



1601 Ronald Reagan Blvd., Longwood, FL 32750 Phone: (407) 339-5311 Fax: (407) 339-7491

Roles and Responsibilities Block Delivery Professional

- Philosophy:** The Block Delivery Professional provides outstanding customer service by delivering a quality product safely and efficiently, always representing the company in a friendly and professional manner.
- Safety:**
- Personal Protective Equipment. The Delivery Professional always wears the appropriate safety equipment, including hardhat, steel-toe boots, safety glasses, and hearing protection as well as lighting devices when necessary.
 - Daily Vehicle Inspections. The Delivery Professional thoroughly performs required daily vehicle inspections to prevent mechanical problems that could result in a safety incident or preventable down time.
 - Defensive Driving. The Delivery Professional drives defensively, using common principles and techniques of defensive driving. Delivery Professionals observe basic principles of road courtesy and never violate state or federal hours of service regulations. Exercise patience and the Smith System while driving.
 - Alertness on the Jobsite. The Delivery Professional is alert on the jobsite and watchful of potential hazards.
 - Safe and Effective Offloading. The Delivery Professional stocks materials on the customer jobsite in a way that is both safe and maximizes the ease with which masons can access the materials for use. Every effort is made to minimize or eliminate damage to the jobsite that might result from the stocking of materials on the lot or slab. The Delivery Professionals park straight trucks safely using appropriate warning cones.
- Quality:**
- Product Quality. The Delivery Professional is responsible for stocking materials on the jobsite in a careful manner and should report to management any defects observed in materials being delivered and any damage that occurs in the course of delivery.
 - Communicate jobsite issues to management via ticket or wireless. When relevant, the Delivery Professional should communicate jobsite issues that may impact company interests.
- Efficiency:**
- Delivery Tickets. The Delivery Professional records all appropriate information, including any exceptional events, on the delivery ticket. In any situations where the delivery of materials requires the crossing of sidewalks, grass, or other sensitive areas, the Delivery Professional will secure a customer signature on the delivery ticket prior to proceeding.

CONCRETE BLOCK STEEL

1601 Ronald Reagan Blvd., Longwood, FL 32750 Phone: (407) 339-5311 Fax: (407) 339-7491

Attention to Time Standards. The Delivery Professional respects the allotted time standards for block delivery. Each day, the Delivery Professional strives for efficiency while prioritizing safety and quality with respect to jobsite conditions. The Delivery Professional is part of the company team, immediately communicating ideas for improvement to management.

Driving Directions. The Delivery Professional pre-plans the route, selecting the most direct course. Traffic conditions and special circumstances are communicated to dispatch and/or the Plant Manager to help distribute the day's orders most efficiently.

Customer Service: Service Attitude. The Delivery Professional endeavors to anticipate and fulfill all customer needs that do not infringe upon principles of safety or integrity. The attitude is cheerful and pleasant with a sense of urgency.

Handling Complaints. The Delivery Professional avoids confrontation with the customer. Situations are handled according to basic complaint management techniques such as those delineated in the company Delivery Professional Training Program.

Appearance: Personal. The Delivery Professional is always well groomed, dressed in accordance with company policy, and is in good mental and physical condition. Trucks. The Delivery Professional has a truck that is constantly kept in a clean condition.

Assistance with Facility. When requested, the Delivery Professional helps keep the plant and yard clean and neat.