

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

- Assist with Catering set up and review Catering Spec Chart
- Ride with certified Driver and assist with all aspects of deliveries
- Assist with post-shift Driver duties

DAY 2

- Assist with Catering set up and review Catering Spec Chart
- Ride with certified Driver and assist with all aspects of deliveries
- Assist with post-shift Driver duties

DAY 3

- Assist with Catering set up and review Catering Spec Chart
- Ride with certified Driver and assist with all aspects of deliveries
- Assist with post-shift Driver duties
- Certified trainer completes observation checklist on trainee
- Take Driver test

****Note: This POP must be used in conjunction with the Catering Spec Chart**



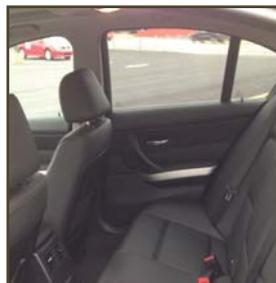
HEALTH IS IN YOUR HANDS

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

3. White crew-neck undershirt
4. Belt and non-slip shoes
5. Khaki, dockers-style pants.
6. Drivers will wear a name tag on the right side of the chest.
7. The outermost article of clothing must contain a Jason's Deli logo.

BEING PREPARED FOR WORK

- Your car is part of your job, and must meet the following requirements before coming to work:
 1. You must have enough gas for the entire shift.
 2. Your car must be clean inside and out.
 3. All mechanical items must be working, including wipers, turn signals, and horn. Air conditioning must be working for food safety purposes.
- Your uniform is slightly different from other employees. Your uniform must meet the following requirements before coming to work:
 1. Jason's Deli Hat
 2. Jason's Deli Driver shirt



- Before taking deliveries, be sure that you have:

1. A valid driver's license
2. Proof of insurance
3. A pen
4. A change bank (if necessary)
5. A car topper will be placed on top of the car as shown in the picture. When driving with a car topper on your car, obey all traffic laws and do not exceed 55 mph. Follow safety instructions on the bottom of the car topper.
6. A stocked delivery kit with supplies that you may need. See the "Delivery Kit" section for the items you will need.
7. Also, check that your vehicle is in proper working order including brakes, signals, lights, and other components.



DELIVERY KIT

Each driver will have a stocked delivery kit. The purpose of this kit is to predict and anticipate customer's additional needs. It will be

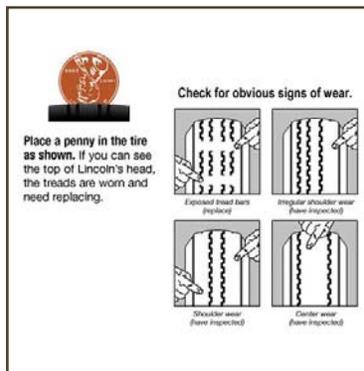
a 41 qt clear plastic bin with a latching lid. You will be responsible for re-stocking the bin every shift to meet the following levels:



• Large Handle Bags (3)	• Tea Kits (10)
• Tongs (4)	• Straws (20)
• Catering Spoons (4)	• Drink Cups (20)
• Ice Scoops (2)	• Coffee Cups (20)
• Forks (25)	• Parfait Cups (10)
• Knives (25)	• Soup Cups (10)
• Spoons (25)	• Large Plates (25)
• Gloves (5 pairs)	• Small Plates (25)
• Mustard Packets (20)	• Napkins (25)
• Mayo Packets (20)	• Copy of the Accident Report
• Sweeteners (15 of each)	• Current Driver POP

SAFETY & ACCIDENT PROCEDURES

- Make sure you have plenty of time to arrive at your delivery. Follow all traffic rules and do not speed.
- Only Jason's Deli employees (with a manager's approval) may ride along with you on deliveries.
- While driving, never talk on your cell phone (without a hands-free device), check email, or text.
- Do not carry excessive amounts of cash with you on deliveries.
- If any incident or accident occurs on your delivery, stay calm, report it to your manager, and contact the police. Get a police report and fill out the appropriate incident form. See the "Auto Accident Procedures" section for more information.
- Your tire pressure must be at the recommended levels and all tire tread depth must be at least 2/32 of an inch. An acceptable measure of this is to place a penny head first into several tread grooves across all your tires. If you always see the top of Lincoln's head, your treads are shallow and worn. If this is the case, your tires need to be replaced prior to placing your vehicle in service.



DELIVERY PROCEDURES Before leaving the deli

- Check your order and see that it is 100% before leaving the deli. Refer to the Catering Spec Chart to verify that the order is correct. Review tickets thoroughly for any special notes. The missing item tag will tell you if there are items missing from your order.



- Ensure you know the correct route to your delivery.
- We deliver in 30 minute windows. For example, 11-11:30am means we will arrive as early as 11 or as late as 11:30. Have your deliveries loaded and leave the deli with enough time to safely arrive to the delivery and set up within the customer's delivery window.
- For food safety purposes, no deliveries may be placed in the back of a pickup truck.
- Before leaving the deli, let a manager or Front End Assistant know that you are leaving.

Driving to a delivery location

- Follow the handbook smoking and e-cigarette policy when delivering food to maintain the highest quality food.
- Keep your radio at a moderate level. Remember that you are representing Jason's Deli at all times.
- If you run into circumstances that will keep you from delivering the order on time and accurately, contact the customer. Give the customer your name and provide them with a realistic estimated time of arrival. After contacting the customer, call your manager.

Making the delivery

When making the delivery, follow these steps:

Step 1: Greet the customer by making eye contact and introducing yourself with a smile.

Step 2: Review the order with the customer. If any items are missing that are not in your delivery kit, contact your manager.

Step 3: Offer to set up the order for the customer. This includes removing box lunches or individual bags from handle bags, or setting up trays for the customer. If the customer would like their tray order set up, set it up in this serving order: 1.) Plates, forks, and napkins. 2.) Main meal items with serving utensils and condiments. 3.) Sides with serving utensils and dips / dressings. Use a lid from one of the trays to empty the bag of chips into. 4.) Desserts with serving utensils. 5.) Beverages, cups, and ice with ice scoops.

- Plates, forks, and napkins (PFNs) should be pre-set. Plates should be stacked on top of each other with a stack of napkins on top of them, and forks placed on top of the napkins. The entire stack should be wrapped in plastic wrap.



- If your order comes with a chafing dish, offer to set up the chafing dish for the customer. To

set it up, follow these steps. 1.) Set up the wire rack. 2.) Insert the full-sized water pan. 3.) Pour water into the bottom of the full-sized pan. 4.) Place the aluminum food pans into the full-sized pan. 5.) Place the sternos underneath the wire rack. 6.) Instruct the customer on how to light the sternos, but do not light them.

Step 4: Collect payment and/or any necessary signatures and initials on credit card or A/R receipts. See "Payment Options" section for more details. Soliciting tips is prohibited.

Step 5: For First Time Delivery Customers, hand the customer the Welcome Letter attached to the bag, smile, and say, **"Thank you for being a First Time Customer. This letter provides information about our deli & delivery services."**

Step 6: Thank the customer for their business.

PAYMENT OPTIONS

- Cash – Use your change bank to give the customer the proper change.
- Credit Card – Ask the customer to sign and total out the credit card receipt.
- A/R (Accounts Receivable) – Ask the customer to sign and total out both copies of the invoice. Also, ask the customer to initial next to the gratuity, on both copies. If no tip is left, write a "0" on the line. Leave a copy of the signed and totaled invoice with the customer.
- Business Check – Confirm that the total is correct, and that the company's address and phone number appear on the check. Write the check writer's drivers license or ID number on the check.

DELIVERY BAGS

Delivery bags are used to ensure food safety for our customers. Insulated delivery bags are designed to hold food at the proper temperature.

- All aluminum pans must be delivered in a pasta bag. All hot trays must be delivered in insulated delivery bags.
- All cold trays must be delivered in insulated bags. These bags are to be utilized with ice packs inserted into each holder inside the bags to keep cold food cold. Ice packs will be put into the bags before trays are brought out from refrigerated storage to keep the bag cold.
- **When not in use, ice packs are to be stored flat in a 22QT in the freezer to prevent rips and tears. Dispose of ice packs when they tear.**
- Clean the delivery bags after every shift with all-purpose cleaner, then spray the inside with sanitizer. Allow the bag to air dry.



POST-SHIFT DUTIES

- Refer to the Driver Sidework sheet to see what your assigned sidework is.
- If sidework is complete, ask the manager what you can do to help.
- When clocking out, be sure you have declared all of your tips for the day.

AUTO ACCIDENT PROCEDURES

In case you're ever in an auto accident - regardless of whether or not it's your fault - here are some suggested guidelines to follow:

1. STOP your vehicle as close as possible to the scene of the accident without blocking traffic or creating a safety hazard. Do not drive away from the accident.
2. ASSIST the injured if it's necessary or requested. But do not attempt first aid unless you know something about it.
3. WARN traffic. You might ask someone to help. Set up road reflectors or flares, if needed. Also, make your car visible by raising the engine hood and turning on emergency flashers, if possible.
4. CALL for emergency attention if it's required. Also call the manager-in-charge if it's a serious accident, and tell him or her where you are. If it's not serious, tell the manager about the accident when you get back to the restaurant.
5. NOTIFY the nearest law enforcement office. Stay calm and be sure to give your precise location. After the police arrive, obtain a copy of the accident report, if possible.
6. EXCHANGE INFORMATION with the other party. Obtain their name, phone number, address, and name of insurance company.
7. BE COOPERATIVE and COURTEOUS. Show your license willingly. Don't argue at the scene of the accident-police will determine any blame.
8. DO NOT say that the company will pay for damages. Leave that to your insurance company.
9. DO NOT admit fault - let the police and your insurance carrier determine liability. Don't talk to anyone except the police and the Manager about the accident, and don't sign any papers except those presented by the police.
10. CAREFULLY EXAMINE the other vehicle for damage. Also, be sure to get names and addresses of all witnesses.

If the accident involves a parked vehicle, and you can't locate the owner, leave your name and address and report the accident to the local law enforcement agency.

If there's any chance that you're injured, go to the assigned hospital or medical center for examination.

If payment of damages is required, report the accident to your insurance carrier within 24 hours.

DRIVER POLICIES

As a driver, you must agree to the following:

1. I agree to comply with the standards and procedures set forth by the employer including the Employee Handbook and with all other guidelines from time to time established for my Delivery Driver position.
2. I will attend all scheduled driver meetings.
3. I will use due care and caution in the operation of my vehicle and will strictly comply with all safe driving rules of the road, including all speed limits, posted directional signs and parking regulations. Under no circumstance will I operate my

delivery vehicle while under the influence of drugs or alcohol or when my physical or mental condition may be otherwise impaired.

4. The vehicle I use for delivery service will:
 - a. Not be used for personal errands while going to, during, or returning from a delivery, unless directed by my employer.
 - b. Be maintained in good condition and repair.
 - c. Comply with all rules and regulations governing safe and unlawful operation.
 - d. Comply with all guidelines established by my employer.
5. I understand that any violation of this Agreement or of any of the standards, procedures or guidelines applicable to my Delivery Driver position may result in suspension or termination. In particular, I acknowledge the need for utmost safety and due care in the operation of my delivery vehicle and in the conduct of delivery services.
6. I understand that I am prohibited from carrying any passengers with out management authorization.

OBSERVATION CHECKLIST

To be completed by a manager

- Practices proper Food Safety Procedures and washes hands often
- Follows all delivery car guidelines
- Follows all uniform guidelines
- Communicates well with Delco employees and managers
- Is knowledgeable about catering and can answer customer questions
- Agrees to abide by and undertake all of the points under the Driver Policies section

To be completed by the certified trainer

- Reads and understands delivery tickets
- Reviews orders and refers to Catering Spec Chart to ensure they are 100% before loading into car
- Follows all delivery procedures when making deliveries, including reviewing orders with the customer and offering to set up every delivery
- Sets up catering trays in the proper order
- Understands payment options and follows correct procedures for each
- Completes sidework correctly and in a timely manner
- Handles all customer interactions correctly, following the 5 hospitality rules

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

Trainee Signature

Manager Signature