Ashoka info

**1)** **Basics**

· Be on time;

· Don’t go in through the main door; use the side (emergency exit..) door;

· Avoid entering the restaurant area; if you have reason to do so, please let the staff know of your intention.

**2)** **Doing deliveries**

· Keep an eye on the area where they post deliveries

· If it’s your delivery to take check where it is in advance

· When is it “your delivery to take”? When you are the only courier in the shop, or when you were in the shop before the other courier/driver. Rule: *first in, first out*

· Always write the details of the delivery you’re doing (delivery id, postcode, customer number, your name, time you left with it time you came back) in the notebook provided

**· Keep all the delivery slips for cash up at the end of your shift**

· If the driver (Jim) is working with you, you should leave (***whenever possible***) all G13s and G14s for **him** to take

* *It’s not possible* to leave the G13s&G14s to the driver if the driver just left and would take a long time to come back or if the delivery is running late (check acceptance time on slip)

· If you have to do a delivery that’s more than 3 miles of cycling away, you’ll get paid £2 instead of £1; when this happens write “<3 m” in the notebook next to the postcode. When posting your number of deliveries & hours in Ashoka at the end of the week make sure you tell us how many deliveries were >3 miles and how many were normal

· Check if delivery is paid; if unpaid make sure you have change accordingly

· If you don’t have change you can ask the restaurant for a ‘float’ (usually £5) - but try to bring your own

· Keep all the cash you receive from customers during your shift - you’ll give it back to the restaurant at the end of your shift, when you cash up

· Speed: you should aim at delivering within 20 minutes of when you picked the delivery up

· You may take multiple deliveries at once if it makes sense to do so (check the addresses!)

**3) Other stuff**

*· Anything problematic that happens to you or your bike during your shift, any problems that you don’t know how to solve:* ***contact your teamleader/write on the ecorunners chat, contact Manos or Elina.*** *You are not alone!*

· Order your food at least 20 minutes before your shift ends so you don’t have to wait

· If you happen to lose one of your slips you can replace it with the kitchen copy - ask some of the staff (but they don’t like this happening)

· If the restaurant is quiet, you can go (try to) cash up 15 minutes before the official end of your shift

**4)** **Background info**

· You can see three types of delivery slips in Ashoka: JustEat, phone restuarant order slip and website restaurant order slip. Each of them can be either paid or unpaid. The paid phone ones will have a card receipt stapled to their back so check for that. Restaurant website ones are very rare.

· During the weekdays there are 2 couriers working in Ashoka. During the weekends there are two couriers + a driver

· Jim is the driver. He’s quite friendly and sassy. His number is 07880717402 - you can use this to check when he’s coming back, so you know if you must take the G13/G14 yourself or not

· G13s and G14 are generally quite far away (at least 2 miles, up to 4), and this is why it’s more efficient for the car to take them. G20s can ocassionally be nasty as well, but they are usually as good as the other nice postcodes: G11s and G12s

· Chetan (guy with an earpiece and suit) is the restaurant manager. Try not to cross him, he’s not always fun

· Rates are: £4/hour and £1 or £2/ delivery (£2 if it’s over 3 miles)

· **DO’s**

* **- Communicate with your team leader, Manos, Elina, other couriers**
* **- Ask us questions when you’re unsure about something**
* **- Be polite**
* **- Try to be nice with the people you deliver food to**
* **- Be proud to represent EcoRunners**
* **- Assume responsibility and make your own decisions when appropriate**
* **- Stay calm when the restaurant get crazy busy with deiveries. If it’s undoable, then it’s not your responsibility to do it (i.e. you’re the only courier and 4 deliveries come at once)**
* **-Ride safe!!**

· **DON’T’s**

* · **randomly walk in the customer area**
* · **stay in the way of waiters or any Ashoka staff**
* · **leave the restaurant/your shift without permission**
* · **be late for the start of your shift**
* · **ride at night time without lights**
* · **get into an argument with any of the Ashoka stuff – any problems, you let us know**
* · **lose delivery slips**