

## Learn all about it

Only the Highest Quality Food • The Highest Personal Standards • Out-of -this World Hospitality  
A Healthy, Growing Company • A Great Place to Work



## Employee Training Schedule

## DAY 1

- *Employee must be certified as an OrderTaker and C&P To-Go or Driver before Catering Systems training may start.*
- Review Catering Spec Chart, Guide and this POP
- With the help of the trainer, set up tables and complete table checks.
- With the help of the trainer take delivery orders during lunch.
- After lunch, with the help of the trainer, complete Catering pre-set for the next day.

## DAY 2

- Questions from first day?
- With the help of the trainer, set up tables and complete table checks.
- With the help of the trainer, take delivery orders during lunch.
- After lunch, with the help of the trainer, complete Catering pre-set for the next day.

## DAY 3

- Questions from previous day?
- With the trainer observing, set up tables and complete table checks.
- With the trainer observing, take delivery orders during lunch.
- After lunch, with the trainer observing, complete Catering pre-set for the next day.

## DAY 4

- Questions from previous day?
- With the trainer observing, set up tables and complete table checks.
- With the trainer observing, take delivery orders during lunch.
- After lunch, with the trainer observing, complete Catering pre-set for the next day.
- Certified trainer completes observation checklist on trainee
- Take Test

**\*\* Note: This POP is to be used in conjunction with the Catering spec chart.**



## HEALTH IS IN YOUR HANDS

- In order to keep our customers and families safe, you must memorize and follow all the procedures in the Food Safety Pop.

## DELIVERY SYSTEMS

The purpose of our delivery systems is to ensure that each catering customer experiences a timely and accurate delivery. The top two reasons a customer leaves us are late deliveries and inaccurate orders. These systems are in place to prevent these mistakes from happening. Use of the Front End AOR card will also ensure that all procedures are followed throughout the day.

## SETTING UP DELIVERY ORDERS

### Filing Future Orders

Each deli will have a Future Orders Binder that is kept in the Delco area at all times. This is a 2-inch black binder, with a clear plastic pocket on the front of the binder. There will be 8 divider tabs and 8 pocket dividers inside the binder. Each divider tab will be labeled for each day of the week, Monday through Sunday, with one tab labeled for orders placed for future weeks behind that. One pocket divider will be placed after each divider tab. The Catering Table Setup Grid should be inserted into the clear plastic pocket on the front of the binder. All future delivery and pick up order chits are printed and placed in the Future Orders binder under the appropriate day. The Am Delco is responsible for looking in the future orders tab of the binder at the end of each day and moving any tickets out that fall within the next 7 days.



### Tax Exempt Binder

Each deli will have a Tax Exempt Binder that is kept in the Delco area at all times. This is a 2-inch white binder with alphabetical tabs. Tax exempt forms should be stored alphabetically in this binder.

### Number Grid System

Each day, the number grid system is used to keep orders organized during production and setup. This system will also indicate to the driver what type of order they are taking. A new number grid will be printed daily and will be kept in the Future Orders Binder under the current day. To use the number grid system, follow these steps:

**Step 1:** Group each order based on which type of order it is. B is for breakfast orders, T is for Tray orders, X is for any Box Lunch orders, H is for Hot Food orders (orders placed using the dine-in menu), and P is for any catering Pick-Up order, regardless of the type.

**Step 2:** After each order is assigned a letter, assign a number within the type. For example, B1 and B2 would be two separate breakfast orders.

**Step 3:** Use the number grid to keep track of which numbers have been used and which number is next in line in each group. Cross off numbers as they are assigned to orders.

**Step 4:** Write the letter and number (B1, T3, X5) on the ticket and the bag list.

## Bag Lists and Catering Presets

Bag lists are used to tell everyone what is needed to complete an order and to ensure that no items are left out. Every order that includes trays or drinks will need a bag list. The AM Delco employees are responsible for ensuring that all bag lists and catering pre-sets for orders that come in before 4pm are completed. Bag lists for any orders that come in after 4pm should be completed by the PM Delco employees. To follow the bag list system, follow these steps:

**Step 1:** The current version of the electronic or manual bag list will be used for any orders needed. Use the catering spec chart to ensure all counts and quantities are accurate and make adjustments as needed. The catering spec chart will be printed in color and stored in a 2-inch red binder with clear sheet protectors. Each deli will have 3 catering spec chart binders on hand for employees to access. 2 will be stored in Delco and one will be stored in the office.

**Step 2:** Use the catering portion calculator to determine the weights for all fruit, veggie, salad, pasta, and potato salad trays, as well as Jane bar orders, to ensure we serve a consistent product to our customers. After calculating, print it out and give it to the employee making these trays.

**Step 3:** After generating a bag list, fill out the delegation list. This list will be used to complete the PM Pre-Sets for each order. Staple the bag list to the bag holding the PM pre-set items.

## Pre-calls

We will call each customer prior to delivering their food to ensure that we have all of the correct information regarding the delivery and the items ordered. All orders called in before 2pm for the next day will receive a pre-call the day before the delivery day. Any order called in after 2pm will receive a call on the morning of the delivery between 8 and 8:30am. To complete a pre-call, be sure to have a copy of the order in front of you, then follow these steps:

**Step 1:** Greet the customer and introduce yourself. "Hi, I am \_\_\_\_\_ with Jason's Deli and I am calling to confirm your delivery order with us."

**Step 2:** Verify that we have the correct date, time, and address, and that the items we have on the order are accurate.

**Step 3:** Thank them for their time and for their business.

**Step 4:** If you do not reach the customer, leave the following message: "Hi, I am \_\_\_\_\_ with Jason's Deli and I am calling to confirm your delivery order scheduled for (date and time, address). If you have any questions regarding your delivery, please call us at \_\_\_\_\_ and we will be happy to assist you. Thank you for choosing Jason's Deli."



**Step 5:** Next to the customer contact information on the chit or online order, you will put a V (for Verified) if you have spoken to the customer or an M (for Message) if a message is left. Include your initials on all tickets that you have called.

## Routing the deliveries

Orders will be grouped by size and distance to form a route for



**Step 3:** If ringing up the To Go order before hanging it, staple the receipt to the green ticket so employees know if the order was paid for when giving the order to the customer.

**Step 4:** After handing a To Go order to a customer, remove the yellow ticket and keep for future reference in case questions or problems arise with the order.

### Delivery Logging Procedures

Always take the time to thoroughly record all deliveries and include all of the info off of the ticket. Doing so will help with future marketing efforts. If a mistake is made, DO NOT use whiteout or scratch out boxes so they can't be read. Draw two strikethrough lines to indicate the problem. Determine the number of drivers scheduled for the shift. Block off 30 minute windows.

### Driver checkouts

Begin your checkouts as volume slows. To do driver checkouts, follow these steps:

**Step 1:** Beginning and ending mileage needs to be reported for tax purposes.

**Step 2:** Total each of the driver's deliveries for that shift.

**Step 3:** Use the Blue Book page to log the information.

**Step 4:** Have the driver organize all of their store receipts, A/R tickets, checks, credit card slips & cash.

**Step 5:** Check for printed name and initials on all A/R tickets.

**Step 6:** If the driver was given a bank, add that to their delivery total to get the Grand Total owed.

**Step 7:** Subtract all of their store receipts, A/R tickets, checks & credit card totals from their Grand Total.

**Step 8:** If the amount is positive, the driver owes you cash. If the amount is negative, you owe them.

**Step 9:** A paid out should be filled out for the drivers run money.

## OBSERVATION CHECKLIST

### To be completed by a manager

- Practices proper sanitation procedures and washes hands often
- Handles all guest interactions correctly, following the 5 hospitality rules
- Communicates needs with other positions and managers
- Quotes delivery windows accurately
- Ensures food temps stay out of the temperature danger zone

### To be completed by the certified trainer

- Completes pre-calls correctly
- Understands how to complete and fill a bag list correctly
- Completes final table checks for delivery orders, using Missing Items Tags when necessary
- Routes drivers effectively

**I understand all of the above, and agree to complete these on every shift**

Trainee Signature \_\_\_\_\_

Manager Signature \_\_\_\_\_