



## Performance Profile Route Manager

### Position Summary:

In our client's eyes, you are the face of Service Linen Supply. Each client has their own unique definition of "great service" based on many service options you can provide. It is your job to uncover what is important to each client and then deliver that service consistently. All this, while responding to their ever changing needs. The key to your role is to provide accurate and on time deliveries while proactively making sure the client does not run out of product by anticipating their needs and managing their inventory and expectations.

We believe that each route is a small business and you are the business manager. You will be expected to operate independently within set parameters. As an entrepreneur you will be expected to assist in growing your route and maximize our client service by successfully delivering the following objectives.

### Performance Objectives

**Your primary goal is ensuring 100% client retention by maximize each client's service by completing the following.**

1. Accuracy and On Time Delivery Service
  - Check all invoices prior to delivery to make sure you are delivering enough products to last through to the next delivery.
  - Make timely deliveries.
  - Meet with the client to focus on any ways we can serve the client better.
2. Route Management and Efficiency
  - A. As a route manager you will be measured quarterly on goals set by you and your manager
  - B. We will provide you with tools to help manage your accounts
3. Account management: Provide exceptional customer service by building relationships.

**Our winning difference is not in what we do, but in how we do it.** It is the unique way we deliver our service, the process by which we provide our service that creates favorable comparisons. Our Competitive advantage comes from proactive service, the day to day things we do to make our client's future more predictable and consistent.

4. Growth: As a manager of our book of business, your key function is to develop and grow the business. This is done by:
  - ✓ Provide sample new products to current clients
  - ✓ Turn in new opener sales leads
  - ✓ Renew current client contracts