



TIPS East Basic Job Functions

The following are basic job functions of specific job titles, keeping in mind all team members are responsible for food prep, box folding and keeping a clean and sanitary restaurant. In addition, service with a smile and positive attitude while thanking every customer is expected.

Drivers:

Delivering pizzas with hustle and urgency.

Taking as many phone orders whenever you are not the next drive up for a run.

Getting food items for makeline whenever needed and putting labels up.

Helping carryout customers.

CSRs:

Making every order as fast as possible while maintaining quality.

Keeping production moving is priority and looking over shoulders to get a head start and prioritizing making orders whenever possible.

Putting labels on boxes.

Helping carryout customers.

Goals:

Load: less than 3 minutes

Out the door: Less than 13 minutes

Average delivery time: 22 minutes

Benefits:

Drivers taking orders gather vital delivery instructions that assist with finding addresses quicker and positively impacting your customer and perhaps impacting tips. CSRs looking over drivers' shoulders to get a head start on making orders improves customers receiving fresher, hotter products in faster times. This creates more orders.

This will ALSO create more deliveries as customers get their order quicker than they can come down and pick up their order.

Hustling drivers generate more money in the areas of tips and number of deliveries. Friendly, smiling faces while thanking all customers creates an atmosphere where people want to call us versus a competitor because they know they are treated well.

Why are we doing this? So that drivers maximize their income by increasing order counts thereby increasing tips. The residual impact is everyone makes more money while having fun at work!