



DATE:

PRO DRIVER EVALUATION

EVALUATOR

Name:

Email:

DRIVER

Name:

Email:

PRE SCREEN

Accidents/Tickets (Prior 12 Months)

Average Score Last 4 Ride Withs

Cutting Board Contest Sales Last Year

LYTX Documented Coaching

Current Revenue Conversion %

Current Fill Rate %

Current Churn Rate %

Current Stops Per Hours

FIRST IMPRESSION

1. Proper Cozzini uniform? (clean uniform, 100% Cozzini)	<input type="checkbox"/> 0 <input type="checkbox"/> 1
2. Neat, clean appearance? (shaved, neat hair)	<input type="checkbox"/> 0 <input type="checkbox"/> 1
3. Positive attitude?	<input type="checkbox"/> 0 <input type="checkbox"/> 1
4. Enthusiastic about the job?	<input type="checkbox"/> 0 <input type="checkbox"/> 2
5. Prepared for the day?	<input type="checkbox"/> 0 <input type="checkbox"/> 1
6. On time for Pro driver evaluation?	<input type="checkbox"/> 0 <input type="checkbox"/> .5
7. Willing to help others when needed?	<input type="checkbox"/> 0 <input type="checkbox"/> 2
Total	

Notes

COMMUNICATION

1. Check emails at least every 3 hours when safe?	<input type="checkbox"/> 0 <input type="checkbox"/> 1
2. Respond to emails upon completion of tasks?	<input type="checkbox"/> 0 <input type="checkbox"/> 1
3. Email response easily understandable with facts?	<input type="checkbox"/> 0 <input type="checkbox"/> 1
4. Respond to texts/calls in a timely manner?	<input type="checkbox"/> 0 <input type="checkbox"/> 2
5. Participate in group meetings/discussions?	<input type="checkbox"/> 0 <input type="checkbox"/> 1
6. Elevates issues to AM?	<input type="checkbox"/> 0 <input type="checkbox"/> 1
7. Completes all Paylocity tasks by deadline?	<input type="checkbox"/> 0 <input type="checkbox"/> 1
Total	

Notes

CORE VALUES

Understands and can explain Cozzini's core values ("The House")?

1. Trust	<input type="checkbox"/> 0	<input type="checkbox"/> 1
2. Integrity	<input type="checkbox"/> 0	<input type="checkbox"/> 1
3. Teamwork	<input type="checkbox"/> 0	<input type="checkbox"/> 1
4. Continuous Improvement	<input type="checkbox"/> 0	<input type="checkbox"/> 1
5. Safety	<input type="checkbox"/> 0	<input type="checkbox"/> 1
6. Service	<input type="checkbox"/> 0	<input type="checkbox"/> 1
Total		

Notes

DRIVER/CUSTOMER INTERACTION

1. Can explain what is meant by professional driver?	<input type="checkbox"/> 0	<input type="checkbox"/> 2
2. Properly starts/stops accounts?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
3. Can explain the first delivery process?	<input type="checkbox"/> 0	<input type="checkbox"/> 2
4. Greets customers? Announces arrival?	<input type="checkbox"/> 0	<input type="checkbox"/> 2
5. Can explain end of service process?	<input type="checkbox"/> 0	<input type="checkbox"/> 2
6. Ask customers if they can do anything else?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
7. Thanks customer?	<input type="checkbox"/> 0	<input type="checkbox"/> 2
8. Can explain "twitch" program?	<input type="checkbox"/> 0	<input type="checkbox"/> 2
9. Can site specific occurrences of utilizing "twitch"?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
10. What is meant by being the helpful expert?	<input type="checkbox"/> 0	<input type="checkbox"/> 2
11. Explain upselling and provide examples?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
12. Demonstrated customer relationships?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
13. Understand/utilize retention flyer?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
14. Customer survey results	<input type="checkbox"/> 0	<input type="checkbox"/> 1
Total		

Notes

PRODUCT/PROGRAM KNOWLEDGE | CUSTOMER SURVEY

Test Score

Results

Notes

VEHICLE

1. Vehicle clean/organized? (Inside/out)	<input type="checkbox"/> 0	<input type="checkbox"/> 1
2. All needed tools/equipment?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
3. No loose/excess products?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
4. Driver boxes maintained?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
5. Demo SSCO?	<input type="checkbox"/> 0	<input type="checkbox"/> .5
6. Vehicle maintenance done regularly? (next due per sticker)	<input type="checkbox"/> 0	<input type="checkbox"/> 1
7. Cutting board order forms/business cards/accident forms?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
8. Vehicle damage/safety issues reported?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
9. Phone holder and blue tooth connected?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
Total		

Notes

SAFETY/ORGANIZATION

1. Safety check on BR done properly?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
2. Can explain/teach current month's safety topic?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
3. Understand the reasons for PPE?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
4. Wears no slip shoes?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
5. Wears PPE when required in SC?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
6. Understand the reasons for Lytx?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
7. Understand camera audible warnings?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
8. Is attentive to Lytx coaching?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
9. Adhere to Cozzini regulations and road rules?	<input type="checkbox"/> 0	<input type="checkbox"/> 2
10. Vehicle correctly loaded including programs/sale items?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
11. Understand parking tips?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
12. Understand procedures in case of accident/incident?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
Total		

Notes

STANDARD OPERATING PROCEDURES

1. Understand proper clock in/out procedures?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
2. Switch knives accurately? Looks for issues?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
3. Switch knives in a safe and expedient manner?	<input type="checkbox"/> 0	<input type="checkbox"/> 2
4. Use kitchen courtesy when moving about the kitchen?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
5. Interact with various members of kitchen staff?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
6. Rinse/wash knives with heavy debris?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
7. Change programs correctly/safely?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
8. Collect from customers per guidelines?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
9. Understand/explain the collections level process	<input type="checkbox"/> 0	<input type="checkbox"/> 1
10. All COD deposited weekly?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
11. Utilize the ATM deposit process?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
12. Report any money discrepancies with explanation?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
13. Orders PPE from AM as needed?		
Total		

Notes

HANDHELD

1. Report routing issues via survey?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
2. Understand the importance of following routing?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
3. Look for ways to increase SPH?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
4. Understand blade runner account color coding?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
5. Understand blade runner procedures for:		
5.1. collecting cash/checks and collections levels	<input type="checkbox"/> 0	<input type="checkbox"/> 1
5.2. updating open/close times – days open – Geocoding	<input type="checkbox"/> 0	<input type="checkbox"/> 1
5.3. changing inventory – one-time concerns	<input type="checkbox"/> 0	<input type="checkbox"/> 1
5.4. adding programs/incoming orders	<input type="checkbox"/> 0	<input type="checkbox"/> 1
5.5. using correct/complete surveys	<input type="checkbox"/> 0	<input type="checkbox"/> 1
5.6. skip stops - assigning a redelivery day	<input type="checkbox"/> 0	<input type="checkbox"/> 1
6. Can explain the use of different survey?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
7. Utilize QA survey for all customer issues?	<input type="checkbox"/> 0	<input type="checkbox"/> 1
8. Follow up with customer after a QA?	<input type="checkbox"/> 0	<input type="checkbox"/> 2
Total		

Notes

END OF DAY

1. Unload efficiently?	<input type="checkbox"/> 0 <input type="checkbox"/> .5
2. Follow KIMS procedures for:	<input type="checkbox"/> 0 <input type="checkbox"/> 1
2.1. requesting new boxes	<input type="checkbox"/> 0 <input type="checkbox"/> 1
2.2. banding/turning unused boxes	<input type="checkbox"/> 0 <input type="checkbox"/> 1
2.3. returns unused programs	<input type="checkbox"/> 0 <input type="checkbox"/> 1
3. Leaves shop/shed area clean and organized?	<input type="checkbox"/> 0 <input type="checkbox"/> 1
4. Report issues to AM?	<input type="checkbox"/> 0 <input type="checkbox"/> 1
5. Locks shop/shed and double checks?	<input type="checkbox"/> 0 <input type="checkbox"/> 1
6. Clocks out appropriately?	<input type="checkbox"/> 0 <input type="checkbox"/> .5
Total	

Notes

Notes

Total Score

Test Score

Customer Survey Results

Certified Driver? Yes No

Area Manager:

Signature

Evaluator:

Signature

DATE: