

OBERWEIS®

ICE CREAM *and* DAIRY STORE

Dairy Store Treat Delivery – Driver Job Expectations

Job Expectations: Provides customers with outstanding, friendly service in a timely manner, and is primarily responsible for delivering Ice Cream Treats and products to customers at their homes. Responsible for ensuring timely delivery and proper presentation standards of all items. Maintain professional appearance at all times. Maintain high level of customer service in all situations. Understands and maintains product quality of all items during delivery process. Should be able to cover selected work positions, filling in wherever needed.

Reports to: (i.e., Supervisor) Manager

Work Hours: 3-5 days per week and 5-7 hours per shift

Position Summary: Provides customers with outstanding, friendly service in a timely manner, and is primarily responsible for delivering Ice Cream Treats and products to customers at their homes. Should be able to cover selected work positions or other duties when not delivering treats.

Work Environment:

- Hands-on store setting/delivery vehicle-outdoor setting
- Non-smoking
- Work area include food, knives, slippery floors, and extreme cold

Experience: Minimum 3 months retail or restaurant experience and/or high performance as an Oberweis employee or previous delivery experience (i.e. pizza, flower, etc).

Technical Skills/ Training/Certification:

- Successful completion of Oberweis orientation and training program.
- Proven customer service skills.
- Great phone skills.
- Ability to read company materials.
- Ability to write.

Physical Requirements:

- 18+, valid driver's license.
- Good driving record.
- Proof of car insurance (minimum coverage of 100,000/300,000/100,000).
- Reliable vehicle to be used for deliveries.
- Sense of direction/map reading skills.

- Math skills (ability to add and subtract using whole numbers and decimals). Ability to compute change.
- Bend, stoop, and reach to receive inventory, stock, serve customers, and clean store
- Carry up to 50 lbs.
- Identify food quality through taste, texture, color, and odor
- Use small tools that require good manual dexterity
- Tolerate up to 35 minutes in walk-in freezer at -10 degrees F for inventory and stocking
- Quickly identify safety placards and hazardous situations to avoid or minimize injuries

Responsibilities:

General Operations

- Receive and prepare customer orders for delivery
- Deliver treats to customer's homes within designated time frame
- Adhere to company policies and specifications
- Know selected functions of the store and be able to step in and perform any of the job duties assigned.
- Additional duties (to be performed when not delivering treats)
 - Assist on Fountain line with scooping and shakes
 - Assist on Dining room-bussing tables, doing dishes
 - Assist with miscellaneous cleaning duties as assigned
- Help maintain the store's cleanliness and sanitation at or above standards set by the company and the local health department

Customer Satisfaction

- Accurately assemble orders
- Make sure all delivery orders are expedited properly, from the moment an order is received to delivery status
- Perform closing duties associated with Treat Delivery including cashing out order tickets
- Have detailed product knowledge of all items we carry
- Maintain superior food quality of items being delivered
- Communicate with other team members about product quality, product shortages, and customer comments
- Exceed customer expectations throughout delivery process
- Ensure customers minimum delivery times
- Maintain efficient service times

- Maintain cleanliness and sanitation of store (specifically assigned work area)
- Properly portion products, beverages, and paper supplies
- Restock front line
- Stock self-service area and take-out menus
- Perform other duties as assigned by management