

custom **comfort** mattress

Delivery Driver Success Summary

Company Summary

Custom Comfort Mattress manufactures and sells handcrafted, high quality mattresses made with natural products in addition to premiere bedding accessories. We are passionate about creating a genuine customer focused experience everyday. Our goal is to kindly and carefully deliver our products to our customers as desired and efficiently while providing the highest level of customer service.

The company's manufacturing facility is located in Orange, CA and operates seven retail locations, five in OC and two in the greater LA marketplace. Custom Comfort Mattress was founded 30 years ago and continues to run as a privately held family owned business.

Delivery Driver Success Summary

The primary responsibility of a Delivery Driver is to deliver our products to our customers home as scheduled and to create an exceptional delivery experience in the process of doing so.

General Skills and Abilities

- **Commitment and Follow Through** – a demonstrated ability to persist in the face of challenges. Grit, tenacity, determination to get things accomplished
- **Communication** – demonstrated ability to effectively communicate verbally with Customers, Co-workers and Management
- **Innovation** – the ability to think out side the box and develop action plans without being asked. Can assess situations and develop steps to accomplish goals without close management
- **Flexibility** – demonstrated ability to change directions and accept feedback when needed. Open-minded and willing to be coached
- **Detail Minded** – Able to follow processes and procedures. Has demonstrated structure and focus in delivering high performance
- **Team Player** – Works well with others. Demonstrated ability to share responsibilities with others to accomplish the job at hand as efficiently as possible
- **Reliable** – Capable of being relied on. Dependable to show up to work on time and as scheduled
- **Courteous** – demonstrated ability to be polite and respectful.
- **Fast Paced** – Ale to act and move quickly
- **Map Comprehension** – Ability to read a Map and determine most efficient way to get from point A to B
- **Availability** – Ability to work Weekends and flexible availability
- **Strength** – Ability to carry, lift, load, stack and pull heavy items

Requirements

- Valid CA Class drivers license

- At least 2 years driving experience with a clean (no points) driving record
- Must be familiar with Orange, LA County and surrounding areas
- Must be Well Groomed
- Able to pas a drug test

Compensation

- A competitive base salary, health insurance benefits, paid vacation and holiday(s) and healthy discounts on merchandise after 90 days

Performance Deliverables

1. Company Overview

Deliverable	Due Date
A. Can clearly articulate the company core values and value proposition	Week 1
B. Can clearly describe the company history and points of difference	Week 1
C. Can explain proper dress, scheduling and delivery goal expectations	Week 1

2. Product Knowledge

Deliverable	Due Date
A. Can clearly identify all standard bedding sizes	Week 2
B. Can clearly identify all bedding products, key features and warehouse location including base and adjustable bed options: Refresh Product Line Revive Product Line Renew Product Line Enhance Product Line Inspire Product Line Retreat Product Line Legacy Product Line Dream Product Line	Week 3
C. Can clearly identify all accessory products, key features and warehouse location. Protectors, Sheets, Pillows and Frames	Week 4

3. Warehouse Operations / Computer Systems

Deliverable	Due Date
A. Can demonstrate how to clock in and out	Week 1
B. Can demonstrate how to lift and solo carry a Twin or Full mattress in the warehouse	Week 2
C. Can demonstrate how to complete a “daily assignment” form to check out and in a cell phone and tool bag	Week 2
D. Can demonstrate how to fill in or complete an Invoice log for a delivery run	Week 2
E. Can demonstrate how to operate the wrapper and bag a mattress	Week 2
F. Can demonstrate how to load a delivery run in a truck	Week 3

G. Can demonstrate how to lift and duo carry a Queen or King mattress in the warehouse	Week 3
H. Can demonstrate how to “deliver” delivered items in Furniture Wizard	Week 3
I. Can demonstrate how to complete a “truck inspection” form	Week 4
J. Can demonstrate how to “double check” a loaded truck	Week 4
K. Can demonstrate how to complete a “vehicle accident report” form	Week 4
L. Can demonstrate how to complete a “mobile worker lunch break punch-clock” form	Week 4

3. Delivery Experience Process

Deliverable	Due Date
A. Can demonstrate how to navigate to deliveries using a map	Week 2
B. Can explain the 3 sections and 10 steps of “The Custom Comfort Delivery Experience”	Week 3
C. Can demonstrate how to read a delivery slip and identify key information	Week 3
D. Can demonstrate how to set up the 4 types of bed frames	Week 4
E. Can demonstrate the “greet-up” section of “The Custom Comfort Delivery Experience”	Week 4
F. Can demonstrate how to complete a “delivery confirmation” form	Week 4
G. Can demonstrate how to set up and program an adjustable bed	Week 5
H. Can demonstrate how to attach a headboard to a bed frame	Week 5
I. Can demonstrate how to lift and solo carry a Twin or Full mattress up stairs	Week 5
J. Can demonstrate the “set-up” section of “The Custom Comfort Delivery Experience”	Week 5
K. Can demonstrate how to lift and duo carry a Queen or King mattress up stairs	Week 6
L. Can process customer credit card on cell phone	Week 6
M. Can demonstrate the “clean-up” section of “The Custom Comfort Delivery Experience”	Week 6
N. Can demonstrate how to complete an “accident on delivery” form	Week 6