**Standard Operating Procedure for Food Delivery Drivers**

**Objective**

This standard operating procedure defines the standardized procedures for delivery drivers to deliver food orders accurately, promptly, and safely. It ensures customer satisfaction and adherence to company standards.

**Version Control**

| **Version** | **Date** | **Description** | **Author** |
| --- | --- | --- | --- |
| 1.0 | 14-01-2024 | Initial draft | Harish M |
| 1.1 | 10-01-2025 | Updated handling issues section | Harish M |
| 1.2 | 14-01-2025 | Added flow charts | Harish M |

**Key Responsibilities**

1. **Order Pickup**: Pick up orders promptly and verify accuracy.
2. **Order Delivery**: Deliver orders to customer locations on time and accurately.
3. **Customer Interaction**: Provide professional and courteous service.
4. **Safety Compliance**: Follow all traffic and safety regulations during deliveries.

**Required Tools and Equipment**

1. Delivery bag
2. Smartphone with the delivery application (app) installed
3. Vehicle in good condition (car, bike, or scooter)
4. Valid driver’s license and insurance

**Steps**

**1. Starting the Shift**

1. Log into the delivery application.
2. Inspect the vehicle for fuel levels, brakes, and lights.
3. Confirm possession of all required tools and equipment.

**2. Order Pickup**

1. Accept the order on the delivery app.
2. Navigate to the pickup location using the app.
3. On arrival:
   * Park in a designated or safe spot.
   * Confirm the order number with the restaurant staff.
   * Verify that the order matches the details in the app.
   * Secure the order in the delivery bag.

**Key Checks:**

* Verify the packaging is sealed.
* Check for special instructions, such as additional sauces or utensils.
* Communicate with the support team if there is any mismatch.

**3. Travel to Delivery Location**

1. Follow GPS navigation for the most efficient route.
2. Drive safely and comply with traffic regulations.
3. Communicate with the customer if:
   * A delay occurs.
   * Additional address clarification is needed.

**4. Order Delivery**

1. Locate the customer’s address.
2. Confirm customer details before handing over the order:
   * Ask for the order number or recipient name.
   * Collect the payment, if it is not a prepaid order.
3. Ensure a contactless delivery (if requested):
   * Place the order in the designated spot.
   * Notify the customer via the app or a call.

**Key Checks:**

* Confirm all items are delivered.
* Report issues, such as incorrect addresses, using the app immediately.

**5. Post-Delivery**

1. Mark the delivery as complete in the app.
2. Check for new orders.
3. Take a short break, if necessary.

**Handling Issues**

Common Problems and Solutions

1. Customer Unreachable:
   * Call the customer three times within five minutes.
   * Send a message using the app.
   * Follow the app’s protocol or the support team's instructions for undeliverable orders.
2. Wrong Order:
   * Notify the support team using the app immediately.
   * Follow the provided resolution instructions.
3. Traffic Delays:
   * Inform the customer about the delay.
   * Use alternative routes, if available.

**Safety and Compliance**

1. Follow local traffic laws and parking regulations.
2. Wear a company-provided uniform, if applicable.
3. Prioritize personal and food safety during transit.

Safety Tips:

* Avoid using the phone while driving.
* Park in well-lit and safe areas during deliveries.

**Order Delivery Flowchart**

A diagram of a delivery process

Description automatically generated

**Order Delivery Workflow**

[Start Shift] → [Log into App] → [Accept Order] → [Pickup Order] → [Navigate to Customer] → [Deliver Order] → [Complete Delivery]