

A usable routine for the first month

When	Action	Record
Before Day 1	Manager assigns primary and backup trainers, provides procedures and confirms eligibility.	F01 F02 F14
Day 1	Trainer demonstrates, observes practice and checks understanding. Management decides the next assignment.	F03 F06
Week 1	Trainer checks in before and after worked shifts and closes the first review.	F04 F06 F07
Weeks 2 and 3	Trainer practices gaps and complex scenarios, checks progress and provides specific feedback.	F07 F08 F09
Week 4	Trainer checks unresolved skills. Management completes, extends or reviews training.	F05 F06
Before peak or an area change	Dispatch checks support coverage, van readiness and access information.	F10 F11 F12 F13

Why the routine matters

A form gives the next person a record of what happened. The check-in gives the driver a chance to speak. Used together, they help a trainer act on a specific gap instead of repeating a general instruction such as work faster.

A fair example

A driver needs help at a locker, then completes the next locker delivery independently after a demonstration. Record the first attempt as prompted, record the later demonstration with its date, and review the remaining skills. A single successful task does not establish readiness for every route.

Essential operating rule

Management decides assignments and completion using observed skills, current eligibility and the actual route. Elapsed weeks, a signature or a pace number alone cannot establish readiness.

Coaching evaluation and decisions

Rating	Observable meaning
I Independent	Driver completes the specific task correctly and safely without prompting.
P Prompted	Driver completes the task with reminders or assistance.
R Reteach	The task is incorrect or unsafe and needs further teaching and observation.
NO Not observed	There was no valid opportunity or evidence. Plan an observation.

A record that the next shift can use

Write the task, date, observed behavior, context and next action. Separate reported concerns from confirmed events. Example: Driver needed a reminder to verify the second location in a grouped stop. Trainer demonstrated the check. Next shift, the backup will observe two grouped stops and record the result.

Pace with context

For a consistent local measure, use stops the driver completed divided by active delivery hours. Active delivery time runs from first delivery activity to final delivery activity, less recorded breaks. Exclude outbound and inbound travel stems. Include on-route travel and access time. Record the chosen stop definition and source consistently.

If rescues, timestamps or breaks cannot be separated reliably, enter N/A with the reason. Missing data is not zero. Use locations and packages as context when grouped stops obscure effort. The kit sets no universal minimum pace and does not treat missed breaks as improvement.

The review

Use F04 at Week 1 and F05 at Month 1. F06 holds the evidence, follow-up and management decision for any checkpoint. Resolve unobserved essential skills and critical concerns before release. A completion record documents the company decision and is not an external certification.

F03 Day 1 observation

Driver _____ Trainer _____ Date _____

Worked shifts _____ Period _____ Route or area _____

Complete after the first ride-along and use F06 for examples and the decision.

I Independent P Prompted R Reteach NO Not observed

Choose one rating per skill. NO requires a planned observation. A pace result cannot offset an unresolved safety or integrity concern.

Skill	I	P	R	NO
Timekeeping and break procedure	☐	☐	☐	☐
Pre-trip inspection and defect reporting	☐	☐	☐	☐
Safe driving and distraction prevention	☐	☐	☐	☐
Parking backing and vehicle security	☐	☐	☐	☐
Loading and safe handling	☐	☐	☐	☐
Itinerary notes and access windows	☐	☐	☐	☐
Correct package address and location	☐	☐	☐	☐
Approved scan photo and completion steps	☐	☐	☐	☐
Each location in a grouped stop	☐	☐	☐	☐
Apartment or locker task	☐	☐	☐	☐
Customer contact and access escalation	☐	☐	☐	☐
Break planning and timely requests for help	☐	☐	☐	☐
Return handoff post-trip and clock out	☐	☐	☐	☐

Trainer _____ Discussion date _____

Driver _____ Next review _____