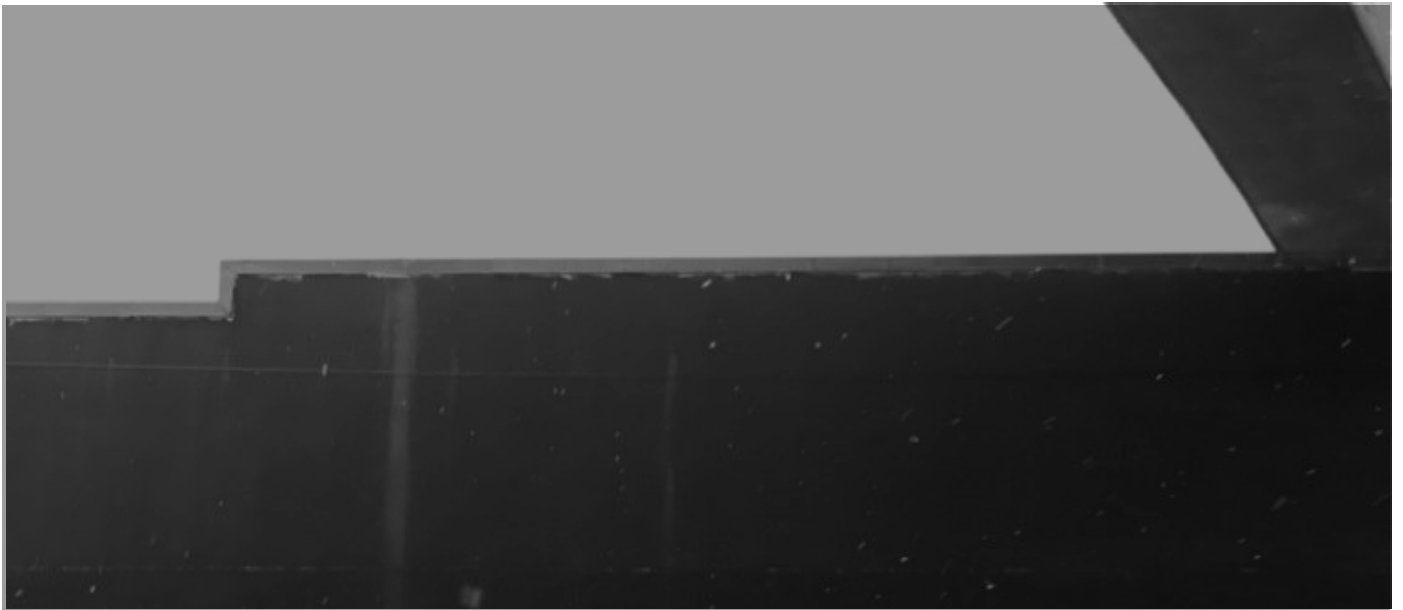


NOVEMBER
2017

OPERATIONS



HOW-TO : HANDLING A LATE DELIVERY



DREW'S CATERING & EVENTS



drew's notes

At times, for reasons out of our control, and despite our most diligent efforts, deliveries may run late for our clients. There is a proper way to handle this situation to minimize the impact and stress this may cause for our clients. When you believe you may be late for a delivery, please follow this simple step-by-step procedure below:

**OUR COMPANY VISION IS TO TO DELIVER MEMORABLE
FOOD AND SERVICE FOR ANYONE, IN ANY PLACE.**

HOW - TO

Step 1 - DO NOT RUSH OR SPEED.

Safety and responsibility on the road are your top priorities above all else. Speeding, or breaking other rules of the road in order to arrive at a delivery faster are not viable options at any time..

Step 2 -Take a moment to analyze the situation.

Do not stress! If you believe you may be late due to any reason, take a brief moment to analyze the situation and estimate your ETA to the client to the best of your ability. If you feel poor traffic conditions may cause you to arrive 10 minutes late, estimate 15-20 minutes to ensure you are giving yourself a buffer for any additional issues.

Step 3 - Pull over to a safe place and phone the client.

Communication is the single most important tool to minimize client impact and stress. It is very important to do this step before you are actually late, as this builds trust for the client. Our clients are human beings and are very understanding, as long as we maintain active and honest communication. Utilize the event print and locate the client contact number. Feel free to use the script on the next page when speaking with the client.

Step 4 - Calculate the fastest route to the client, and drive safely to their location.

When pulling in, phone the client as soon as you have safely pulled in to their loading bay or parking area.

"Hi (client name),

I've arrived in the loading bay and I'm bringing everything up to you now. I'll have this all set up for you as soon as I possibly can!"

Step 5

Thank the client for their understanding, inform the Logistics Coordinator of the occurrence and repeat the steps if you will be late for any subsequent deliveries.

O P E R A T I O N S



O P E R A T I O N S

script 1

when speaking with the client

"Hello, may I please speak with (Client name)?"

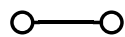
This is _____ from Drew's Catering & Events. I wanted to let you know that I am en route with your order, however due to (honest reason why we are running behind) I estimate I will be there approximately (time estimation + buffer) late.

There is a good chance I could be there sooner, but wanted to give you a heads up that everything is on the way, and I will be there as soon as I possibly can. We apologize for any inconvenience and I'll call you as soon as I've arrived.

Thank you and see you soon!"



**Remember - communication is
key!**



THIS PROCEDURE WILL ELIMINATE STRESS IN
BOTH OURSELVES AND OUR CLIENTS 95%+ OF
THE TIME.