



Putting the *personal* back into personal shopping

For Personal Shoppers Only

Carried Out wants our Independent Contractor Personal Shoppers to maximize their income from joining our Personal Shopper Team. We are also committed to providing *Concierge Level* customer service.

❖ Characteristics exhibited by the Personal Shoppers we contract with

They -

- ✓ Exhibit energetic entrepreneurial behavior
- ✓ Exhibit a high level of social skills
- ✓ Exhibit a high level of personal responsibility
- ✓ Are as dedicated as much as we are to providing *Concierge Level* customer service
- ✓ Have a dependable vehicle
- ✓ Passed our background check
- ✓ Are a perfect fit for us

❖ Our 5 Gold Key Customer Rating System

We hold ourselves to a high standard of customer service. **We will never be satisfied with average.** Our motto is “***Carried Out doesn’t accept anything less, we strive for 5.***”

We expect nothing less from our contract personal shoppers (+ your tips will be higher).

We have found that personal shoppers receive higher ratings when they (i) are punctual (ii) deliver orders with no missing or damaged items (iii) for grocery items, purchase only the freshest of produce and items not out of date and never deliver thawing or melting frozen foods (iv) always follow customer instructions and (v) behave professionally.

Tip: If you failed or barely passed the fresh produce challenge or need a refresher, check this out: <https://www.thekitchn.com/how-to-select-the-best-produce-108151>

Tip: Don’t be afraid to ask store employees if you’re not sure. They are there to help you.

Tip: Share your challenges with Nicole Taylor, our Operations Director. She is Carried Out’s consummate Personal Shopper.

❖ Always take precautions to protect the customer from the COVID-19 virus – wearing a mask and social distancing are a must and always in style.