

# Grocery Quick Start Guide

## *Curriculum at a Glance - CS-SDS Grocery (Driver Only) New Hire Modules*

CS-SDS Grocery – Overview
CS-SDS Grocery - Handbook
CS-SDS Grocery - Tools and Resources
CS-SDS Grocery - Common Use Cases - Driver
CS-SDS Grocery - Resolution and Impact
CS-SDS Grocery - Advanced Soft Skills
CS-SDS Grocery - Food Safety
CS-SDS Grocery - Difficult Conversations
CS-SDS Grocery - On-Road Driver Support
CS-SDS Grocery - Check In Process for Grocery Drivers
CS-SDS Grocery - Driver Unable to Locate Package
CS-SDS Grocery - Driver Unable to Locate Address, Inaccessible Delivery Locations and Customer Unavailable
CS-SDS Grocery - Driver SIC Wrap-Up Codes
CS-SDS Grocery - One Call Resolution
CS-SDS Grocery - Comprehensive Driver Only Assessment
CS-SDS Grocery Driver Simulation Driver Only Assessment

### *What's been updated?*

#### **CS-SDS Grocery - Handbook**

- Removed verbiage 'the 5 R's' as it was not globally applicable
- Updated verbiage from 'Marketplace' to 'Store'

#### **Module: CS-SDS Grocery – Tools and Resources**

- Added content on where to locate River Forms
- Added content on the Driver App to help CSAs support Drivers

#### **Module: CS-SDS Grocery – Resolution and Impact**

- Removed verbiage 'the 5 R's' as it was not globally applicable

#### **Module: CS-SDS Grocery - Check in Process for Grocery Drivers**

- Removed COVID-19 Instructions

#### **Module: CS-SDS Grocery – Grocery Comprehensive Assessment**

- Updated assessments to reflect updates and content removal from curricula

#### **Module: CS-SDS Grocery – New Hire Facilitator Guide**

- Removed content that is no longer globally applicable
- Updated Grocery Program Overview, Curriculum Overview, Curricula Schedules, Program Preparation, Module Walkthrough and Program Resources

### *What's been removed?*

#### **Module: CS-SDS Grocery - Introduction**

- Content no longer applicable

#### **Module: CS-SDS Grocery - Day in The Life**

- Content exists in the Onboarding Curricula

#### **Module: CS-SDS Grocery - Recover Process**

- Module focused on the 5 R's process which is not globally applicable

#### **Modules: CS-SDS Grocery - Common Use Cases – Recipient and CS-SDS Grocery - Recipient SIC Wrap-Up Codes**

- Removed from Driver Path due to Stakeholder feedback

#### **Module: CS SDS Grocery - 3P Merchant Orders Repick Process**

- Content was not Globally applicable and contained references to store specific processes

#### **Module: CS-SDS Grocery - Outro**

- Content no longer applicable

Trainers can supplement the removed curricula with additional Contact Shadowing / Live Contact Practice, or Store specific training.



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## Curriculum at a Glance – CS-SDS Grocery (Recipient Only) New Hire Modules

CS- SDS Grocery – Recipient Only Overview
CS- SDS Grocery - Handbook
CS- SDS Grocery - Tools and Resources
CS- SDS Grocery - Common Use Cases – Recipient
CS- SDS Grocery - Resolution and Impact
CS- SDS Grocery - Advanced Soft Skills
CS- SDS Grocery - Food Safety
CS- SDS Grocery - Difficult Conversations
CS- SDS Grocery - Implementing Tools for Resolving Contacts
CS- SDS Grocery - Recipient Problems with Orders Received
CS- SDS Grocery - Where’s my Stuff - A DNR Story
CS- SDS Grocery - Recipient Modifying Delivery and Canceling Orders
CS- SDS Grocery - Recipient SIC Wrap Up
CS- SDS Grocery - Recipient Contact Scenarios
CS- SDS Grocery - One Call Resolution
CS- SDS Grocery Comprehensive Recipient Only Assessment
CS- SDS Grocery Simulation Recipient Only Assessment

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#### CS-SDS Grocery - Handbook

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#### Module: CS-SDS Grocery – Tools and Resources

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- Added content on the Driver App to help CSAs support Drivers

#### Module: CS-SDS Grocery – Resolution and Impact

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- Removed content that is no longer globally applicable
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CS-SDS Grocery - Handbook	CS-SDS Grocery - Recipient SIC Wrap Up
CS-SDS Grocery - Tools and Resources AC3	CS-SDS Grocery - Recipient Contact Scenarios
CS-SDS Grocery - Common Use Cases – Recipient	CS-SDS Grocery - On-Road Driver Support
CS-SDS Grocery - Common Use Cases – Driver	CS-SDS Grocery - Check In Process for Grocery Drivers
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CS-SDS Grocery - Difficult Conversations	CS-SDS Grocery - One Call Resolution
CS-SDS Grocery - Implementing Tools for Resolving Contacts	CS-SDS Grocery - Comprehensive Assessment AC3
CS-SDS Grocery - Recipient Problems with Orders Received	CS-SDS Grocery - Simulation Assessment
CS-SDS Grocery - Where's my Stuff – A DNR Story	

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