**CNIC F&B**

**SUPERVISORS GUIDE**

**TO**

**FOODSERVICE DELIVERY**

**03-26-2020**

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# SUPERVISORS’S AREAS TO TOUR DAILY

Below are the areas of the kitchen that are part of the delivery process. The Supervisor should walk the store regularly to checking on these areas for the preparation of service, supplies, and sanitation.

**Cashier /Communications**

* Phones / Tablet
* Cash Registers
* Drivers' Log[[1]](#endnote-1)
* Waste Log[[2]](#endnote-2)
* Time clock

**Outside Area**

* Parking lot for delivery vehicles
* Dumpster and grease bin

**Kitchen**

* Preperation area or station
* Grill/fryer station

**Storage**

* Stock of delivery containers, boxes and paper products
* Refrigerated ingredients and bottled beverages
* Portion control condiments

**Cut Table/ Boxing/ Holding Area**

* Cutting/ Assembly table
* Heated holding cabinet
* Delivery hot bags, utensils, condiments
* Delivery pouches

**Dish and Utility Areas**

* Dish machine and pot sink
* Utility sink, mops, and buckets

**Safety**

* Fire extinguishers and suppression system
* First aid kit
* Hand washing

**Employee Area**

* Break area and restrooms

# STATION SET-UP

All Drivers and Cashiers working in the Delivery area need to be familiar with how the Delivery station is set-up. Key areas are as follows:

**Cashier/ Communications Station**

* Phones / Tablet
* Point-of-sale (POS) system
* Credit card validation machine
* Map of installation
* Refrigerator for bottled beverages
* Drivers’ Log1 (form)
* Waste Log2 (form)
* Delivery Call Back Form (form)
* Menu and special facility promotions/ coupons

**Make-Up Station**

* Make
* Ovens and warmer
* Remote ticket printer
* Deep Fryer
* Grill

**Cut Table/Boxing/ Holding Area**

* Worktable to cut and assemble items
* Heated holding cabinet
* Pre-assembled to-go boxes and bags
* Delivery pouches
* Condiments and paper products

**Delivery Station Side Work**

\*It is essential to keep busy while working at the facility. There is always something to do in a kitchen!

* Assemble delivery boxes
* Wipe off delivery pouches using mild soap and water; wipe dry with a towel
* Run dishes and utensils through the dish machine, sweep and mop the floor
* Restock condiments, paper supplies
* Help the cooks and others as directed
* Check with the Supervisor on duty for other duties

# SANITATION, HYGIENE & KITCHEN SAFETY

Included are some key points that apply to the delivery program.

**Sanitation**

* Keep your work area orderly and clean; Use sanitizing solution and a clean towel to wipe off the Cut Table/Boxing Area (keep towels in sanitizing solution when not in use)
* Keep delivery pouches clean; wipe out using sanitizing solution
* Wash your hands thoroughly and frequently
* Use pot sink properly
* Sink one Wash - hot, soapy water, 110 degrees
* Sink two Rinse- hot, clear water,
* 120 degrees
* Sink three Sanitize - warm water, sanitizer
* 75-120 degrees (Check chemical sanitizer instructions)
* Always have Chlorine test strips to check the pH of your sanitizer

**Personal Hygiene**

* Be clean when you arrive at work and wear a clean uniform
* Wash your hands after smoking or vaping, eating or drinking, touching hair or mouth, using restrooms, taking out the trash, sweeping or mopping floors
* Keep fingernails clean and trimmed

**Kitchen Safety**

* Avoid unnecessary slips and falls; Wipe up any spills and debris immediately; use yellow "caution-wet floor" sign when appropriate
* Keep exits and pathways clear
* Always lift objects by bending and lifting with your legs
* Keep the workplace clean and organized

**\*Always adhere to ServSafe and Navy Food Handling Sanitation Practices\***

# CASHIER RESPONSIBILITIES

* Obtain bank
* Make sure the point-of-sale (POS) system is working properly
* Always be friendly and polite!
* Take order information according to proper procedures
* Thank the customer for calling
* Ensure the cook is aware of the delivery area (Or other set procedure)
* Pass the order to the driver
* Assist in assembling/checking all orders
* Collect money from drivers when they return (Or other set procedure)
* Properly handle customer suggestions; refer complaints to the Supervisor immediately
* Record any returned food on the Waste Log2 and notify with Supervisor
* When time allows, assemble boxes, clean and organize delivery station and other areas, assist drivers and cooks

# CUSTOMER SERVICE SKILLS

**Tone of Voice**

* Be friendly and helpful
* Put a smile in your voice
* Your tone of voice is critical. It is not what you say, but how you say it

**Thoughtfulness**

* Add a personal touch
* Identify yourself
* Use the customer's name while taking order

**Use polite phrases**

* “Thank you"
* "May I have your phone number, please?"
* Always wait for the customer to hang up before you hang up

**Place the customer on hold only if it is necessary**

* Ask the customer if all right to place him/her on hold
* Wait for approval to do so
* Keep track of ''on hold" time
* Return to the customer within 30 seconds
* Thank the customer for holding when you return

**The Pace**

* Speak slowly and distinctly. Do not rush the customer
* Avoid mistakes by not hurrying
* Control the conversation so that the order may be taken politely and efficiently
* Ask for critical information before taking the order (name, phone number, address)
* Lead the customer through the order taking process efficiently by asking specific questions ("How many?" "What size?")

# THE DELIVERY ORDER AND ORDER TICKET

A delivery order called in by a customer is initiated on a Delivery Order Ticket. Depending on your facility, the Cashier will take the order electronically through the point-of­ sale system, or manually. Procedures for handling discounts and coupons determined by local policy

**The critical information taken on every delivery order is:**

* Customer name
* Complete address (street address, building#, room#, etc.)
* Customer telephone number
* Orders including toppings, add-ons’, condiments, etc.
* Any special instructions
* Method of payment (cash, credit card or third-party tender)
* Date and time order was taken
* Delivery Order Ticket number
* Cashier name

# TAKING A PHONE ORDER

**Greet Customer**

* Answer phone within three rings
* Thank the customer for calling and introduce yourself
* Ask if the order is for delivery or pick up
* Ask the customer for his/her name (confirm with customer the proper spelling of their name) and phone number
* Ask for delivery address (be sure to get building and room number if applicable)
* Repeat name and delivery address back to the customer for confirmation

**Taking the Order**

* Record the information as the customer provides it
* Go back and fill in any missing information
* Suggest at least two items
* Suggest LTO if available
* Avoid being overbearing or pushy
* Repeat the order to the customer

**Price Items and Calculate Total Bill**

* Calculate charges
* Mention Delivery Charge (If any) (example) $1.00 on all orders under $10.00
* Inform the customer of the total
* Ask customer the method of payment and get the appropriate information

**Close Conversation**

* Quote approximate time the order will be ready for pick up or delivered. Make the time longer if needed.
* It is better to quote a longer delivery or pick up time than to promise a time that cannot be met!
* Do not guarantee delivery times!
* Thank the customer for calling

# TAKING THE ORDER FROM APP / ONLINE

* Take the order
* Acknowledge the order on the tablet
* Print the order from the tablet
* Put the order into the POS system and submit the order to the kitchen

# DRIVER’S RESPONSIBILITIES

* Sign out the key on the Vehicle Usage Log3 for installation supplied vehicles
* Check the condition of your vehicle according to proper procedures; Make sure the vehicle has required signage
* Always carry a valid driver's license and base ID
* Always have adequate vehicle insurance (if not installation owned)
* Do not eat, drink or smoke while delivering
* Be sure to have a map, flashlight, and cell phone when making deliveries
* Obey all traffic laws and post regulations
* Do not carry any unapproved employee or non-employee passengers while making deliveries
* Obtain your change bank from the Cashier (If required)
* Make sure your station is fully stocked
* Wear proper uniform and check that your appearance is clean and professional

**For each order:**

* Review the order
* Enter order number on Drivers’ Log1
* Check the address; Find directions if necessary
* Determine your delivery route (Important with multiple orders)
* Gather delivery pouch and any accompaniments
* Check the order for accuracy
* Deliver food and return to the facility promptly
* Pay Cashier for orders delivered (Or follow other set procedure. See Supervisor)
* Keep busy: assemble boxes, clean and organize, wash dishes, take out trash, etc.

# DRIVER UNIFORM AND APPEARANCE STANDARDS

Drivers are representing MWR. Everyone must be dressed in proper attire. When they look good, the customer will appreciate our professionalism.

**UNIFORM**

* Always wear the proper attire. It should be clean and in good condition.
* Name Tag
* Hat – If a hat is a ball cap then the bill must be facing forward
* Jacket in cold weather – Must be clean and presentable
* Pants with belt
* Socks with closed-toe shoes
* Utilize appropriate reflective gear

**APPEARANCE**

* + Other appearance standards are:
	+ Hair must be clean, confined and under a hat or hairnet
	+ Hands, nails, and face must be clean
	+ Wearing a minimal amount of jewelry is allowed: Per facility approved policy.
	+ Any buttons or other uniform adornments must be authorized

# DELIVERY VEHICLE REQUIREMENTS

* Vehicle must have adequate insurance according to state and local requirements
* The Operator must have a valid driver’s license in his/her possession at all times; Supervisor will make a license check monthly
* The Driver should do a maintenance check before making the first delivery; Points to cover are:
* Headlights, turn signals and brake lights Proper Tire inflation
* Brakes working properly
* Horn is in working order
* The proper amount of gas and oil
* Windshield wipers working, and the fluid topped off
* Overall cleanliness of vehicle (inside and out) is presentable
* Be equipped with a flashlight
* Report any accidents to installation Security / Police and your Supervisor immediately
* Driver and the Supervisor must check the vehicle before making the first delivery of the shift
* Driver signs out the keys for the assigned vehicle in the Vehicle Usage Log[[3]](#endnote-3)
* Report any mechanical or maintenance problems immediately to the Supervisor (anything not working correctly, strange noises or vibrations, etc.)
* Installation might have a Daily Utilization Record (date, user, times used, miles driven, gas or oil added) that must be filled out correctly by each driver
* Installation may have an Operator's Inspection Guide and Trouble Report that needs to be filled out by each driver for each shift
* The vehicle shall not leave the base or make any unauthorized stops unless authorized by the Supervisor

# DRIVER SAFETY

**\*SAFETY is the most critical thing to remember when driving and making deliveries.**

* Our delivery quote time will allow plenty of time for each delivery so that you can drive in a manner that is safe at all times
* Whenever in a vehicle, ALWAYS:
* Wear a safety belt
* Drive safely
* Obey all traffic laws
* Do not bring personal or valuable items with you to work
* In case of an accident, notify the Security / Police immediately and your Supervisor
* Always be aware of pedestrians, crosswalks, bicyclists, playgrounds, and traffic

# DELIVERY AREAS

**Service Areas on Base**

* Your Supervisor will explain where you may and may not deliver. For your reference, a large map of the base is posted in the delivery area
* Do not hesitate to ask a fellow employee where a delivery location is if you can't locate it
* Never leave the store before knowing where to deliver
* Your store's delivery area is to be broken into quadrants, or small sections, to make planning your delivery route as easy as possible (when applicable)
* Plan the most efficient route
* It is best to deliver orders in the same quadrant if you are taking more than one order at a time
* If more than one driver is working a shift, trade orders to deliver efficiently in the same quadrants

# DRIVER DELIVERY SEQUENCE

**Driver Login**

* Clock in wearing the proper uniform
* Sign out assigned vehicle keys on Vehicle Usage Log3
* Inspect vehicle assigned to you
* Obtain cash bank

**Checking the Order**

* Review delivery tickets as the Items are being prepared
* Keep tickets in delivery order
* Get needed delivery pouch and supplies

**Check the Map**

* Check the map and plan the most efficient route

**“AWAY" with the Order**

* Check order and put food in delivery pouches
* Enter area and ticket number and time out on the Driver's Log1

**Driving, Arriving and Satisfying**

* Safely drive to the delivery location
* Park your vehicle legally and courteously
* Lock vehicle when delivering food
* Satisfy our customers' expectations with friendliness and politeness
* Upon returning, pay Cashier for each order delivered (If Required)
* Record time in on Drivers’ Log1
* Check-in with the PIC

**Waiting for another order**

* Assist others in the kitchen doing dishes, assembling boxes, sweeping, cleaning, stocking or other duties assigned by Supervisor
* Ask your Supervisor what side work or restocking needs to completed or other duties

**Driver Ticket Checkout**

* At the end of the shift, check out with Cashier for any open orders you may have to settle

#

# PROCESSING THE DELIVERY ORDER FOR PRODUCTION

**Starting the Order**

* Once the Cashier takes the order, the delivery process begins The order is entered into the POS System and then sent to two areas: Kitchen and to the delivery station or expediter
	+ Part 1 - To the kitchen station begin the assembly and cooking
	+ Part 2 - To the Boxing / Holding / Delivery Area for use by the Driver
* Be sure to organize the order tickets in the order received.

# DRIVER'S PRE-DELIVERY WORK

 **Get it Right**

* The driver should review each Order Ticket and prepare for the delivery.
* Check address and make sure you know directions
* Keep orders in sequence: Oldest orders first!
* Review ticket: Method of payment, coupons, and special instructions
* Gather any accompaniments such as napkins, utensils, etc.
* Place Order Ticket in delivery pouch window or designated area
* If possible, group orders in the same delivery area quadrant. Trade orders with other drivers, if necessary, but only after obtaining Supervisor approval.
* The wholly assembled order must be checked for accuracy buy the Supervisor, Expediter or Lead before it leaves the facility
* Place only one order per delivery bag
* Record the order number on the Driver' Log1

# GETTING THE ORDER TO THE CUSTOMER

**\*Once the order has been cooked, assembled, and put in delivery pouches, you are ready to make the delivery.**

**Preparing to leave the facility**

* Accurately record the order number on the Drivers' Log1 with the area and time out; this is ''awaying'' the order
* Double-check that you know directions for the delivery
* Make sure the delivery slip is in the plastic window of the delivery pouch with the address side up for easy reference
* This delivery slip copy must be handed to the customer
* Now, you are ready to get on the road with your deliveries!

**Driving to the Delivery Location**

* Move quickly to your vehicle with your orders
* Hold pouches as level as possible at all times
* Position the order in your car so that it remains flat and secure while driving
* Remember, safety is the single most important thing!
* Drive the most direct route to the delivery location
* Wear your seat belt at all times and follow all traffics laws
* Loud music is not permitted while driving
* Smoking, vaping, eating or drinking are not allowed in vehicles while delivering
* Use hands-free cell phone devices or wait until the car is stopped and properly parked.
* Park vehicle in a legal parking space

# DELIVERING THE ORDER TO THE CUSTOMER

* Get the order for delivery - hold pouches level
* Lock your vehicle while making the delivery to the door
* Move quickly to the customer's door and ring bell or knock
* Greet the customer at the door

*"Hi, I have your order from (Brand Name)" or "Hello, your directions were very helpful"*

* Avoid entering the customer's residence
* Repeat the dollar amount of the order
* If cash, make proper change. If a charge, ask for the customer's signature. (Check Local Policy)
* Thank the customer graciously

*"Thank you very much. Enjoy your meal," or "Thank you. Have a nice evening” or 'Thank you for choosing (Store Name)"*

* Return to the store immediately upon completing deliveries

# COMPLETING THE DELIVERY ORDER AND ON TO THE NEXT DELIVERY

Upon returning to the store, the driver needs to check out the delivered orders with the Cashier.

* Record the "Time In" on the Drivers Log1
* Present the delivery ticket to the Cashier with the appropriate amount of cash or other forms of customer's payment.
* If a charge, present the signed charge slip.
* Have Cashier sign the Drivers’ Log1 indicating payment was made
* Get ready for your next delivery!

# HANDLING CUSTOMER COMPLAINTS

* Listen politely to the customer's complaint
* Be courteous even if the customer is angry; the customer is only expressing anger at the situation, not at you
* Do not take complaints or criticisms personally
* Offer a reasonable solution if one is available
* Apologize sincerely and do not make excuses
* Be polite by using a friendly, understanding tone of voice and by using the customer's name
* Inform the Supervisor immediately about any complaints or concerns

# HANDLING RETURNS

* All Returned or refused items by the customer are to be returned to the facility
* Supervisor will call the customer to determine an understanding of the issue and to rectify the problem if necessary
* The item returned should be entered on the Waste Log2 and verified by the Supervisor
* Supervisor will determine the disposition of the returned item

# EMPLOYEE TIPPING GUIDANCE

* Reference CNICINST 5300.2 “Section 313”

# SUSPENDED DELIVERIES / SERVICE OR ANY OPERATIONAL CHANGES

* The Supervisor is the **ONLY PERSON** who can suspend deliveries or operations. This option is implemented, **ONLY** as a last resort and only, where operations cannot continue for an operational reason or where doing so may cause harm, such as weather-related instances or, base emergencies.
1. Driver Log Tab (Excel Spreadsheet “All Logs Types for Delivery CNIC Brands 03-12-20”) [↑](#endnote-ref-1)
2. Waste Log Tab (Excel Spreadsheet “All Logs Types for Delivery CNIC Brands 03-12-20”) [↑](#endnote-ref-2)
3. Vehicle Usage Log Tab (Excel Spreadsheet “All Logs Types for Delivery CNIC Brands 03-12-20”) [↑](#endnote-ref-3)