

# Client Service Driver Start / Checklist

	Step
<input type="checkbox"/>	Clock In
<input type="checkbox"/>	Retrieve <b>Name Badge</b>
<input type="checkbox"/>	Verify <b>Uniform</b> looks professional
<input type="checkbox"/>	Check <b>Board</b>
<input type="checkbox"/>	Check <b>messages</b> in <b>App</b> for special instructions in your route
<input type="checkbox"/>	Verify <b>Driver Manifest, SMRT Issues, and Keap Messages</b>
<input type="checkbox"/>	Check for <b>New Client Kits</b>
<input type="checkbox"/>	Complete <b>Board Urgencies</b> (if applicable)
<input type="checkbox"/>	Verify all your orders are ready and in order
<input type="checkbox"/>	<b>If not</b> , talk to plant manager. Check completed if no questions
<input type="checkbox"/>	Find all <b>Non-hanging Items (Comforters, Folded Shirts, Cushions, etc.)</b> and place them in order of stop number
<input type="checkbox"/>	Count all hangers / Compare with ticket
<input type="checkbox"/>	Place tickets (if any) in <b>Green Bag</b> , staple hanging tickets to orders (if needed)
<input type="checkbox"/>	Zip Green Bags If any questions happen during this process, remove ticket from Green Bag, and Hang ticket upside-down to note a "problem" - talk to Operations Manager
<input type="checkbox"/>	Replace Damaged Green Bags
<input type="checkbox"/>	Verify <b>Green Bags</b> are zipped and have a professional appearance
<input type="checkbox"/>	Remove orders off assembly hooks onto a separate Z Rack
<input type="checkbox"/>	Verify first order on rack ready to be loaded will be your last stop
<input type="checkbox"/>	Grab your Vehicle key from key rack

	Step
<input type="checkbox"/>	Verify the cleanliness of your Vehicle
<input type="checkbox"/>	Slide <b>Camera</b> back into Holder
<input type="checkbox"/>	Move Vehicle from front to the back of the warehouse near the bay doors
<input type="checkbox"/>	Wash vehicle with provided soap, water, and scrub brush (if applicable)
<input type="checkbox"/>	Place orders individually in vehicle stop-by-stop
<input type="checkbox"/>	Check for Wash-n-Fold orders
<input type="checkbox"/>	Place Wash-n-Fold orders in the vehicle
<input type="checkbox"/>	Close vehicle door
<input type="checkbox"/>	Replace Z Rack in designed Location
<input type="checkbox"/>	Check <b>Board</b>
<input type="checkbox"/>	Complete <b>Board Urgencies</b> (if applicable)
<input type="checkbox"/>	Turn vehicle on
<input type="checkbox"/>	Check Gas Level
<input type="checkbox"/>	Write down <b>Vehicle Milage</b> in <b>Client Service Driver / Accounting / Gas Milage Form</b>
<input type="checkbox"/>	Complete <b>Client Service Driver / Supplies / Checklist</b>
<input type="checkbox"/>	Converse with <b>Operations Manager</b> Let them know you're leaving
<input type="checkbox"/>	Login to <b>App</b>
<input type="checkbox"/>	Complete <b>Client Service Driver / Always / Checklist</b>
<input type="checkbox"/>	Map to First Stop
<input type="checkbox"/>	Start <b>Client Service Driver / Stop / Checklist</b>
Completed by _____	
Completed on _____	

# Client Service Driver Stop / Checklist

	Step
<input type="checkbox"/>	Arrive at Home / Office
<input type="checkbox"/>	Turn off Radio
<input type="checkbox"/>	Look for bag on Porch (unless client requires going inside)
<input type="checkbox"/>	Check if the driveway has any obstructions, animals, and people If so, park on street Otherwise park in driveway unless specifically stated in <b>App</b>
<input type="checkbox"/>	Verify you're not blocking driveway, mailboxes, neighbors driveways, and any fire hydrants
<input type="checkbox"/>	Turn on blinker (directional signal) and pull into driveway (or the side of the road)
<input type="checkbox"/>	If possible, turn vehicle around in driveway (or road) If not, check if you're able to back out as easily as you pulled in
<input type="checkbox"/>	Apply emergency flashers
<input type="checkbox"/>	Place vehicle in Park
<input type="checkbox"/>	Apply parking brake
<input type="checkbox"/>	Remove Seat Belt
<input type="checkbox"/>	Turn off vehicle and take keys, keeping in hand or placing in pocket
<input type="checkbox"/>	Take phone (if you have removed it from your pocket) to scan
<input type="checkbox"/>	Check App on phone with Client Name and Address
<input type="checkbox"/>	Open <b>Door(s)</b>
<b>Delivery</b>	
<input type="checkbox"/>	Retrieve orders from back of the vehicle holding by hangers only (do not hold by shoulders) Check if no delivery
<input type="checkbox"/>	Verify all orders match name of client. Check if no delivery
<input type="checkbox"/>	Check item count
<input type="checkbox"/>	Scan (do not click off) orders in app
<input type="checkbox"/>	Verify pickup and delivery locations in app
<input type="checkbox"/>	Walk to delivery / pickup area
<b>Delivery and Pickup</b>	

	<b>Step</b>
<input type="checkbox"/>	<b>Do not look at <i>Phone</i> or <i>Checklist</i> while walking</b>
<input type="checkbox"/>	<b>Do not walk on grass use provided walkway</b>
<input type="checkbox"/>	<b>Do not look into houses</b>
<b>Delivery</b>	
<input type="checkbox"/>	Hang deliveries on Hook / Place non-hanging goods (comforters and/ or wash-n-folds) near front door handle
<input type="checkbox"/>	Verify non-hanging goods and hanger boxes are out-of-the-way of any doors
<input type="checkbox"/>	<b>If no door hanger</b> , knock on door (unless stated in app)
<input type="checkbox"/>	<b>If no door answer</b> , call client using phone number in <b>App</b>
<input type="checkbox"/>	<b>Do not place hanging items on doorknobs</b>
<b>Pickup</b>	
<input type="checkbox"/>	Pick up hangers first (if in box take the whole box), walk them back to the vehicle, then come back with hanger box to replace
<input type="checkbox"/>	Pick up Green Bag
<b>Pickup: Client requested <i>Service</i></b>	
<b><i>Denoted by "Bag" , "Will-Call" , "New Client" in Notes</i></b>	
<input type="checkbox"/>	<b>No Bag present</b> , knock on door (unless specified in App)
<input type="checkbox"/>	<b>No Door Answer</b> , call client using phone number in <b>App</b>
<input type="checkbox"/>	<b>Did not Answer Phone</b> , retrieve a "Sorry we missed you" door hanger notice from your vehicle and place it on front door knob (or specified pickup location)
<b>Pickup</b>	
<input type="checkbox"/>	<b>If Garments are in Another Bag</b> , retrieve an extra Green Bag from your vehicle, a pen, and a piece of paper. Write down name of client and place it in the plastic compartment. Clip the plastic compartment shut. Turn bag upside down and place the other bag inside the Green Bag
<input type="checkbox"/>	Turn facing the opposite direction (towards the road)
<input type="checkbox"/>	Verify name is on bag
<input type="checkbox"/>	Cinch Green Bag, unzip the side, place draw-string inside the zip side, and then zip the bag shut
<b>Delivery and Pickup</b>	
<input type="checkbox"/>	Walk to vehicle
<input type="checkbox"/>	<b>Do not walk on grass use provided walkway</b>

	Step
<input type="checkbox"/>	Add orders in app based on service type (ie <b>Dry Cleaning</b> and/or <b>Wash-n-Fold</b> )
<input type="checkbox"/>	<b>Verify all client notes on profile have been met by you</b>
<input type="checkbox"/>	<b>Add information regarding client process now if needed</b>
<input type="checkbox"/>	<b>Verify all client orders have been delivered by you</b>
<input type="checkbox"/>	Click off (finish) in <b>App</b>
<input type="checkbox"/>	Close <b>Door(s)</b>
<input type="checkbox"/>	Check for <b>Marketing Opportunities</b>
<input type="checkbox"/>	Complete a <b>Client Service Driver / Marketing / Opportunity</b> form if applicable
<input type="checkbox"/>	<b>(Request for Info):</b> Complete <b>Marketing Opportunities</b> by creating a new profile on <b>SMRT</b> ( <a href="https://drycleaningconnection.smrapp.com/posx/">https://drycleaningconnection.smrapp.com/posx/</a> ) (Tap on <b>Search Bar</b> -> <b>Add Customer</b> )
<input type="checkbox"/>	<b>Check Bag Count:</b> If you have picked up more than 12 bags, call management and coordinate a <b>Shuttler</b> to retrieve your bags
<input type="checkbox"/>	Check vehicle surrounding for obstructions
<input type="checkbox"/>	Place phone out-of-the way and in accordance with local laws
<input type="checkbox"/>	Buckle in
<input type="checkbox"/>	Turn off emergency flashers
<input type="checkbox"/>	Check App for next stop
<input type="checkbox"/>	<b>If needed,</b> route to next Client's Location
<input type="checkbox"/>	Check vehicle surrounding for obstructions using mirrors
<input type="checkbox"/>	Be mindful of children
<input type="checkbox"/>	Remove parking brake
<input type="checkbox"/>	Drive to next location
<input type="checkbox"/>	Repeat Process
Completed by _____	
Completed on _____	

# Client Service Driver / End of

	Step
<input type="checkbox"/>	Check fuel level
<input type="checkbox"/>	<b>1/2 Full or Less:</b> Fill gas tank
<input type="checkbox"/>	Drive back to <b>The Plant</b>
<input type="checkbox"/>	Drive around back of <b>The Plant</b> and use bay doors exclusively
<input type="checkbox"/>	Put vehicle in park
<input type="checkbox"/>	Put emergency brake on
<input type="checkbox"/>	Turn off vehicle
<input type="checkbox"/>	Check <b>Board</b>
<input type="checkbox"/>	Complete <b>Board Urgencies</b> (if applicable)
<input type="checkbox"/>	Check <b>messages</b> in <b>App</b>
<input type="checkbox"/>	Walk into plant and retrieve a <b>Buggy</b>
<input type="checkbox"/>	Open door and fill <b>Buggy</b>
<input type="checkbox"/>	Do not overfill <b>Buggy</b>
<input type="checkbox"/>	Walk <b>Buggy</b> into <b>Check In Room</b>
<input type="checkbox"/>	<b>Not all bags fit into the Buggy?</b> Retrieve another <b>Buggy</b> and repeat the walk-in process
<input type="checkbox"/>	Retrieve hangers from Vehicle
<input type="checkbox"/>	Sort hanger by type and place on the rack provided
<input type="checkbox"/>	Remove all personal items (including food and bags)
<input type="checkbox"/>	Write down <b>Vehicle Milage</b> in <b>Client Service Driver / Accounting / Gas Milage Form</b>
<input type="checkbox"/>	Write down <b>Gas Cost</b> in <b>Client Service Driver / Accounting / Gas Milage Form</b>
<input type="checkbox"/>	Place gas receipts in mileage pouch
<input type="checkbox"/>	Clean inside of Vehicle
<input type="checkbox"/>	Verify cleanliness of inside of Vehicle
<input type="checkbox"/>	Inspect Vehicle for any damages, nicks, and paint
<input type="checkbox"/>	Complete a <b>Client Service Driver / Inspection/ Vehicle Form</b> if applicable
<input type="checkbox"/>	Complete a <b>Client Service Driver / Supplies / Checklist</b>

	Step
<input type="checkbox"/>	Print and Verify <b>Checklists / Forms</b>
<input type="checkbox"/>	Vacuum Vehicle (if applicable)
<input type="checkbox"/>	Wash vehicle with provided soap, water, and scrub brush (if applicable)
<input type="checkbox"/>	Back in your vehicle in designated parking location in front of <b>The Plant</b>
<input type="checkbox"/>	Slide <b>Camera</b> out of Holder
<input type="checkbox"/>	Return vehicle keys to designated key rack location
<input type="checkbox"/>	Return <b>Name Badge</b> to designated location
<input type="checkbox"/>	Clock out
Completed by _____	
Completed on _____	

# Client Service Driver Supplies / Checklist

	Step
<b>In Vehicle</b>	
<input type="checkbox"/>	3x Door Hanger Hooks
<input type="checkbox"/>	1 Roll of Plastic Trash Bags
<input type="checkbox"/>	2x Pens
<input type="checkbox"/>	10x Sheets of Paper
<input type="checkbox"/>	3x New Client Kits
<input type="checkbox"/>	3x Extra Green Bags
<input type="checkbox"/>	10x Business Cards
<input type="checkbox"/>	10x <b>"Sorry We Missed You"</b> Door Hanger Notices
<input type="checkbox"/>	3x <b>Client Service Driver / Accounting / Gas Milage Forms</b>
<input type="checkbox"/>	1x <b>Motor Vehicle Accident (Crash) Report</b>
<input type="checkbox"/>	1x <b>Insurance Card</b>
<input type="checkbox"/>	Verify <b>Insurance Card</b> Expiration
<input type="checkbox"/>	<b>If expired, talk to Operations Manager</b>
<input type="checkbox"/>	1x <b>Client Service Driver / Handbook and Operating Manual</b>
<b>In Client Service Driver / Handbook and Operating Manual</b>	
<input type="checkbox"/>	1x <b>Client Service Driver / Job Description</b>
<input type="checkbox"/>	10x <b>Client Service Driver / Marketing / Opportunity Form(s)</b>
<input type="checkbox"/>	3x <b>Client Service Driver / Start / Checklist(s)</b>
<input type="checkbox"/>	3x <b>Client Service Driver / Stop / Checklist(s)</b>
<input type="checkbox"/>	10x <b>Client Service Driver / Supplies / Checklist</b>
<input type="checkbox"/>	1x <b>Client Service Driver / Accident / Checklist</b>
<input type="checkbox"/>	10x <b>Client Service Driver / Always / Checklist</b>
<input type="checkbox"/>	Print <b>Checklists / Forms</b>
Completed by _____	
Completed on _____	

# Client Service Driver Always / Checklist

	Step
<input type="checkbox"/>	Place <b>Issues, Quotes, Requests, Specials, and Unknowns</b> on <b>Board</b>
<input type="checkbox"/>	Verify <b>Camera(s)</b> are operating
<input type="checkbox"/>	<b>If not</b> , talk to <b>Operations Manager</b>
<input type="checkbox"/>	Do not use client trash cans
<input type="checkbox"/>	Do not look into homes
<input type="checkbox"/>	Do not leave unauthorized notes to clients Call <b>Management</b> directly of required communication
<input type="checkbox"/>	Do not take hangers home
<input type="checkbox"/>	Do not throw away hangers
<input type="checkbox"/>	Do not play loud audio (music, podcasts, audiobooks, etc) <b>Management</b> will have the right to revoke audio privileges at anytime
<input type="checkbox"/>	Do not walk on grass use provided walkway
<input type="checkbox"/>	Do not operate the vehicle while using your phone
<input type="checkbox"/>	Do not have pets (animals) inside any company vehicle at any time
<input type="checkbox"/>	Only authorized team members may drive vehicle from written or verbal approval from <b>Management</b>
<input type="checkbox"/>	Only authorized person(s) may ride in the vehicle from written or verbal approval from <b>Management</b>
<input type="checkbox"/>	Only stops listed in your <b>Route Manifest</b> are approved. Any deviation from this must be approved by <b>Operations Manager</b> before proceeding
Completed by _____	
Completed on _____	



# Client Service Driver / Accident / Checklist

	Step
<input type="checkbox"/>	Check for injuries
<input type="checkbox"/>	Check on the well being of passengers
<input type="checkbox"/>	Get to safety
<input type="checkbox"/>	Call 911
<input type="checkbox"/>	Wait for Help
<input type="checkbox"/>	Exchange information
<input type="checkbox"/>	<b>Do not discuss fault</b>
<input type="checkbox"/>	Document the accident
Completed by _____	
Completed on _____	