

 Chick-fil-A® Quarry Creek

Delivery Training Packet



Name: _____

Delivery Training Checklist

Application Process

- 18+ years old
- Has had license for 3+ years
- Copy of valid Driver's License
- Copy of Driving Record
- Personal car available for use
- Personal Insurance coverage

Pathway

- Operator Led Delivery: Team Member Processes
- Operator Led Delivery: Technology
- Operator Led Delivery: Driver Safety

Date Completed: _____

Driver Hands-On Training (with delivery trainer)

CFA Delivery

- Why? To compete in the delivery space by building on our current competitive advantage of “REMARK”able experiences powered by local ownership. To own and elevate the entire Customer experience, from order input to delivery.
- How to place a delivery order on the CFA App

Technology

- Bringg App (ensure login is active)

- Explanation of Dispatching System and priorities
- ASAP orders vs Scheduled orders
- Explanation of Dispatch app
- Digital Q and Capacity

Order Delivery Process

- Orders on Bringg app
- Walk through
 - Assigned an order in Bringg - notification pops up on phone and food gets released to the screens
 - If the food is ready, you can bag the order. If the food is not ready, do not get in the way of the baggers.
 - Double check the order line by line with the order sticker. You are responsible for getting all food and everything else they need to the guest.
 - Seal the bag and grab straws
 - Put the hot food in the hot bag and any cold food in a cold bag
 - Bring all food and drinks to the car
 - You can seatbelt in drink carriers in the passenger seat and put single drinks in a cup holder
 - Press Start Drop Off in Bringg. You can choose to have this button always take you to navigation.
 - When you arrive, put food in plastic bags that are in bin
 - Gather drinks too and press Arrive Bringg
 - If the food is for “leave at door” leave the food at the door.
 - Always take a picture in Bringg and include the apt number or house number when possible
 - Knock on the door or ring doorbell (unless the guest says not to)

- Walk back to the car
- If they have not come out of their house, send them a text before you leave. Do not wait around.
- Please complete dropoff
- Return to the store

Equipment

- Using and maintaining TMS bags/refilling bins
- Get a new hot bag each time
- Ice packs need to be changed every 4 hours
- Driver staging area
- Driver Vests
- Cleanliness of equipment and vehicles
 - Sanitize at end of shift

Vehicle Walk-Through

- Explain any specific features about cars. For example, the Sparks' manual locks, mirrors, windows
- Show where the Chick-fil-A Insurance card, accident instructions card, gas card, and receipt envelope are (glove compartment)
- Explain to never use Adam's personal insurance card
- Charging/aux cords must stay in the vehicle

Procedures

- Food Safety & Quality
 - Courteous Driving & Physical Safety
 - See "Safe Driving Rules" document attached
- Accuracy & Attention to detail
- Hustle (in and out of store - 2 min goal from when the order is bagged from when you press "Start Dropoff")

- QR Code to check in car at the beginning of each shift
- You must fill your car with gas at the end of your shift if it is under half full. (A good benchmark is ~130 miles of gas remaining)
- Gas cards are kept in the glove compartment of each car.
- Gas cards are specific to each car. The pin for each is 1XYZ where XYZ are the last three numbers of the car's license plate.
- Go to the 76 gas station.
- Must always get a receipt and put them in the receipt envelopes in the glove compartment. Write which car you got gas for on the receipt.
- Park your car in the delivery spaces during your shift and park it in the store parking lot at the end of your shift.
- Checklists/Break schedule
- 1st deliveries get a brownie
- 10 minute breaks
- Stop driving around 30 minutes before your shift ends to get gas and clean your car. You can choose to help with orders if it's busy and you won't hit your 5th hour.
- Cash Tips
- Apartments
- Check in error
- Delivery orders can only be placed through the app

2nd Mile Service

- Core 4
- Handing off Delivery
- Anticipating guest needs
- What to do if food/drink spills or something is forgotten

Initiative

- Helping serve, drinks, stock while waiting
- Explain that if you don't take initiative to help when you don't have orders, you will not be scheduled driving shifts.

Discipline System

- Explain that driving is a privilege and the discipline system

Personal Car Usage

- Explain that personal vehicles are only to be used in emergencies.
- Mileage must be entered through the cfateam.org website.
- Personal vehicle must be clean and be a food safe environment (no pests, no pet hair, no trash, no crumbs)
- Add to Slack Delivery Chat

Safe Driving Rules and Accident Prevention Practices

- Seat belts must always be worn
- Adjust the side and rear view mirror to fit your visibility
- Avoid distractions - Use of mobile phones (talking/texting) or other electronic devices is prohibited while the vehicle is in motion, this includes stop lights. A cell phone mount will be provided and must be utilized during deliveries.
- You are representing Chick-fil-A while driving. Be courteous of other drivers.
- Maintain proper speed based on the posted speed limits. Obey all traffic signs.
- For inclement weather, speeds should be reduced. If the vehicle begins to hydroplane, take foot off of the accelerator and stay calm. Never hit the brake as the car can lose control.
- If a heavy rainstorm causes visibility issues, pull over to a safe place until it's safe to drive. Never stop on the side of the highway.
- Maintain safe distance between cars. Do not follow too closely.

- Use and look at rear view mirrors and side mirrors every 5 to 8 seconds to assess what vehicles are behind and beside you - identify space around the vehicle and have a way out.
- Use proper turn signals
- Avoid being in another vehicle's blind spot
- Be alert and assess other drivers behaviors - anticipate the actions of other drivers
- If you arrive at your destination and you do not feel safe getting out of your vehicle for any reason, please call the guest to come out and pick up their food.
- If the guest does not answer after 3 tries, please return to the store. Ask a leader for assistance in refunding the guest. Do not feel like you are required to deliver the food in an unsafe environment.
- If you feel uncomfortable working a night shift talk to Nick so that we can work with your schedule.

Use of Company Vehicle Policy

- Drivers must be 18 years of age or older
- Driver must provide a copy of a valid driver's license. Copy will be maintained in the Team Member's personnel file.
- Discuss any accidents, serious violations (ex: DUI's, reckless driving, hit and run) or moving violations within the past three years with the Operator.
- Chick-fil-A, Inc. will provide automobile liability insurance
- Chick-fil-A Inc.'s auto liability coverage will apply on a primary basis on accidents deemed business related in accordance with policy terms and conditions as well as any applicable state laws. Every delivery driver should have the current Chick-fil-A, Inc automobile liability insurance card with them on every business venture. In order to ensure compliance with state regulations it is recommended that the auto ID card issued to the owner of the vehicle for personal coverage also be maintained in the vehicle whenever it is operated. In the event of an accident, the CFA Auto ID card should be presented to the responding officer while the vehicle is being used for business.

- All delivery drivers must still carry personal auto liability coverage (and should consider physical damage to cover the damage to the non-owned Chick-fil-A Inc vehicle) for any other use of the vehicle which is not Chick-fil-A business. Team members should verify that personal auto coverage applies to “any business use” of their vehicle.
- Drivers who will be using their personal vehicle on Chick-fil-A business must provide a copy of proof of personal auto liability coverage
- If there is any damage to the vehicle or any problems the driver experiences while driving, they are responsible to notify the condition immediately so that it can be documented and evaluated before the vehicle is driven again.
- Safe Driving Rules and Accident Prevention Practices should be reviewed and adhered to by all Delivery Drivers.

Auto Accident Instructions

- Stay calm
- Do not leave accident scene
- Call 911 or have passenger in vehicle call (if applicable)
- Ensure that everyone in vehicle is safe and uninjured (if applicable)
- When possible, call a leader
- Provide as much detail as possible (e.g., names, dates, time of incident, witnesses, contacts, accident descriptions, etc.) to law enforcement
- Obtain the name, phone number, address, drivers license number, insurance information of the other driver(s) and license plate number (including state of registration) of the other vehicles(s)
- Obtain reference number for accident report from law enforcement (if law enforcement is involved)
- Avoid admitting fault or responsibility
- Take photos of any vehicle damage (insured and other vehicle) and accident scene
- Report accident to Sedgwick: 1-866-669-4151

Employee Driver Policies

By signing below, I acknowledge that I have read and understand the following:

- I may not use a cell phone while driving “on-duty” for commercial business purposes except for hands-free navigational use, or as allowed by law.
- I know that while I am “on-duty,” I am prohibited from transporting passengers, the only exceptions being other employees who are also “on-duty” to serve commercial business purposes.
- I agree and abide by ALL traffic laws, including but not limited to speed limits, seat belts, street signs, traffic lights, yield signs, etc.
- I agree to always wear a seat belt
- I agree to keep my required state-acceptable auto liability insurance coverage current
- I agree that my car is to be smoke-free
- I agree to keep my car clean outside and in, especially taking notice that the inside is free of trash, build up, pet hair, or any other items that could present a food safety danger.
- I agree to keep my vehicle free of all pets, animals and insects while operating it “on-duty.”
- I understand that failure to comply with any of the above will result in suspension of my assignment as a delivery driver.

Other requirements and expectations I acknowledge by signing below:

- I must be 18 years of age or older
- I must consent to releasing my driving record to the leadership of Chick-fil-A 01507
- If I drive my own car, I must show proof of, and carry, personal auto liability insurance coverage.
- I reviewed and understood the Use of Company Vehicles Policy, the Safe Driving Rules and Accident Preventions Practices and What to do in the Event of an Auto Accident documents.
- If my license expires, is revoked or suspended for any reason, or if I am cited for any accident, serious violation, or moving violation (whether or not

while performing any duties for the restaurant), I will immediately report these facts to the Operator or the Operations Lead.

- By signing below, I certify that the information provided is truthful and complete. If any such information is deemed to be inaccurate or incomplete the restaurant may impose corrective action.

Printed Name _____

Signature _____

Date _____

Note: Chick-fil-A Inc. provides auto liability coverage for on-duty employees driving for business purposes. We also provide workman's comp insurance. Coverage and limits may vary from year to year, with any changes being communicated via a posting in the restaurant.