells you they did not place the order apologize and ask them for their phone number. Check the phone number on the box, if it is the same apologize and return to the store.
 - *** If the phone number is different, go to the nearest telephone and call the customer.
 - *** NEVER sell the pizza(s) to someone that did not order them.
 - *** NEVER sell the pizza(s) at a discounted price.

Make Money Drops:

- ** Never leave the store with more than \$20.00 in your bank.
- ** It is important that you drop after every delivery.
- ** Drop all checks and coupons.

Security:

- ** Unfortunately, in every food delivery business we face the possibilities of being robbed.
- ** Be alert, pay attention to your surroundings.
- ** If something does not look quite right on a delivery, don't take any chances.
- ** Go to the nearest pay phone and call the customer to verify the order.
- ** Call the customer and ask them to turn on a porch light if the house is dark.
- ** Know where the high security areas of your area are.
- ** Take every precaution you can.
- ** Never carry any kind of weapon on your person or in your vehicle.
- ** Never have a rider in the delivery vehicle.
 - *** The only exception to this rule is when the Duty Manager assigns another Team Member to ride in the vehicle for training.
- ** Here are some helpful hints in the case of an actual robbery:
 - *** Don't resist.
 - *** Give them what they want.
 - *** Get as good of a description as you can.
 - *** Don't stare the robber down. He/she might see it as a threat.
 - *** Go to a well lit place.
 - *** Call the Duty Manager. The Duty Manager will call the police.
 - *** Cooperate fully with the police.

- *** Return to the store.
- ** Here are a few things to look for:
 - *** Race, scars, tattoos, speech and clothing
 - *** Age, build, hair, eyes and glasses
 - *** Vehicle (make and model), color, Year, License, Make, Damage

DEFENSIVE DRIVING

Always drive 5 miles under the posted speed limit.
Never speed. There is no reason to speed. Getting the pizza to the customer is never as important as safety. Any employee that is cited for speeding or reckless driving will be terminated.

Always check the mirror.

Have turn signal on early.

Use lit car top/window wing sign.

Keep eyes on the road.

Do not cheat on traffic signals.

Look in both directions.

Do not tailgate.

Respect the weather.

Driving in the FOG:

- ** Chain collisions are a frequent and serious threat when driving in FOG.
- ** Headlights in mist and fog can interfere with the vision of oncoming drivers and their headlights have the same effect on you.
- ** Fog destroys depth perception and even plays tricks on the imagination, making you see things in the road that aren't there.
- ** You can come abruptly upon an obstacle, without time to stop.
- ** Fog can appear without warning, or vanish in an instant.
- ** Drastically reduce your speed and be prepared for breaking.
- ** Proceed cautiously and keep your headlights on low beam.
- ** Watch the right side of the road, not the lane marker or center line on your left.
- ** If you must park pull completely off the road.
 - *** Use your flashers
 - *** Do not leave your vehicle lights on. They could trick an approaching motorist into following you and cause a rear-end collision.

Do Not Follow Close:

- ** Use the following Distance Countdown
 - *** You should maintain a "4" second distance between your vehicle and the vehicle in front of you.
 - *** Notice the vehicle ahead as it reaches some fixed object (sign, tree, marker, etc.) close to the roadside.
 - *** At that moment count at a medium pace "1,000 and 1 1,000 and 2, etc." until your vehicle reaches the object.
 - *** If your vehicle reaches the object before the "4" count, slow down you are following too close.
- ** When poor road conditions exist, extend the count to "6" seconds.

Hydroplaning:

- ** On wet pavement, tires can actually lose contact with the road.
- ** This sudden loss of control can send you into a "killing" skid.

** As your vehicle rolls along on wet pavement a layer of water builds up ahead of the front tires. When the tire treads can no longer dispense this water, the wheels are lifted up in much the same way water lifts a skier.

** The danger of hydroplaning is always present on wet roads.

** Hydroplaning occurs at virtually all speeds.

** Here are some suggestions for wet weather driving:

*** Reduce your speed.

*** Wipers on, lights on.

*** Allow extra distance for stopping.

*** Drive in the tracks of the vehicle in front of you.

*** Avoid deep water and puddles.

Reduce Skidding:

** One of the most dangerous situations while driving is skidding on wet or icy roads.

** To help keep a skid from becoming a tragic collision, you must know what to do in advance.

** Helpful Hints:

*** Keep yourself under control.

*** Don't slam on the brakes. This can lock the wheels, cause a lose of traction, and actually increase the skid.

*** Keep the vehicle in gear. This helps reduce speed and produces maximum control.

*** Don't lift your foot from the accelerator suddenly.

*** It takes two or three times the normal distance to stop on slippery streets.

*** When roads are wet or icy, slow down and avoid any sudden movements.

Look Before You Back:

** Improper backing is the number one cause of accidents.

** Always walk around the back of your vehicle before getting in and backing up.

** You can not see all of the hazards behind your vehicle from the drivers seat.

** Small children, toys and low objects such as hydrants, posts and fences can not be seen from inside the vehicle.

** Try to park so that you do not have to back up.

** Always sound your horn before backing when small children are in the area.

Slow Down In The Rain:

** Streaky windshields, night glare and rain considerably reduce your ability to see.

** During dry periods a layer of residue builds up on the road surface, when it rains the water floats it loose and slick film forms on the surface.

** Check your wiper blades.

** Wipers on, Lights on. Always use your headlights.

** Check your braking immediately after driving through deep water.

Watch the vehicle in front of you:

** Pay strict attention to the vehicle in front of you.

** Look for things that could cause the vehicle to stop.

** Do not follow too close.

** On Icy and Wet roads increase your distance.

Watch the Intersections:

** Do not assume that the other vehicle is going to stop because you have the right of way.

** Watch for cross traffic.

THINGS OUR DRIVERS ALWAYS DO AND DON'T DO

- Never have a rider in the delivery vehicle.
- Always report to work with a full tank of gas.
- Always use a lit car top/window wing sign.
- Always put one address per Hot Bag.
- Never put cold drinks in a Hot Bag with pizzas.
- Never leave the store with more than \$20.00 in your bank.
- Always use seat belts.
- Always use headlights.
- Always call out times going in and out the door.
- Always take the order to the door in a Hot Bag.
- Always wear a complete uniform.
- Always make drops.



Delivery Procedures Test

1. If it has been 35 minutes since the customer ordered when you get to the door, what do you do?

2. If it has been 45 minutes since the customer ordered when you get to the door, what do you do?

3. How much money can you have in your bank?

4. What is the one thing you must do before reporting to work?

5. There are six Pre-Shift Preparation requirements. What are they?

1. 2.

3. 4.

5. 6.

6. When is it not alright to use a car top/window wing sign?

7. Why is it important to report for duty with a full tank of gas?

8. Why is it important to always have a pen when your on duty?

9. When the oven-tender calls out "Run-Up," list what you will do in what order...

10. What is the "Three Minute Rule?"

11. What is the "One Minute Rule?"

12. You arrive at the delivery location, the house is dark, someone is standing next to a parked car in the street, what do you do?

13. When you return to the store after a delivery what are the two things you must do?

1. _____

2. _____

14. What is hydroplaning?

15. What do you do with the yellow slip after taking it off the box?

16. Who can ride with you on a delivery?

17. What is the one thing you must do before backing.

REMARKS: