

University of Wyoming Dining Services HACCP Standard Operating Procedure		
Dining Support Student Supervisors		
Daily Driver Duties and Procedures	Review/Update Date: 6-21-2023	
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Purpose: To inform all drivers of the daily responsibilities and to create a unified, actionable plan for all driver-related activities.

Guidelines: Drivers represent not only Washakie Center when they are on or off campus, but they primarily represent the University of Wyoming. Please keep in mind that the main focus when driving is the students, pedestrians, and other drivers and care should be taken to show as much courtesy and respect as possible.

Morning duties:

- After clocking in, plug in the day care heated caddy. A delay may result in improperly heated food during transport.
- Check with bakery for orders, and load all prepared caddies onto the elevator.
- Check in downstairs storage for any requisitions that have already been prepared and load these with the caddies from the bakery. All boxes are labeled for their destination (see abbreviations list below).
- Bring all items upstairs in the elevator.
- Load them into the truck in reverse order of the route taken. (e.g., if the last stop is Rendezvous it should be the first caddy loaded, and so on.) Ensure that all items are properly strapped down before shutting the door.
- Requisitions may need a cart, but may be placed near the rear door if there are only a few items.
- Keys to the truck are in the lock box, and keys to HAPC and Encore are in the receiving supervisor's office.

Lift Operation:

Truck:

- Lift buttons are located on the passenger side in the rear corner (top button for up, bottom for down); a toggle switch is located on the passenger side inside the back of the truck near the bottom:



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- Raise the lift slightly and push the L-shaped handle to unhook it. Visually check to make sure the hook is out of the way before lowering the lift:



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- Lower the lift until it is about half way down then fold it out. It may be necessary to lower it further to clear the locking rings at the rear of the truck. Fold out the extension.
- The lift can then be raised to the truck bed to unload items or lowered to the ground in order to load items into the truck.
- Keep hands and feet away from moving parts while in operation.
- Before driving to the next stop the lift must be secured: raise the lift enough to re-fold the extension. The lift should be about an inch off of the ground when folding it up into the back of the truck in order to clear the locking rings. Once this is done it can be raised up to the top. Pull the L-shaped handle to lock the hook into the locking ring then lower the lift to allow the ring to lock into the hook.

Van:

- Van lift controls are a handheld, wired controller and a toggle switch mounted in the back passenger side of the rear hold area.



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- Press the white and red bullseye button on the controller to turn it on; the “Power On” light will turn on. Then press the “TOMMY GATE” diamond logo twice to activate it. The “Liftgate Activated” light will go on; it will go off after a few minutes of inactivity and will need to be re-activated again.



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- To lower the lift to a horizontal position, press the controller toggle and the hold-mounted toggle down at the same time until it stops moving; to raise it to a vertical position both toggle switches are pressed up at the same time.
- Press the toggle switch on the controller down to lower the lift to the ground.
- Open the remaining rear door.
- Once down, the lift is unfolded. Flip over the metal ramps in the back of the van.

- The lift stop flaps at the end of the lift are opened by pressing down on them one at a time, sliding the lock levers over and locking them in place. Let go of the stop flap and it will pop up. To close the stop flaps press each down tightly and pop the lock lever back into place. Let go and the flap should stay down; if not, re-lock the lever and repeat.
- Load carts or caddies onto the lift, spreading the weight between the left and right. Do not overload the lift; if there are several carts or caddies raise or lower them in batches to prevent damaging the lift.
- When done, flip the ramps back into the van and shut the left-side door. Raise the lift by pressing the toggle up on the controller until it stops, then press both the controller toggle and the wall mounted toggle up at the same time until the lift is completely vertical.
- Before closing the right-side door shut off the controller by pressing the bullseye power button. Hang the controller on the metal handhold to avoid damage while van is in motion.
- On very cold days it may be necessary to keep the van running while raising and lowering the lift in order to prevent battery drain.

Morning Caddy Delivery:

- Delivery circuit of the campus stops depends on the driver and items being delivered.
- Stops are as follows:
 - Catering
 - HAPC
 - Encore
 - Union (Panda, Vaquero's, Pita Pit, Rolling Mill Café, CJ's, EBB prep kitchen, Dish room, and Book and Bean)
 - EBB Stem (Red prep cart must be picked up from the Union cooler in the back every Monday and Thursday)
 - Elements
 - Rendezvous
- Drop off full caddies to their designated destinations.
- Unless it is ready before the main driver leaves at the start of the day, the backup driver takes EBB. Bakery will call on the radio when it is ready (they may forget, so it check with them if they have not called). The backup driver takes this IMMEDIATELY (Again, ensure prep cart is picked up from Union on Mondays and Thursdays).
- Pick up any empty caddies for return to Washakie and check baskets for paperwork.
- Complete the route using designated roadways and parking areas only. Do not drive on walkways.
- Upon returning unload empty caddies from the truck and collect all requisition sheets and receiving paperwork. Place paperwork in supervisor's box.
- Empty dirty trays from caddies, throw out pan liners, and bring trays to washroom.
- Driver then eats breakfast while the receiving crew prepares the retail orders for delivery.

Retail Delivery:

- The receiving crew loads pallets and carts with retail items according to stop location and order sizes. These are loaded into the elevator and sent up to the dock.
- The driver removes these from the elevator, wraps the pallets and carts before loading them onto the truck in reverse order of their delivery.
- Some items may need to be delivered by the backup driver based on order sizes. These are either set aside or stored in the downstairs cooler.
- Use roadways, obeying traffic laws, and do not drive on pedestrian pathways.
- Put away items in their appropriate locations (frozen in freezer, etc.). To avoid confusion, ask retail employees if unsure of where items are stored. Date and rotate items when putting them away. Due to equipment and policy changes, there may be alterations in storage locations. Please keep eyes and ears out for new policies.
- Collect paperwork and empty caddies before leaving each location.
- Occasionally, some locations may need items returned to our dock or other delivery locations. Collect these if possible before leaving. Leave large or bulky items and return later with additional employees to avoid workplace accidents.
- Upon returning to our dock, unload caddies and empty any dirty trays. Emptied caddies are returned downstairs for bakery's use while dirty trays are brought to the dishroom.

Shipping and Receiving:

- Check with shipping and receiving twice per day—once before lunch and once after lunch—for items going to our delivery locations or to Washakie.
- Radio supervisor for large or unusual items (big pallets, items for special events, etc.) to get specific delivery instructions.
 - Large items may need additional personnel. Leave these items they can be transported safely.
- While most items will be dropped off at Washakie dock, some items can be delivered immediately if the destination is clearly indicated.
- Make sure any documents are given to appropriate personnel (invoices, bills of lading).

Cart Round-up and Additional Deliveries:

- Once a day make a circuit of delivery locations to collect used caddies or missed paperwork. This may be done in conjunction with the second shipping and receiving check-in to avoid unnecessary travel.
- At this time or as needed, pick up received items from the Washakie dock and deliver them to their indicated locations. Items should be labeled:

Catering	CAT
Book and Bean	BB
Elements	ELE
Encore	ENC
Gardens	GAR
Grass Roots	GRA
Fuel Station	FUE
High Altitude	HAPC
Panda Express	PE
Pita Pit	PP
Rendezvous	REN
Rolling Mill	RM
Union Dishroom	UN
Chik-fil-A	CFA
Einstein's Union/Stem	EBB-UN / EBB-Stem
Warehouse	PC
Bakery	BAK
Washakie	WA

- If any items are not labeled, CHECK WITH RECEIVING SUPERVISOR, who will label them before loading onto the vehicle. These labels help both the driver and the retail locations differentiate ordered items. (Retailers order their own items and keep track of their stock. Mislabeling boxes may offset their inventories.)
- Sometimes, items may need to be returned to Washakie or shifted from one delivery location to another. Check with retail supervisors as needed.

Daycare Delivery:

- Daycare items will be loaded into the gray, heated caddy. Non-heated items are placed on top by kitchen staff along with a temperature recording sheet.
- The caddy should be loaded and ready by 10:45 am. If it is not ready by 10:30 am, check with kitchen staff to ensure it can leave on time.

- Load caddy when ready. Properly secure items set on top of the caddy to prevent spills or damage to items in transit.
- Strap down caddy securely to prevent damage to food items or the vehicle (The caddy is heavy and may shift if straps are left loose.)
- Many food items are liquid. Drive carefully to avoid spillage or damage.
- Once at the daycare facility, ring the doorbell to notify employees there. Unload the caddy for the personnel. Gloves are necessary if handling hot pans.
- Collect used pans from daycare personnel and load them into vehicle. Re-load and strap down the caddy once empty. (Again, secure the caddy carefully to avoid damage to the vehicle interior.)
- Return the caddy and empty pans to Washakie. Pans go to the dish room and the caddy is returned to the hall by the timeclock.

Miscellaneous:

- Vehicles should be kept clean, both in the back and the cab. Sweep floors if dirty and wipe/mop up any liquid spills.
- Wednesdays, the vehicles are cleaned more thoroughly, using the QR code on the driver's board. Go through the list to make sure all items are taken care of regularly. Damage to any part of the vehicle is indicated in this form and to the receiving supervisor.
- Likewise, all damage should be reported AS SOON AS NOTICED. This ensures the vehicle repair is kept current.
- Please treat the vehicles carefully and with due respect to keep them working well for as long as possible.
 - Strap all items down securely to avoid damage to cargo areas or the cargo itself. Tension straps are available in enough supply for most reasonable shipments.
 - Small items may be carried in the cab with driver or on the van shelves (bungies are available to prevent sliding.).
- Please use the radio to report accidents, ask for directions, or clarify instructions.
- Please be respectful to students, staff, other drivers, and pedestrians. You represent the University of Wyoming and Washakie Dining while driving and should act accordingly.