



## **Position Description: Delivery Driver**

Non-exempt

### **Summary:**

The primary responsibility of the delivery driver is the efficient delivery of sandwiches and add-on items. Project a professional image to our guests and work in cooperation with fellow team members. They will also take on Counter responsibilities where deliveries are not available.

### **Primary Responsibilities:**

- Uphold the standards set forth in the Brand Book, including speed of service, order accuracy, product quality, and friendly, courteous, excellent guest service, including friendly acknowledgment of guests.
- Safe, efficient service in the delivery of Milio's sandwiches.
- Supply and maintain proper change for \$20, including coin.
- Follow operating procedures with regard to cash handling, ensure cash control by correcting errors, and watching for mistakes or theft.
- Maintain a current understanding of the delivery area, including apartment complexes and other relevant campus, office, or government buildings.
- Determine the best delivery route before leaving the store.
- Arrive at work with fuel enough to cover the entire shift, no less than ½ a tank of gas.
- Park legally – tickets are the responsibility of the delivery driver.
- Assist with local store marketing, including but not limited to, dispersing door hangers, coupons, menus and food samples.

### **Secondary Responsibilities:**

It is the responsibility of the driver to work consistently throughout their shift. When not delivering, the driver will be responsible for filling in on Counter duties. See and sign Counter job description as well on back side of this document.

### **Driver Requirements:**

- Genuine interest to provide a positive guest experience
- Friendly, outgoing personality
- Ability to work well with others
- Ability to work in a fast-paced environment
- Dependable
- Valid driver's license with a qualified driving record
- Proof of required level of insurance coverage (Statement of Policy, if driving a personal vehicle)
- Reliable vehicle (unless only driving a company vehicle)
- Must be at least 18 years old
- Menu knowledge
- Completion of Tier 1 training

### **Uniform:**

All employees are required to wear appropriate attire and maintain personal hygiene. See *Employee Handbook for Personal Appearance and Uniform Standards*.

### **Physical demands:**

The nature of restaurant work requires certain physical abilities. Those listed here are representative of those that must be met by the employee to successfully perform this job. Most of the workday is spent standing or walking. Eye-hand coordination, depth perception, finger dexterity, and functional vision and speech perception are required. Some bending, crouching, pushing/pulling and lifting/lowering of 20-50 lbs. Some repetitive motions with hands, wrists, or arms. Must be able to operate equipment used in the business. Some exposure to skin irritants, electrical equipment, and sharp instruments. Risk to these exposures is minimized by strict adherence to company standards, policies and procedures.

### **Acknowledgement**

Please sign below to acknowledge that you understand the above responsibilities and requirements for the position you have been hired for.