

RISE BUSINESS CONTINUITY Delivery Driver online programme



The barrier to entry to become a driver for most retail companies is often very low. After passing the security, work permit/nationality check, it's just a matter of having the requisite vehicle licence.

In fact in South Africa a person can legally ride a motorcycle with a learners' licence and no experience in riding.

Starting a delivery business is much

easier than starting a taxi business. There are fewer requirements and once you have an acceptable vehicle you are effectively in business.

This very necessary service continues without a focus on some of the more fundamental skills that most other employed people take for granted. The job is a lonely job with downtime between deliveries.

This is where the RISE DELIVERY DRIVER online course comes in. RISE has put together a short internship that each delivery driver/rider can undertake in their own time. It focuses on some of the softer aspects of the business as well as critical concepts like safety and vehicle maintenance.

CERTIFICATION

The programme is delivered online. Upon completion the participant is awarded a certificate of completion that is co-signed by the brand owner

Course outline

The course is delivered online via our browser-based application. The user is logged in and we are able to monitor their progress throughout the programme.

Each module is made up of a video with a voluntary quiz.



1. You are a brand ambassador

Delivery people are *brand ambassadors*. Whether their vehicles are branded or not, they still represent the company they are delivering for. We discuss how a few basic principles like appearance, respecting the rules of the road and vehicle maintenance all have an impact on the important job they do.

2. Rules of the road

An overview of the South African rules of the road as it pertains to public transport

3. Using technology

- Time management
- Ensuring your device is in optimal condition (removing apps that will slow your phone down)
- Finding the most efficient routes to avoid delays is crucial.
- Making use of technology

1. Managing data
2. Maps/Waze etc

4. Safety Concerns

- The risk of accidents is higher for delivery people due to the nature of their job. A typical day is made up of multiple stops and starts in various parts of the city or province.
- Ensuring personal safety while delivering in high-crime areas can be a concern.

5. Time Management

- Meeting delivery deadlines while managing multiple orders can be challenging.
- Balancing speed with safety is essential to avoid accidents and ensure timely deliveries.

6. Vehicle Maintenance:

- Regular maintenance of the vehicle is necessary to prevent breakdowns and ensure reliability.
- Unexpected mechanical issues can disrupt the delivery schedule.
- Consequences of not maintaining your vehicle

7. Physical and Mental Fatigue:

- Long hours on the road can lead to physical exhaustion and mental stress.
- Maintaining focus and energy throughout the day is important for safety and efficiency.
- Remedies

8. Customer service

- Handling difficult customers and ensuring a positive delivery experience can be demanding.
- Dealing with issues like incorrect addresses or unavailable recipients adds to the complexity.
- Teaching your drivers how to make a friendly greeting, and to ask simple questions like “how are you?” will go a long way towards building better customer relationships.

9. Managing your finances

- Each rider is a business person in their own right
- Operational expense
- Capital expenses, including vehicle maintenance costs
- Tax compliance

10. Fitness and wellbeing

- The job by its very nature is sedentary, however a simple workout routine that requires no equipment can help with posture and general wellbeing.

CONTACT US

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