[COMPANY LOGO]

Delivery Order Pick-Up & Drop Off (For Contact Deliveries)

Last Updated: 22/01/2024

Employee Responsible: Delivery Boy

Purpose:

To outline the standard steps that the delivery driver must take when picking up a new order(s) from the service kitchen, and dropping the order(s) off at the customer's location.

Review Procedure:

This procedure document should be reviewed (and updated if necessary) by the **Regional Supervisor** at least **Once Every 2 Months** or immediately after any operational procedure steps have been changed at any point.

Order Pick-Up

Procedure:

1. Arrive to the satellite kitchen location
2. Remove and place any ice packs in the ice pack return bin (if applicable)
3. Wash hands in the designated hand washing sink thoroughly according to the "Handwashing Procedure"
4. Approach the designated "Order Pick-Up Shelf"
5. Open the delivery driver application on your smartphone
6. Identify the order number of the assigned order you will be delivering
7. Locate the assigned order's bag (Identify the correct bag by checking the bag receipt label)
8. If the order has not been placed on the shelf by the time you arrive to the pick up shelf, wait by the shelf until the order has been brought out
9. Remove the bag with the order number that corresponds to the assigned order number on your delivery driver phone application
10. If there are multiple bags in the same column on the pick up shelf, all of the bags belong to the same order and must be delivered together
11. Carefully transport the bag(s) in a leveled manner to the delivery backpack

For Chilled Item Deliveries:

1. Lay a fresh ice pack resting on opposite sides of the inside of the bag.
2. Place the paper bag(s) in the center of the delivery backpack between the ice packs, right side up.

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For Both Hot & Chilled Item Deliveries:

1. Firmly attach the center divider to each velcro end.
2. Isolate the hot bag(s) on one side of the delivery bag.
3. Lay fresh ice packs resting on the opposite side of the bag.
4. Place the paper bag(s) in the center of the delivery backpack between the ice packs, right side up.

12. Fully zip up the top of the delivery bag
13. Select the “Confirm Order Pick-up” button in the delivery driver application on your smartphone
14. Open the delivery driver app to the customer’s order drop off location on the GPS
15. Attach the smartphone to the motorcycle’s phone holder and proceed to the customer’s location

Order Drop-Off

Procedure:

1. Remove the phone from the phone holder and review the delivery address to ensure that you are at the correct drop-off location
2. Memorize the first name of the customer (found on the application or front of the delivery bag) so that you can address him/her by their last name when greeting them at the location (ex. Mr. Smith)
3. Adjust shirt, pants, and hair to make look as presentable and clean as possible
4. If there have been special drop off instructions written by the customer in the drop off notes section, follow the instructions exactly as outlined by the customer
5. Approach the door of the customer’s location while maintaining to hold the bag in a leveled manner
6. **For Home Deliveries:** Ring the doorbell button, and take 3 steps backwards while facing the door to ensure you are 2 meters away from the customer’s doorstep
7. Grip the bottom of the bag with your left hand and the top right corner of the bag with your left hand, leaving the customer the top-center or handles of the bag free for him/her to grab
8. As the customer approaches (or as you approach them), give him/her a very genuine smile, and maintain this smile for the entirety of your interaction with the customer

9. Make eye contact with the customer and say “Good evening/morning, Madam/Mr. (Customer’s Name). I have your order from [Company Name].”
10. Take one step forward while reaching the tray forward for the customer grab the center or handles of the delivery bag
11. If the the order has been prepaid, say “Enjoy your meal, thank you” while smiling, and begin to walk away from the door
12. If the order is to be paid with cash, take a step back and patiently wait with your hands behind your back or by your side until the customer arrives to the door with the cash
13. If the customer requests change back, calculate the amount of change he/she must receive based on the bill amount which they have given you
14. Reach into your fanny pack bag to collect the change required
15. Neatly stack the change into a pile in your hand and recount the stack in front of the customer to make sure that the change amount is correct
16. Once the change has been confirmed to be correct, hand the customer the change and complete step 14
17. As you make your way back to the vehicle, open the phone application and select “Complete Order”
18. Return to the delivery motorcycle to return to the pick up location or complete the next order

Monitoring

The on-site supervisor will ensure that all delivery orders reach their destination by observing all order’s live progress through the cloud based software from the company headquarters. Any orders which have difficulty reaching the customer will be dealt with by the supervisor according to our standard procedures.

SIGNATURES

Signatures from employees and management to confirm that they have read and understand procedures.

Staff Member Name	Signature	Date

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