

Ideas for Earning Better Tips

(from the Ideas for Earning Better Tips training class – updated following each class)

1. Show up for work. You lose money when you are late or don't show up.
2. Gas up before your shift.
3. Take the order and deliver the order.
4. Help inside... so you can get out quicker.
5. Verify the order including all extras before leaving the store.
6. Always read driver comments.
7. Plan route – Be on-time.
8. Exceed their expectations. Go the extra mile.
9. Give what they don't ask for, e.g. napkins, plates, etc. when delivering to businesses and motels.
10. Don't keep napkins and plates in your car if you are a smoker.
11. No tobacco products in front of customer... or near the customer's food.
12. Be neat and clean. Be clean cut.
13. Have an extra shirt available... just in case.
14. Clean car... inside and out. They will make a correlation between your car and their pizza.
15. Wear car topper... on your car. It's good for our business and your customer's security.
16. Don't turn music up too loud... at any time during the delivery.
17. Always use a hot bag.
18. Take care of the pizza... keep the cheese on top.
19. Stack no more than four pizzas to not crush the one on the bottom.
20. No coke in the hot bag.
21. Drive safely. Don't speed. People are watching.
22. Park on street. Many times it is quicker and safer than parking in the driveway. Also, you don't get accused of getting oil on their driveway.
23. Use hazard lights when parking on the street.
24. Walk on driveway and sidewalk. Respect their property.
25. Have a brisk step to your walk... hustle. It's a good image.
26. Welcome new people to the neighborhood.
27. Look for ways you can be of service to your customer.
28. If the customer's newspaper is in the driveway, take it to them.
29. Tell them if they have UPS packages on the porch.
30. Tell them their car light is on.
31. Help get the dog back in the house.
32. Memorize and greet the customer by last name.
33. Know the amount before you get to the door.
34. Have a "cheerful" knock. Don't knock or talk too loud. Children may be sleeping.
35. Don't get in personal space. Step back.
36. Look and act professional.
37. Make eye contact. People don't trust people who won't look them in the eye.
38. Remove sunglasses, they are a barrier.
39. Wear a winning smile.
40. Show a positive attitude. Act like you want to be there.
41. Be friendly and polite. Practice good manners.
42. Show respect. Use courtesy words. (Please, thank you, yes sir, no sir)
43. Good hygiene. Watch your breath.
44. Don't act rushed, even though you are.
45. Call the customer, if going to be late. They will normally cut you some slack, if you call.
46. Take a free soda, if you know you are going to be late.
47. Call the customer before arrival, when practical. Leave a message, if not at home.

48. If they are not at home when you get to the home and you decide to make a second delivery and come back, leave a menu or the sticker from the box, so they will know you were there.
49. Apologize, if you are late. Accept responsibility.
50. Don't hesitate to say, "We messed up." Never say, "They messed up." We are a TEAM.
51. Be honest. Admit mistakes.
52. LISTEN to the customer. Keep your mouth shut, when necessary.
53. At the door, repeat the whole order, including extras.
54. Offer to help the elderly with the pizza.
55. Hold your flashlight for the customer.
56. Remember thin crust doesn't stay hot as long as original. In the hot bag, always put the thin crust on top so the original crust can help keep it hot.
57. Say, "Be careful, it's hot." Perception is everything.
58. Speak to the kids. Tell them their kids are cute/polite/etc.
59. Take stickers for the kids. Take puzzle books and pencils for the kids.
60. Give the kids something small to carry, with the parent's permission.
61. Speak to dog or cat. Remember the pet's name
62. Don't hesitate to be wet or cold. Many drivers say they get better tips when they are wet or cold.
63. Congratulate new parents.
64. Small talk/Pleasant conversation – weather, sports, etc. Ask about "The Game."
65. Compliment something... their house, their yard, their pet.
66. Compliment seasonal decorations.
67. Compliment their large mailbox numbers.
68. Thank them for leaving their porch light on.
69. Have fun. Be enthusiastic.
70. Joke appropriately with the customer.
71. Have a pen available. It will save you a lot of time.
72. Make a positive comment on what they ordered, e.g. "Great choice! That's my favorite." But don't lie.
73. Deal with pizza first, then payment.
74. **Have proper change. Give only ones for change. Always start counting back change. The customer must perceive that you are prepared to give them all their change.**
75. Don't look like you expect a tip.
76. If they give you too much money, give it back.
77. Use clipboard or top of pizza box to sign credit card slip.
78. **Say, "Please complete the total and sign." Don't ever allude to the tip line, but make sure the total line is filled in before you leave, even if you have to do it yourself.**
79. Offer the itemized slip to motel people for reimbursement.
80. Thank the customer for their order. Thank the customer sincerely for any tip received.
81. Look them in the eye and say, "I really appreciate it."
82. To a long-time customer, say, "You have always been good to tip us. We really appreciate it."
83. Thank military people for their service.
84. Assume the best of your customers.
85. Be observant and make a personal connection with the customer.
86. Treat the customer the way you would like to be treated.
87. _____
88. _____
89. _____