

Ever dream of being a  
US Foods driver?

Delivering great food  
to great customers?

**Now's Your  
Chance!**



# TAKE YOUR CAREER DOWN THE ROAD . . . . .

The US Foods Driver Training Program is sponsoring eligible\* employees to earn their CDL Class A license. Sponsorship covers the cost of all tests, fees and external training.

Contact your local HR representative  
for more information.

\*Eligible employees are those who: pass the DOT physical and a minimum two years medical certification; obtain a Class A permit prior to beginning the Driver Training Program; have at least one year of full-time service with the Company; are at least 21 years of age; have no written disciplinary action of any kind above the level of a verbal warning during the past 12 months for attendance, performance or discipline; have no more than two convictions in the past two year period for moving traffic violations (no more than one of those may be a serious, as defined by DOT, violation or the result of an accident); have no D.U.I. conviction within the past three years regardless of the type of vehicle operated; have not had their driver's license suspended for traffic violations within the past three years; and have a valid commercial driver's license issued by the state of legal residence with necessary endorsements.



US Foods  
Warehouse Associates -  
Altoona Division

**CDL  
TRAINING  
OPPORTUNITY**

Do you have ambitions of  
becoming a Delivery  
Driver for US Foods?

If so . . .  
we would like to help you  
achieve that goal and  
assist you by paying the cost  
to attend CDL school.



**CRITERIA:**

1. Actively employed for a minimum of 1 year
2. Clean safety and attendance record
3. 21 years of age
4. No documented step discipline within the last 12 months
5. Clean MVR – based on D.O.T. and US Foods guidelines



**PROCESS: Stage 1**

- Express your interest and discuss with both the Warehouse and Transportation Managers
- Apply to the CDL Trainee Requisition
- Complete the MVR background authorization request – a clean MVR moves you to stage 2



**PROCESS: Stage 2**

- Complete all the required documents
- Start On-Site CDL School



**PROCESS: Stage 3**

- After successfully obtaining a CDL Class A license you will move to our Driver Trainee Program

**We value your talent,  
skills and experiences  
and know  
they will contribute  
to our future  
success.**





# Stay Interview Job Aid

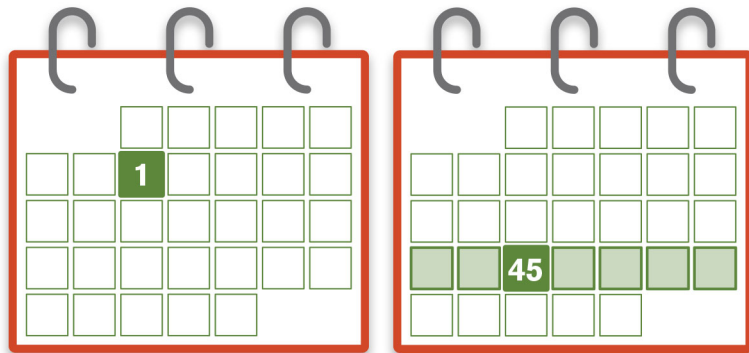
## Definition

A stay interview is a conversation between a functional manager and an employee to gauge the probability of retaining the employee and also to strengthen the employee's connection to the company.

## Plan the Interview

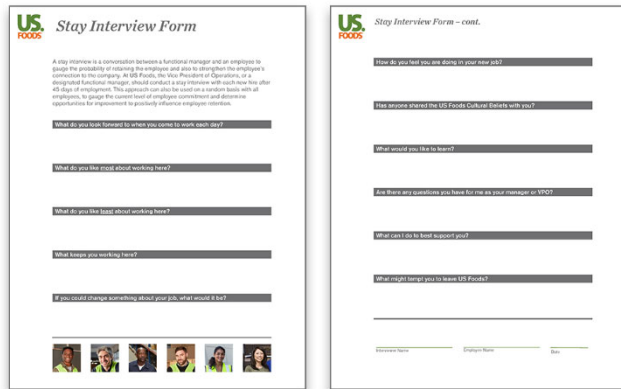
The VPO, or a designated functional manager, conducts a stay interview with each new hire after 45 days of employment.

This approach can also be used randomly with all employees, to gauge the current level of employee commitment and determine opportunities for improvement to positively influence employee retention.



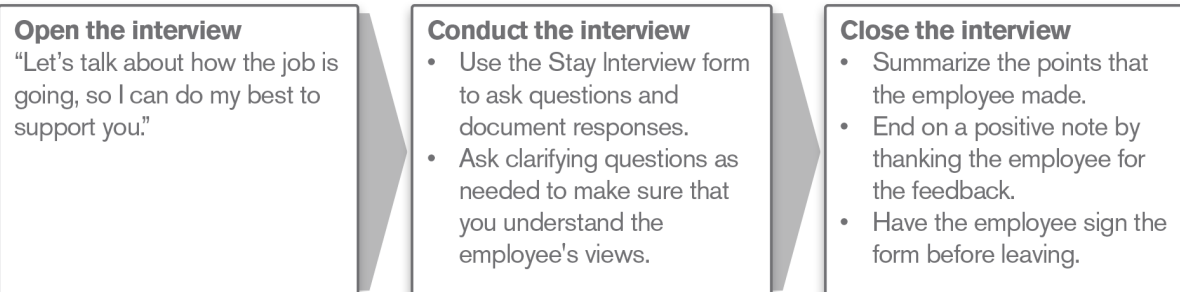
## Use the Stay Interview Form

The Stay Interview Form provides a list of questions to use to structure and document the interview.



## Conduct the Interview

Conduct the interview in a casual, informal manner and have it last less than 30 minutes. A typical stay interview will follow this process:

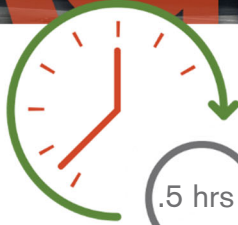




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**Train the Trainer**  
*Yearly Meeting Agenda*

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- .5 hrs Recognition for being a Driver Trainer**
- .5 hrs Commitment to continue being a Driver Trainer**
- 2 hrs Review videos / documents of Driver processes and procedures**
- 1 hr Guest speaker on importance of proper training**
- 1 hr Role playing on different training situations**
- 2 hrs Best Practice sharing on Training**



# *Stay Interview Form*

A stay interview is a conversation between a functional manager and an employee to gauge the probability of retaining the employee and also to strengthen the employee's connection to the company. At US Foods, the Vice President of Operations, or a designated functional manager, should conduct a stay interview with each new hire after 45 days of employment. This approach can also be used on a random basis with all employees, to gauge the current level of employee commitment and determine opportunities for improvement to positively influence employee retention.

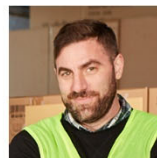
What do you look forward to when you come to work each day?

What do you like most about working here?

What do you like least about working here?

What keeps you working here?

If you could change something about your job, what would it be?





*Stay Interview Form – cont.*

How do you feel you are doing in your new job?

Has anyone shared the US Foods Cultural Beliefs with you?

What would you like to learn?

Are there any questions you have for me as your manager or VPO?

What can I do to best support you?

What might tempt you to leave US Foods?

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Interviewer Name

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Employee Name

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Date



# Driver Training History



Trainee Name	Start Date	Background	Experience	Weeks to Complete



# Driver Trainee Weekly Update



\_\_\_\_\_  
Driver Name



\_\_\_\_\_  
Week Ending

\_\_\_\_\_  
Projected Training Completion

Area	RYG
Safety Skills	
Driving Skills	
Customer Interface Skills	
Unloading Skills	
Systems Skills (Omni, POD)	
Comments:	



\_\_\_\_\_  
Trainer Signature



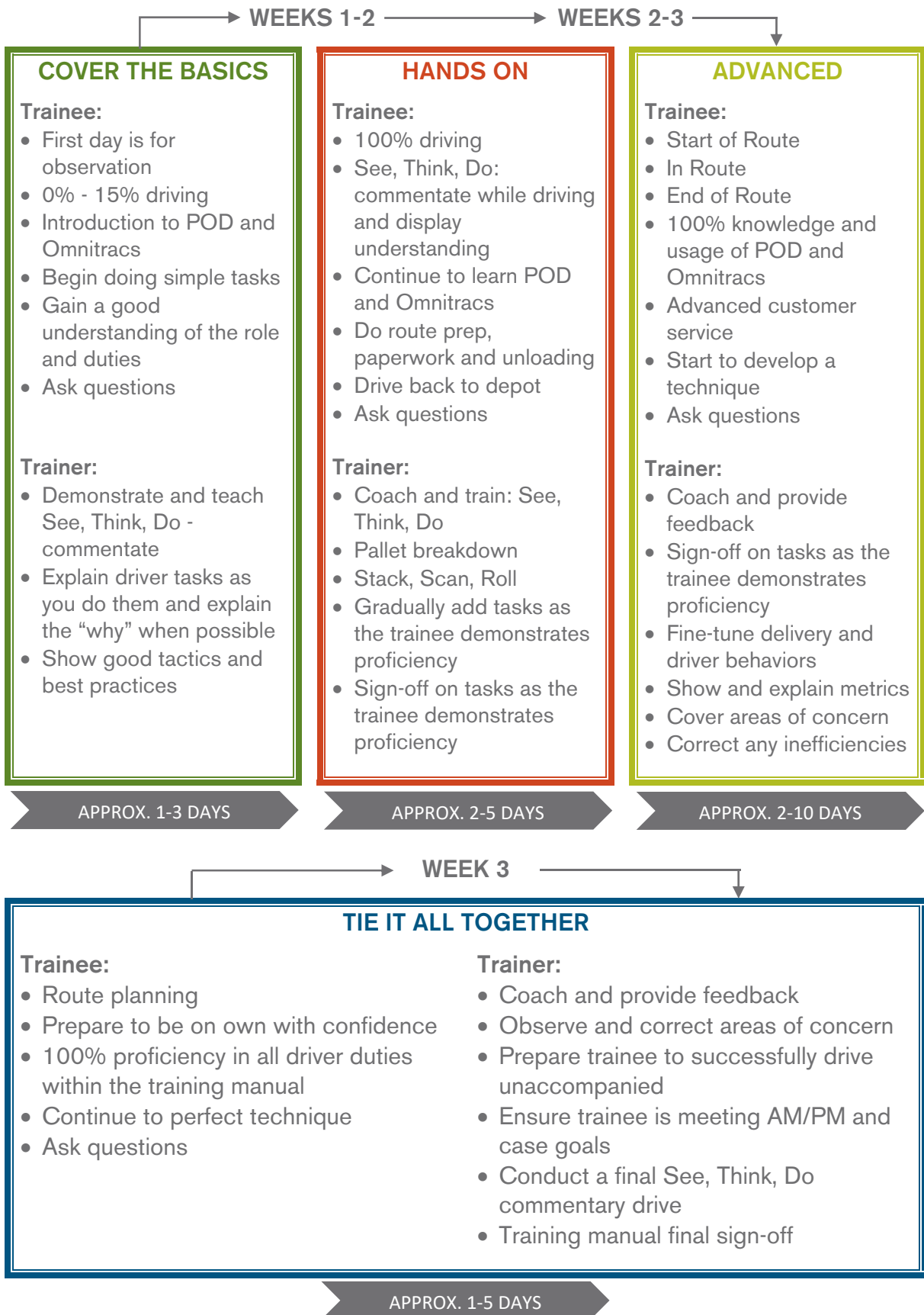




# *Driver Training Manual*



# Suggested Training Schedule



# Roles & Responsibilities



## TRANSPORTATION MANAGER

- Assess the needs of the Transportation department
- Oversee all transportation operations
- Ensure compliance of all US Foods policies, procedures and metrics
- Interview and select the best driver candidates



## TRANSPORTATION SUPERVISOR

- Assist in interviewing and selecting the best driver candidates
- Gather all pre-hire information
- Monitor progress and keep the trainee informed throughout training
- Provide an environment that enables the trainee to succeed



## LEAD DRIVER / TRAINER

- Be a point of contact for trainer and trainee
- Help guide the trainer through the training process
- Enforce safety at every opportunity



## DRIVER TRAINER

- Always exemplify the standards of a successful US Foods driver
- Follow this guide
- Fill this guide out entirely
- Use this guide to identify training opportunities
- Communicate training progress to management on a weekly basis
- Mentor trainee throughout first 90 days and beyond
- Continuously enforce safety
- Stress key metrics (AM/PM, scan %, idle time, cpmh, etc.)



## DRIVER TRAINEE

- Show up in full uniform every day
- Always be receptive to coaching and feedback to improve performance
- Ask questions
- Think safety in all that you do



(R)ed = More focus needed, (Y)ellow = Performing, (G)reen = Proficient

Key Components to SEE	Week		
	1	2	3
Moves eyes every two seconds			
Responds to hazards two blocks ahead in city traffic			
Responds to hazards 1/4 mile ahead in open country			
Checks mirrors every 8 to 10 seconds			
Checks blind spots before changing lanes			
Makes regular check of instruments (every 60 seconds)			
Checks overhead clearances and obstacles			
Looks left, right, left at intersections and crossroads			

**Conversation Starters for Knowledge Check**

1. Why should you move your eyes every two seconds while driving?
2. What is the best way to remove yourself from a dangerous driving situation on the road?
3. How can you use SEE to avoid accidents and incidents in parking areas?

I observed that the trainee is proficient in the above skills



Trainer Signature

I am confident in my proficiency in the above skills



Trainee Signature



(R)ed = More focus needed, (Y)ellow = Performing, (G)reen = Proficient

Key Components to THINK	Week		
	1	2	3
Observes and processes traffic situations			
Considers driving conditions (visibility, weather, road, etc.)			
Uses space management in all situations			
Follows traffic patterns			
Maintains speed management			
Considers actions of others			
Avoids driving distractions			
Considers security of driver and passenger			

**Conversation Starters for Knowledge Check**

1. Why is space management important?
2. What is timed interval following distance and how do you calculate it?
3. What is the least preferred method of backing?

I observed that the trainee is proficient in the above skills



Trainer Signature

I am confident in my proficiency in the above skills



Trainee Signature



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Key Components to DO	Week		
	1	2	3
Maintains a safe following distance			
Stops at proper distance behind vehicle ahead			
Waits 2 seconds after vehicle ahead moves before accelerating			
Reduces speed when visibility decreases			
Makes eye contact and adapts to the actions of others			
Avoids driving in the blind spot of other vehicles			
Uses horn and other signaling devices properly			
Considers security of driver and passenger			
Covers brake when approaching intersections			
Checks left, right, left when approaching intersections			
Looks left, right, left when starting from an intersection			
Follows proper backing procedure			
Always uses seatbelt and requires all passengers to do the same			
Follows traffic laws			
Follows proper parking procedures			
Uses GOAL and cones properly			

**Conversation Starters for Knowledge Check**

1. How far from a fixed hazard should you place a safety cone?
2. How far should you stop behind a vehicle at an intersection?
3. What are some signs of fatigue that could affect your ability to drive defensively?

I observed that the trainee is proficient in the above skills



\_\_\_\_\_  
Trainer Signature

I am confident in my proficiency in the above skills



\_\_\_\_\_  
Trainee Signature





# DRIVER BEHAVIORS

(R)ed = More focus needed, (Y)ellow = Performing, (G)reen = Proficient

Key Components to DRIVER BEHAVIORS	Week		
	1	2	3
Uses hand valve when starting from a stopped position on an upgrade (on tractor-trailer)			
Shifts at proper RPMs			
Uses clutch properly			
Does not force gears			
Uses proper gears			
Properly downshifts when decelerating			
Does not exceed 85 percent of governed RPM when driving at steady speed			
Uses brakes properly			
Follows proper coupling/uncoupling procedures			
Secures load properly			
Operates tailgate properly			

## Conversation Starters for Knowledge Check

1. What are the possible consequences of a load that is improperly secured?
2. Can you take off your seatbelt on private property to be able to turn your body when backing?
3. What three things confirm proper coupling to the trailer?

I observed that the trainee is proficient in the above skills



Trainer Signature \_\_\_\_\_

I am confident in my proficiency in the above skills



Trainee Signature \_\_\_\_\_





# START OF TRIP

(R)ed = More focus needed, (Y)ellow = Performing, (G)reen = Proficient

Key Components to START OF TRIP	Week		
	1	2	3
Arrives on time			
Meets dress code requirements with a neat, well-groomed appearance, unmodified company issued uniform, and safety boots			
Verifies hours of service compliance (10 hours between shifts; 34 hour reset when required) before clocking in			
Verifies available drive time for day before clocking in			
Populates hazardous materials manifest with trailer plate & signature; turns in one copy to Transportation office & keeps one copy in tractor			
Verifies that POD equipment has a full battery and is ready for use			
Verifies POD download, including Will Calls			
Notes all key, alarm, special instructions			
Promptly notifies management of any time window or delay issues			
Confirms equipment assignments			
Verifies load to manifest			
Inspects load; secures load when needed; uses load bars and/or straps properly			
Verifies refrigeration unit temperature			
Performs US Foods standard pre-trip inspection process to verify that all equipment is safe to operate, and signs off on any defects from previous day's DVIR			
Verifies that proper cones are in place			
Verifies that vehicle contains all required emergency equipment			
Completes mirror check			

## Conversation Starters for Knowledge Check

1. What is the AM time target and what can you do to achieve it?
2. When are you considered tardy from dispatch time?
3. How many cones should always be on your truck?

I observed that the trainee is proficient in the above skills



\_\_\_\_\_ Trainer Signature

I am confident in my proficiency in the above skills



\_\_\_\_\_ Trainee Signature





(R)ed = More focus needed, (Y)ellow = Performing, (G)reen = Proficient

Key Components to IN ROUTE	Week		
	1	2	3
Notifies dispatcher if route is not on schedule according to plan			
Follows DC policy and state regulations for lunch stops and breaks			
Takes breaks and lunch at the proper time and for the proper duration			
Logs all breaks and lunches into the tablet			

**Conversation Starters for Knowledge Check**

1. Why is it the standard to have zero HOS violations?
2. What is the best way to monitor when you need to take your break?
3. Why do we have Last Mile notifications at some of our stops?

I observed that the trainee is proficient in the above skills



Trainer Signature \_\_\_\_\_

I am confident in my proficiency in the above skills



Trainee Signature \_\_\_\_\_



# DELIVERY BEHAVIORS

(R)ed = More focus needed, (Y)ellow = Performing, (G)reen = Proficient

Key Components to DELIVERY BEHAVIORS	Week		
	1	2	3
Follows food safety guidelines for temperature management			
Follows food safety guidelines for avoiding contamination			
Stores all unused blankets by folding on top of an empty pallet			
Parks as close to delivery door as possible			
Turns off engine upon arrival at stop			
Turns refrigeration unit off during delivery			
Uses POD holster, tether, and filter			
Uses all preferred safe work methods while unloading truck, including hand truck, liftgate safety flap, ramp safety, proper lifting and safety cones			
Maintains a neat and professional image			
Greets customer upon arrival			
Treats customer with courtesy and respect			
Demonstrates positive attitude and high energy level to customer			
Executes delivery safely and effectively			
Handles product carefully; protects integrity of product during delivery			
Makes an extra effort to find shorts			
Calls supervisor for delivery issues			
Maintains 100% POD scan rate			
Makes delivery adjustments in POD scanner correctly			
Uses EDD form when necessary			
Verifies all catch weights			
Follows proper procedure for delivery paperwork			
Obtains customer POD signature at each stop			
Communicates with customers about number of pallets dropped, and asks for equivalent number at each full pallet drop or applicable customer location			

## DELIVERY BEHAVIORS - continued

Enters accurate Pallet Recovery information into POD			
Follows COD procedures; calls Credit for authorization for any product dropped at COD customer without collection of payment			
Checks side and rear trailer doors before leaving stops			
Turns refrigeration unit back on before leaving stop			

### Conversation Starters for Knowledge Check

1. Why should you turn off the refer unit when delivering?
2. Why is it important to have a good working relationship with your customers?
3. Where should your safety cones be placed?

I observed that the trainee is proficient in the above skills



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Trainer Signature

I am confident in my proficiency in the above skills



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Trainee Signature





# PALLET BREAKDOWN

(R)ed = More focus needed, (Y)ellow = Performing, (G)reen = Proficient

Key Components to PALLET BREAKDOWN	Week		
	1	2	3
Safety cuts plastic wrap from top to bottom with a utility knife, and disposes of plastic wrap			
Secures unused strap in rear slot or load bar against trailer wall or pallet			
Stages product on right wall in the order of upcoming stops with the next stop nearest to the trailer door			
Reduces multiple touches as much as possible			
Breaks down pallet only as far as necessary to obtain all product for the current stop			
Secures staged product so that it remains in order during travel			
Re-secures partially broken-down pallets prior to departing for the next stop			
Stacks pallets in the nose of the trailer or in the rear left of the trailer to maintain proper egress			

## Conversation Starters for Knowledge Check

1. Why is it important to maintain an organized trash free trailer?
2. Why should you stack product not being used at that stop on the right wall?
3. When is it acceptable to walk on pallets?

I observed that the trainee is proficient in the above skills



\_\_\_\_\_ Trainer Signature

I am confident in my proficiency in the above skills



\_\_\_\_\_ Trainee Signature



# STACK, SCAN, ROLL

(R)ed = More focus needed, (Y)ellow = Performing, (G)reen = Proficient

Key Components to STACK, SCAN, ROLL	Week		
	1	2	3
Places the largest, heaviest items on the bottom of the load			
Does NOT stack raw fresh meats, shellfish, iced products, or shell eggs on top of RRE items			
Places chemicals below food or food contact items			
Ties in load by crossing seams on cases			
Stacks doubles to waist level			
Stacks loads to maximize cube, 10 items on average			
Scans all labels at once after loading the cart			
Rolls the cart with two hands and uses the brake			
Uses the curb ramp as necessary and backs the cart over it			
Backs the cart over thresholds upon entering the drop site			
Uses the push/pull/release method of unloading the cart			

## Conversation Starters for Knowledge Check

1. Why should raw fresh meat not be stacked on other items?
2. Why should you not scan items before loading on your cart?
3. Why should chemicals not be stacked on food items?

I observed that the trainee is proficient in the above skills



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Trainer Signature

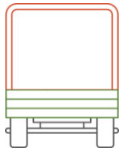
I am confident in my proficiency in the above skills



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Trainee Signature





# LIFTGATE AND FULL PALLETS

(R)ed = More focus needed, (Y)ellow = Performing, (G)reen = Proficient

Key Components to LIFTGATE AND FULL PALLETS	Week		
	1	2	3
Only uses liftgate for designated customers			
Does not use liftgate for stops under 40 cases			
Ensures all protective covers, guards and safety devices are in place before operating the liftgate			
Raises safety plate and positions pallets/hand carts to optimize space			
Places a cone where the liftgate will end to alert pedestrians and other vehicles			
Maximizes the space on the liftgate			
Stands to one side of the platform when lowering the liftgate and is sure that all body parts are clear			
Only unloads dry pallets and positions pallets as close to delivery door as possible			
Does not stand in the path of any moving vehicles around			
Returns empty pallets, blankets and crates to truck			
Reviews load sheets to identify full-pallet deliveries			
Locates container label or contacts supervisor if not found			
Scans container label and selects Service from POD device			
Moves the pallet to the designated area and makes sure it is secure			
Collects and returns empty pallets, blankets or crates to the Division			

## Conversation Starters for Knowledge Check

1. Why is it important to have the liftgate safety plate in the proper position?
2. Can you leave empty pallets at the customer location if they want them?
3. How does missing a scan impact scan rate?

I observed that the trainee is proficient in the above skills



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Trainer Signature

I am confident in my proficiency in the above skills



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Trainee Signature



# FREEZER SIDE DOOR

(R)ed = More focus needed, (Y)ellow = Performing, (G)reen = Proficient

Key Components to FREEZER SIDE DOOR	Week		
	1	2	3
Clears assess for freezer door (moves pallets, packaging, etc.)			
Secures freezer door and platform			
Uses side door stairs and platform properly to access product			
Breaks down product on pallet for the current stop and stages on platform (not on ground)			
Uses stack, scan and roll method to deliver product			

## Conversation Starters for Knowledge Check

1. When is it acceptable to stack product on the ground?
2. Why is it important to secure the side door?
3. How should you climb up and down the freezer stairs?

I observed that the trainee is proficient in the above skills



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Trainer Signature

I am confident in my proficiency in the above skills



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Trainee Signature





# END OF ROUTE

(R)ed = More focus needed, (Y)ellow = Performing, (G)reen = Proficient

Key Components to END OF ROUTE	Week		
	1	2	3
Properly logs out of OmnitracS			
Properly logs out of POD			
Completes route on or within planned route time			
Places all returns on pallets			
Avoids co-mingling RRE and chemicals			
Records all returns on POD device or EDD form			
Performs US Foods standard post-trip inspection process, properly documenting any defects that require Maintenance; submits DVIR in appropriate manner			
Verifies and signs all EDD forms; returns them with manifests and cash collection logs			
Completes and returns Zone Stacking feedback forms			
Records trailer license plate number on hazardous materials manifest and turns in one copy			
Communicates earliest start time to ensure 10 hours between shift or 34 reset appropriately (e.g. supervisor, Dispatch, Routing)			

## Conversation Starters for Knowledge Check

1. What is your location's PM target and what can you do to achieve that goal?
2. Why is it important to do a post-trip inspection?
3. What is the process on returning product?

I observed that the trainee is proficient in the above skills



\_\_\_\_\_  
Trainer Signature

I am confident in my proficiency in the above skills



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Trainee Signature



# LOCAL DC TRANSPORTATION ITEMS

(R)ed = More focus needed, (Y)ellow = Performing, (G)reen = Proficient

Key Components to LOCAL DC TRANSPORTATION ITEMS	Week		
	1	2	3

I observed that the trainee is proficient in the above skills  \_\_\_\_\_  
Trainer Signature

I am confident in my proficiency in the above skills  \_\_\_\_\_  
Trainee Signature

## Comments – Concerns – Notes

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