



DETAILED JOB INSTRUCTIONS	LAVARE INC.		
	TITLE: Customer Service Clerk		
	DEPARTMENT: Operations - Store		
	SECTION: Three	ISSUE #: 1.0	


	<p>LEVEL OF AUTHORITY AND RESPONSIBILITY:</p> <p>Layer 4 - Associates Layer</p> <p>STANDARD OPERATING PROCEDURE:</p> <p>The following standard operating procedures shall be used in conjunction with this detailed job instructions:</p> <ul style="list-style-type: none"> ▪ Store Opening Procedure ▪ Taking Customers' Order Procedure ▪ Customer Pick-up Procedure ▪ Delivery To Customer Procedure ▪ Processing Customer Complaint Procedure ▪ Store Closing Procedure <p>MAIN RESPONSIBILITIES:</p> <p>The main responsibilities of this position are:</p> <ul style="list-style-type: none"> ▪ Opening the store ▪ Servicing customers ▪ Processing orders to / from Production ▪ Preparing orders for delivery ▪ Handling customer complaints ▪ Closing the store 	
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<p>1.</p>	<p>FUNCTIONS:</p> <p>The key functions of this position are:</p> <ol style="list-style-type: none"> 1. Arming / disarming the alarm system 2. Switching on / off the Point-Of-Sale system 3. Switching on / off the laundry carousel system 4. Processing ready orders from production 5. Taking customers' orders 6. Confirming the customer request 7. Processing orders for production 8. Processing customers' pick-ups 9. Handling voice mail messages 10. Handling customer enquiries / complaints / requests 11. Processing delivery orders <p>ARMING / DISARMING THE ALARM SYSTEM:</p> <p>The customer service clerk position is authorized to open and close the store. You are therefore assigned your own unique username and password to arm and disarm the alarm system.</p> <p>Your authorization to arm and disarm the alarm system is limited to the store and the security system within. This includes:</p> <p>Zone 1, which includes:</p> <ul style="list-style-type: none"> ▪ The arming / disarming of the front door ▪ The activation / de-activation of the motion detectors within the store <p>Zone 2, which includes:</p> <ul style="list-style-type: none"> ▪ The arming / disarming of the door leading to the production plant
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1.	<p>ARMING / DISARMING THE ALARM SYSTEM: (continued)</p> <p>To Arm The System:</p> <p>Using the alarm control panel for each zone, follow the instructions below when arming the system (i.e. at time of closing the store):</p> <ol style="list-style-type: none"> 1. Press the Arm System button 2. Key in your username followed by the Enter button 3. Key in your password followed by the Enter button 4. Press the Accept button 5. If the system accepts your instructions, a five second tone will sound 6. If the system does not accept your instructions, an intermittent tone will sound. 7. To cancel the original instructions, press the Cancel button 8. Repeat steps 1 to 4 to arm the system <p>When arming Zone 1 you are given 60 seconds to exit the building through the front door, otherwise the system is activated.</p> <p>To Disarm The System:</p> <p>Using the alarm control panel for each zone, follow the instructions below when disarming the system (i.e. at time of opening the store):</p> <p>Note: For Zone 1, you are given 60 seconds to disarm the system from the time of opening the front doors.</p>	
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1.	<p>ARMING / DISARMING THE ALARM SYSTEM: (continued)</p> <p>To Disarm The System:</p> <ol style="list-style-type: none"> 1. Press the Arm System button 2. Key in your username followed by the Enter button 3. Key in your password followed by the Enter button 4. Press the Accept button 5. If the system accepts your instructions, a five second tone will sound 6. If the system does not accept your instructions, an intermittent tone will sound for 60 seconds before the system is activated 7. To cancel the original instructions, press the Cancel button 8. Repeat the steps 1 to 4 to disarm the system <p>Detailed instructions are found in the Alarm System User Instructions Manual located as a reference document.</p>	
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2.	<p>SWITCHING ON / OFF THE POINT-OF-SALE SYSTEM (continued)</p> <p>The customer service clerk position is authorized to switch on / off the point-of-sale system. You are, therefore, assigned your own unique username and password to use the system.</p> <p>Your authorization to use the Point-of-Sale (POS) system provides you with the required functionality to perform the duties of your job, these include:</p> <ul style="list-style-type: none"> ▪ Entering customers' orders ▪ Changing / deleting customers' orders ▪ Closing of orders at time of customer pick-up ▪ Receiving of ready orders from production / vendors ▪ Running queries and reports ▪ Preparing daily delivery manifests ▪ Updating the system with daily deliveries performed / not performed <p>To Switch The Point-of-Sale System On:</p> <ol style="list-style-type: none"> 1. Switch the monitor, printer and computer on 2. Launch the Point-of-Sale system from the programs menu 3. Key in your username followed by the OK button 4. Key in your password followed by the OK button 5. The system will take you to the main menu screen <p>To Switch The Point-of-Sale System Off:</p> <ol style="list-style-type: none"> 1. Exit the Point-of-Sale system 2. Click the start button, then select shutdown 3. The system will take you to the main menu screen 4. When prompted, switch the computer, monitor and printer off <p>Detailed instructions on the various functionalities of the Point-of-Sale (POS) system are found in the Point-of-Sale System User Instructions Manual located as a reference document.</p>	
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3.	<p>SWITCHING ON / OFF THE LAUNDRY CAROUSEL SYSTEM</p> <p>To Switch The System On:</p> <ol style="list-style-type: none"> 1. Press the On button located on the control panel 2. Wait for the system to run a series of diagnostic tests 3. When the system is ready, the word Ready will appear on the screen within the control panel 4. The system will display any messages on the screen within the control panel if the system encounters any errors during the diagnostic test or is nearing a preventive maintenance checkup - report any messages that appear to the store manager <p>To Switch The System Off:</p> <ol style="list-style-type: none"> 1. With the system idle, press the OFF button located on the control panel 2. The word “shutting down” will appear on the screen within the control panel 3. Wait for the system to run a series of diagnostic tests 4. When the system is ready to shut down The word “Shutdown” briefly appears and the system shuts down 5. The system will display any messages on the screen within the control panel if the system encounters any errors during the diagnostic test or is nearing a preventive maintenance checkup - report any messages that appear to the store manager 6. Follow the onscreen instructions <p>Detailed instructions on the various functionalities of the laundry carousel system are found in the Laundry Carousel System User Instructions Manual located as a reference document.</p>	
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4.	<p>PROCESSING READY ORDERS FROM PRODUCTION</p> <p>Ready orders prepared by production are stored in the Ready section of the carousel system. Orders in the Ready section will require a quality check before they can be loaded onto the For Pick-up or For Delivery section of the carousel.</p> <p>Follow the instructions below when you receive orders from production:</p> <ul style="list-style-type: none"> ▪ Retrieve each order from the carousel ▪ Read the order attached to the garments ▪ Inspect the order to ensure the following: <ul style="list-style-type: none"> - The number of pieces match the quantity indicated on the order - The garments are processed as per the instructions provided on the order - Special requests are complied with as per the instructions on the order - The overall condition of the order is acceptable ▪ If the order passes all the above quality checks, then initial and date the order that is attached to the garments ▪ Update the order on the Point-of-Sale (POS) system to indicate it is ready for pick-up or delivery ▪ If exceptions are found with the order during the quality check, then: <ul style="list-style-type: none"> - Complete a Quality Incident Report detailing the exception identified - Attach the form to the garment(s) - Update the order on the Point-of-Sale (POS) system to indicate that exceptions are found during the quality check - Return the order to production to resolve the exceptions <p>In circumstances where exceptions are found and the customer is waiting for their order, then escalate the issue directly with the production manager.</p>	
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5.	<p>TAKING CUSTOMERS' ORDERS</p> <p>When taking a customer's order, understanding the customer's specific requirement is paramount to achieving service quality. It is, therefore, incumbent on the customer service clerk to fully understand what the customer is asking for</p> <p>There are three steps to taking a customer's orders:</p> <ol style="list-style-type: none"> 1. Understanding the customer's requirement 2. Processing the order through the Point-of-Sale (POS) system 3. Confirming the customer's requirement <p>Understanding The Customer's Requirement:</p> <p>Customers will usually come into the store with a specific requirement, to process their request as an order, follow the instructions below:</p> <ul style="list-style-type: none"> ▪ Listen carefully to the customer's request ▪ Answer any questions the customer may have while placing their order ▪ If you are not sure of the request / question or unable to confirm the customer's request, then you can either: <ol style="list-style-type: none"> a. Escalate the issue to the Store Manager, or b. Advise the customer that you are unable to meet their requirement <p>Handling Special Requirements:</p> <ul style="list-style-type: none"> ▪ Determine if any of the customer's requests are considered "Special". In such cases advise the customer that their request is "Special" and the applicable pricing in effect for that request 	
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5.	<p>TAKING CUSTOMERS' ORDERS (continued)</p> <p>Note: Special requests include:</p> <ul style="list-style-type: none"> ▪ Rush service ▪ Cleaning or handling of special fabrics or garments like: sued, silk, etc. ▪ Cleaning of heavily soiled articles ▪ Cleaning of articles soiled by chemicals or agents not considered ordinary, like acids, fuels, etc. ▪ Customer specific instructions that can be fulfilled: <ul style="list-style-type: none"> - Items with special service requests require careful handling and shall be separated from other items ▪ Handle each item requiring special service separately to ensure it receives the special attention it deserves ▪ Tag the item requiring the special service accordingly ▪ Repeat the steps above for all items with "Special" service requests <p>Processing The Order Through The Point-Of-Sale System</p> <p>The entry of the order into the Point-of-Sale (POS) system serves two purposes:</p> <ol style="list-style-type: none"> 1. Ensures that the customer's requirements are documented as stated by the customer 2. Maintains track of the order through all the stages until picked up by the customer and/or delivered <ul style="list-style-type: none"> ▪ Follow the instructions below to process the order through the Point-of-Sale system after using your user name and password to sign-on: 	
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5.	<p>TAKING CUSTOMERS' ORDERS (continued)</p> <ul style="list-style-type: none"> ▪ Enter the customer's details into Point-Of-Sale (POS) system, if not already in, or call-up the customer's profile ▪ Enter the order details as specified by the customer ▪ Enter any special items as specified by the customer ▪ Enter any specific customer instructions ▪ On the screen, review the entries and the pricing for each item made and adjust any errors as deemed necessary ▪ Print the order on a two-part form, to be distributed as follows: <ul style="list-style-type: none"> - To the customer as a receipt for the items placed on this order - Internally, as an order identifier to be attached to the items to be serviced <p>Detailed instructions on the various functionalities of the Point-of-Sale (POS) system are found in the Point-of-Sale System User Instructions Manual located as a reference document.</p>	
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6.	<p>CONFIRMING THE CUSTOMER'S REQUIREMENT</p> <p>Obtaining the customer's confirmation and acknowledgement of the order details is the last and most important step before proceeding. Follow the instructions below for this purpose:</p> <ul style="list-style-type: none"> ▪ Ensure to acknowledge the customer's request by using the printed order by: <ul style="list-style-type: none"> - Reading the details of each item entered and the service to be provided for each - Highlighting the items with special service requirements - Reading any special comments or instructions provided by the customer, when placing the order - Confirming the date / time when the order will be ready by - Confirming the applicable pricing for the items and the order as a whole ▪ Ensure to obtain an acknowledgement from the customer for their approval to process the order, while it is not necessary to obtain a signature from the customer, a verbal acknowledgement is required ▪ If the customer communicates or conveys signs of dissatisfaction, then it is best to clarify the customer's concerns, at this stage, before proceeding further. In such situations you are advised to escalate the issue if warranted and/or unable to handle the situation yourself ▪ Customer concerns may be addressed in several ways. Ensure to address their concern appropriately by taking the necessary actions. (i.e.: revising the order delivery date / revising the special instructions/ other suitable actions ▪ Reprint the order at this point if amendments are made <p>Repeat the above steps until the customer acknowledges and confirms the order as placed and understood by yourself.</p>	
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7	<p>PROCESSING ORDERS FOR PRODUCTION</p> <p>After taking orders from customers over-the-counter, the orders shall be processed for production.</p> <p>Follow the instructions below when you prepare orders for production:</p> <ul style="list-style-type: none"> ▪ Check the order details against the garments belonging to the order. <ul style="list-style-type: none"> - Check for the number of pieces - Customer requirements - Special instructions ▪ If the order is ready for production, then: <ul style="list-style-type: none"> - Attach the order to the garments - Place the order in the For Production designated area ▪ If the order is not ready for production due to any exceptions found during the check, then: <ul style="list-style-type: none"> - Take note and resolve the exception in the best possible manner. If necessary, escalate the issue to the store manager - In some circumstances it may be necessary to contact the customer and have them involved with the resolution of the issue - Ensure to follow customers requirements in all situations - Once the issue is resolved, then: <ol style="list-style-type: none"> i. Attach the order to the garments ii. Place the order in the For Production designated area 	
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8.	<p>PROCESSING CUSTOMERS PICK-UPS</p> <p>The time when customers return to pick-up their laundry orders is an opportunity to demonstrate LAVARE INC.'s ability to meet or exceed their expectation, through the service provided. It should, therefore, be considered a special time to make this a pleasant and memorable experience for the customer. Through such an experience, the customer is, more than often, likely to return to LAVARE INC. with more business.</p> <ul style="list-style-type: none"> ▪ Greet customers with "Good Morning / Good Afternoon Mr. / Mrs./ Ms." upon their entry into the store ▪ Use this opportunity to ask them how they are, while receiving the order receipt from the customer. Listen to the customer's response and respond appropriately ▪ Examine the order receipt upon receiving it from the customer. Pay particular attention to the following items shown on the order: <ul style="list-style-type: none"> - The pick-up date / time - The order details, including: <ul style="list-style-type: none"> ○ The articles on the order ○ The number of pieces the order consists of ○ The service(s) requested ○ Special requests the customer may have asked for ○ Other details or special instructions <p>If the READY TO PICK-UP date and time of the order are showing a future date / time, then:</p>	
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8.	<p>PROCESSING CUSTOMERS PICK-UPS (continued)</p> <ul style="list-style-type: none"> ▪ Advise the customer that the order may not be ready but you will check for it in any case. Proceed to check if the order is ready ▪ If the order is not ready, then advise the customer that the order is not ready yet, but would expect it to be ready at the READY TO PICK-UP date and time shown on the order receipt ▪ If the order is ready, then follow the instructions below when the READY TO PICK-UP date and time of the order is current or in the past <p>If READY TO PICK-UP date and time of the order is current or in the past, then:</p> <ul style="list-style-type: none"> ▪ Ask the customer to wait while you proceed to locate the order. ▪ Search for the order on the laundry carousel system using the order number shown on the order receipt ▪ The orders are stored in numerical sequence in the for pick-up section of the carousel ▪ Retrieve the order once located ▪ Inspect the order for the following: <ul style="list-style-type: none"> - The articles on the order - The number of pieces the order consists of - The service(s) requested - Special requests the customer may have asked for - Other details or special instructions ▪ If the order is in any way incomplete and does not meet the above specifications listed on the order receipt, then proceed to take any of the following actions as the situation warrants: 	
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8.	<p>PROCESSING CUSTOMERS PICK-UPS (continued)</p> <ul style="list-style-type: none"> - If you feel the situation is likely to take longer than is reasonable, then advise the customer accordingly - Address the exception if it is within your level of authority and responsibility and if you believe that you are able to address the situation by yourself - Escalate the situation to the store manager or the production manager depending on the nature of the exception and whom you may deem is more appropriate to help you address the situation - Ensure that the order meets the standard prior to providing it to the customer ▪ Return to the service counter to provide the customer their order ▪ Go over the order details with the customer highlighting the following: <ul style="list-style-type: none"> - The articles on the order - The number of pieces the order consists of - The service(s) requested - Special requests the customer may have asked for - Other details or special instructions ▪ Ask the customer if the order meets with their approval ▪ Obtain acknowledgement from the customer for their approval to process the order. While it is not necessary to obtain a signature from the customer, a verbal acknowledgement is required ▪ Address any concerns the customer presents. Take any of the following actions as the issue warrants: <ul style="list-style-type: none"> - Address the customer's concern if it is within your level of authority and responsibility and if you believe that you are able to address the situation by yourself 	
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8.	<p>PROCESSING CUSTOMERS PICK-UPS (continued)</p> <ul style="list-style-type: none"> - Escalate the situation to the store manager or the production manager depending on the nature of the exception and whom you may deem is more appropriate to help you address the situation - Proceed only when you feel the customer is satisfied with the service <p>Once an acknowledgement of satisfaction is received from the customer, then proceed to settle the payment for the service</p> <ul style="list-style-type: none"> ▪ Advise the customer of the amount owing as indicated on the order receipt ▪ Ask the customer for the method of payment they wish to use to pay for the order ▪ Receive the payment from the customer and process it on the Point-of-Sale (POS) system. Detailed instructions on the various functionalities of the Point-of-Sale (POS) system are found in the Point-of-Sale System User Instructions Manual located as a reference document ▪ Provide the customer his/her receipt for the payment, the order and thank him/her for their business 	
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9	<p>HANDLING VOICE MAIL MESSAGES</p> <p>Voice-mail messages left on the telephone will be indicated through the red flashing light on any of the telephone sets in the store and/or through a repeated interrupted tone through the handset.</p> <ul style="list-style-type: none"> ▪ You are required to retrieve, process and/or respond to voice messages anytime a caller leaves a voice mail message ▪ Retrieve the voice mail message ▪ Determine who the caller is and the purpose of the message left ▪ You are required to do one of the following: <ul style="list-style-type: none"> - Respond to the message by calling the caller back - Forward the message to the person the message is intended for - Ask for assistance with the handling of a particular voicemail if unsure of what to do - Delete the message if it is not relevant to the company, customers or vendors ▪ Ensure to abide by all relevant policies and telephone etiquette guidelines when handling voice mail messages <p>Detailed instructions on the various functionalities of the Voice Mail system are found in the Voice Mail System User Instructions Manual located as a reference document</p>	
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10.	<p>HANDLING CUSTOMER ENQUIRIES / COMPLAINTS / REQUESTS</p> <p>Customers will present you with enquiries / complaints / requests during any interaction you have with them. It is your responsibility to the ownership of any of these types of interactions to ensure the customer receives a response either from you or someone who can assist them with their enquiries / complaints / requests.</p> <p>Customer enquiries / complaints / requests may be received from customers in person, over the telephone, by fax or e-mail. Ensure to handle each method of communication in an appropriate manner</p> <p>Handling Customer Enquiries:</p> <p>Follow the instructions below when handling customer enquires:</p> <ul style="list-style-type: none"> ▪ Understand the customer's enquiry ▪ If the enquiry is in person or over the telephone, confirm your understanding of the enquiry ▪ If the enquiry is by fax or e-mail and the enquiry is not clear, then request clarification via the same means of communication ▪ Once the enquiry is understood, determine if: <ul style="list-style-type: none"> - You are able to handle the enquiry by yourself - You require some assistance with the handling of the enquiry - Someone other than yourself would best handle the enquiry ▪ Take the appropriate action, and process the enquiry accordingly ▪ Ensure to provide the customer with timely updates on the progress of the enquiry if it is likely to take some time to respond to 	
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10.	<p>HANDLING CUSTOMER ENQUIRIES / COMPLAINTS / REQUESTS (continued)</p> <ul style="list-style-type: none"> ▪ You are responsible for closing the enquiry and ensuring that the customer receives a response to their enquiry if you requested assistance with the handling of the enquiry or you have forwarded / escalated the enquiry to another person. If necessary, follow-up with the customer for this purpose • Ask the customer if you can be of further assistance, and proceed accordingly <p>Handling Customer Complaints:</p> <p>Follow the instructions below when handling customer complaints:</p> <ul style="list-style-type: none"> ▪ Understand the customer's complaint ▪ If the complaint is in person or over the telephone confirm your understanding of the complaint ▪ Determine the action(s) that the customer is asking you to take in relation to the complaint presented ▪ If the complaint is by fax or e-mail and the complaint is not clear, then request clarification via the same means of communication ▪ Once the complaint is understood, determine if: <ul style="list-style-type: none"> - You are able to handle the complaint by yourself - You require some assistance with the resolution of the complaint - Someone other than yourself would best handle the complaint ▪ Take the appropriate action, and process the complaint accordingly ▪ Ensure to provide the customer with timely updates on the progress of the complaint if it is likely to take some time to respond to 	
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10.	<p>HANDLING CUSTOMER ENQUIRIES / COMPLAINTS / REQUESTS (continued)</p> <ul style="list-style-type: none"> ▪ After resolving the complaint, ensure to obtain an acknowledgement from the customer for their satisfaction with the resolution(s) presented ▪ You are responsible for closing and ensuring that the customer's complaint is satisfactorily addressed in line with company policy, especially if you requested assistance with the handling of the complaint or you have forwarded / escalated the enquiry to another person. If necessary follow-up with the customer for this purpose ▪ Ask the customer if you can be of further assistance, and proceed accordingly <p>Handling Customer Requests:</p> <p>Follow the instructions below when handling customer requests other than the placement of orders:</p> <ul style="list-style-type: none"> ▪ Understand the customer's request ▪ If the request is in person or over the telephone confirm your understanding of the request ▪ If the request is by fax or e-mail and the request is not clear, then ask for clarification via the same means of communication ▪ Once the request is understood, determine if: <ul style="list-style-type: none"> - You are able to handle the request by yourself - You require some assistance with the request - Someone other than yourself would best handle the request ▪ Take the appropriate action, and process the request accordingly ▪ Ensure to provide the customer with timely updates on the progress of the request if it is likely to take some time to respond to 	
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10.	<p>HANDLING CUSTOMER ENQUIRIES / COMPLAINTS / REQUESTS (continued)</p> <ul style="list-style-type: none"> ▪ Ensure to obtain an acknowledgement from the customer for their satisfaction with response / actions taken to meet their request ▪ You are responsible for closing and ensuring that the customer's request is satisfactorily addressed in line with company policy, especially if you requested assistance with the handling of the request or you have forwarded / escalated the request to another person. If necessary follow-up with the customer for this purpose ▪ Ask the customer if you can be of further assistance, and proceed accordingly 	
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11.	<p>PROCESSING DELIVERY ORDERS</p> <p>There are three aspects for your involvement with the processing of delivery orders:</p> <ol style="list-style-type: none"> i. The preparation of the orders ii. The processing of the paperwork for orders iii. The follow-up on undeliverable orders <p>The Preparation Of Delivery Orders:</p> <p>Orders prepared by production that are ready for delivery are staged on the “For Delivery” rack designated for this purpose.</p> <p>This activity shall be performed the day before the delivery is scheduled for. Follow the instructions below for preparing orders for delivery:</p> <ul style="list-style-type: none"> ▪ Retrieve the order from the rack ▪ Inspect the order for the following <ul style="list-style-type: none"> - The articles on the order - The number of pieces the order consists of - The service(s) requested - Special requests the customer may have asked for - Other details or special instructions ▪ If the order is in any way incomplete and does not meet the above specifications listed on the order receipt, then proceed to take any of the following actions as the situation warrants: <ul style="list-style-type: none"> - Address the exception if it is within your level of authority and responsibility and if you believe that you are able to address the situation by yourself 	
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11.	<p>PROCESSING DELIVERY ORDERS (continued)</p> <ul style="list-style-type: none"> - Escalate the situation to the store manager or the production manager depending on the nature of the exception and whom you may deem is more appropriate to help you address the situation <ul style="list-style-type: none"> o Ensure that the order meets the standard prior to putting it out for delivery ▪ Put the order on the daily delivery manifest using the Point-of-Sale (POS) system ▪ Repeat the above steps for the next order ▪ When all the orders on the rack are processed, then print the Daily Delivery manifest, and attach to the first order on the rack <p>The Processing Of The Paperwork For Orders Delivered:</p> <p>The driver returns the Daily Delivery Manifest after completing the delivery run.</p> <p>On the manifest are the orders that are delivered (indicated by a customer signature) and those that are not. In this section we will address the orders delivered.</p> <p>Follow the instructions below when processing the Daily Delivery manifest after deliveries are made:</p> <ul style="list-style-type: none"> - Review the Daily Delivery manifest and ensure that every order delivered has a customer signature beside it - Review the comments column, for comments placed beside any of the orders - If the comments placed are relating to a concern with the service, then initiate a Quality Incident Form for each order with a comment beside it - Process the Quality Incident form 	
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11.	<p>PROCESSING DELIVERY ORDERS (continued)</p> <ul style="list-style-type: none"> - Update the Point-of-Sale (POS) system with the status of the order as "Delivered" along with the name of the customer who signed for the order and the date the order was delivered - Repeat the above steps for all delivered orders - Initial and date the daily delivery manifest after updating all the orders listed <p>The Follow-Up On Undeliverable Orders:</p> <p>The driver returns the Daily Delivery Manifest after completing the delivery run.</p> <p>On the manifest are the orders that are delivered (indicated by a customer signature) and those that are not. In this section we will address the orders that are undeliverable.</p> <p>Follow the instructions below when processing the Daily Delivery manifest for orders that are not delivered.</p> <ul style="list-style-type: none"> ▪ Review the Daily Delivery manifest and look for orders that do not have a customer signature beside it in the customer signature column ▪ Review the comments column, for comments placed, by the driver beside any of the orders ▪ If the comments placed are relating to a concern with the service, then initiate a Quality Incident Form for each order with a comment beside it ▪ Process the Quality Incident form 	
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11.	<p>PROCESSING DELIVERY ORDERS (continued)</p> <ul style="list-style-type: none"> ▪ If the order is undelivered because the customer is unavailable, then place the order on the “For Delivery” rack for delivery the next day after confirming an appointment with the customer <ul style="list-style-type: none"> - Update the Point-of-Sale system with the status of the order as “Undelivered” and add any relevant comments - Repeat the above steps for undelivered orders - Initial and date the daily delivery manifest after updating all the orders listed <p>After completely processing all the orders on the daily delivery manifest, file it in the delivery manifest folder in the filing cabinet.</p> <p>Detailed instructions on the various functionalities of the Point-of-Sale (POS) system are found in the Point-of-Sale System User Instructions Manual located as a reference document.</p> <p>Perform the functions of this position in accordance with the policies and standards in effect. This includes the policies of your department as well as those of other departments referenced in the Standard Operating Procedures.</p> <p>You are required to perform your duties in accordance with the level of authority and responsibility assigned to this position. Where necessary use your discretion, knowledge and experience to take the appropriate actions and decisions that are best suited for the situation at hand. You are required to escalate issues to persons with the appropriate level of authority and responsibility in situations that require you to exceed your level of authority and responsibility.</p>	
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