FREE SHORT COURSE WORKBOOK

Courier Delivery Excellence

Use this workbook alongside the four lessons. Work in pencil or pen on a printout, and use your own delivery list or route where you can. Numbers shown as examples are examples only.

Name: _____ Date: _____

LESSON 1

My morning check

Take your list for the day. For each of your first five stops, write down the details you need. Then count your parcels and compare the number with the list.

Stop	Who receives	Parcels	Time promise	Special instruction
Example: Stop 1	*Ms Dube, reception*	*2*	*Before 10:00*	*Phone from the gate*

Parcel count

Parcels on my list: _____

Parcels I counted: _____

Do they match? Y / N If no, who I told: _____

LESSON 2

Plan a loop

List the stops on a route you drive. Mark the fixed stops first. Then group the other stops by area and write them in the order you will visit them. Estimate the time.

Order	Stop or area	Fixed time? (time)	Minutes at stop	Notes
Example: 1	*Rosebank offices*	*Before 10:00*	*8*	*Park in the bay*

Time plan

Driving time (estimate): _____ minutes

Stops: _____ stops x _____ minutes = _____ minutes

Driving + stops = _____ minutes

Spare allowance (about a quarter): _____ minutes

Total planned time: _____ minutes

LESSON 3

Check my proof of delivery

Look at your last five completed deliveries. For each one, write Y or N for whether the record shows each of the four things. Note anything you will do differently.

Delivery	Who?	When?	Where?	Condition?	What I would add
Example: Parcel 1	*Y*	*Y*	*N*	*Y*	*Photo of the gate*

Write one sentence you could say to a customer who is upset about a damaged parcel.

_____

_____

_____

LESSON 4

My delivery day review

At the end of a delivery day, fill in the figures and answer the questions. Use your own day, not the example in the lesson.

First-attempt rate

Total stops: _____

Delivered first time: _____

First-attempt rate = _____ / _____ x 100 = _____ %

Which stops were not delivered first time, and what was the reason for each?

_____

_____

_____

_____

- ☐ Every stop has a complete record
- ☐ Undelivered parcels handed back or kept safely
- ☐ Damage or problems reported to the office
- ☐ I told customers early (while parked) when I was running late

My three actions

Write three things you will do differently on your next delivery day.

1. _____
2. _____
3. _____