

An Introduction to

Getting Started

with

CHEF'S CONNECTION

**Suppliers of Quality Fruit, Vegetables and Specialist
Foods**

**New Covent Garden Market
London**



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INTRODUCTION

The information that follows is to help you make a smooth as possible changeover to CHEFS CONNECTION.

It is important that you read and understand the content of this document to ensure a smooth transition and enable you to discuss any specific requirements with Chefs Connection.

CHEFS CONNECTION will do all that we can to meet your requirements and demands. We will require some degree of flexibility and support from you during the settling in period in areas such as delivery timings and specific specifications etc. Communication is the key!

KEY CONTACTS

Telesales Contacts	- AM Fred Miller, Kelly Webb, Shannon Heggart, Bright Gyabeng, Tracy Dibbens, Karis Browne. - PM Denise Webb, Lee Miller,
Office Telesales	- 020 7627 4809 / 020 7622 0512
Accounts Dept	- Guna Gunasekaram 020 7627 7139 - Ray Moore 020 7627 7138
Fax Number	- 020 7627 1699
European Buyers	- Paul Murphy, Stuart Busby, Steve Fox
Director	- Miles Browne milesbrowne@chefs-connection.com
Director	- Paul Murphy
Ops Manager	- Stuart Busby stuart@chefs-connection.com
Managing Director	- Danny Murphy
Buyer	- Darren Webb
Transport Manager	- Bob Webb bob.webb@chefs-connection.com - Brad Heggart transport@chefs-connection.com
Sales	-
Credit dept	- Kelly Webb kelly.webb@chefs-connection.com

If you are calling to place an order or have any queries please use the Office Telesales telephone numbers as above.

If you have a serious issue or complaint contact Miles Browne or Stuart Busby.

If you have a product enquiry contact Stuart Busby.

Chefs Connection telephone lines are manned 24 hours a day between the following hours.

5pm Sunday to 5pm Friday.

Then from 7pm Friday until 10:30am Saturday.

We operate a digital answer phone service outside the above hours between 5pm and 7pm every Friday then from 10:30am Saturday until 5pm Sunday evening.

When leaving a message on the answer machine please speak slowly and clearly leaving both the account name, account number and delivery day required.

Orders can currently be accepted until **1am** for same day delivery.

PLACING ORDERS

Be aware that order quantities may be different from what you have been used to on a number of products so be careful when calculating your order quantity.

How the order will be taken: Call 020 7627 4809 or 020 7622 0512

- Orders must be placed by **1am for the same day delivery.**
- When calling telesales please ensure you state clearly your account number and unit name. If a Purchase Order number is required for your orders state it at this time.
- You will then be asked for your required order and delivery day. Please order accurately stating clearly the exact product required and the quantity either in box, weight, number or bunch depending on the product. Please be aware split items will carry an additional % charge due to handling and processing costs.
- Give as much detail of each product to ensure you get exactly what you require. For instance when ordering parsley state either curly or flat or if ordering oranges state a required size small, medium or large etc.
- As we only prepare our freshly pre-prepared Fruit & Vegetable products on site each night for next day despatch we kindly ask that all prepared food orders are in with us by 10pm prior to delivery day to enable us to produce the freshly prepared product for dispatch the following day.
- Telesales will also be able to give you information on product availability, cost of items and help with any specific questions you may have.
- Orders for **Monday** delivery can be placed either on Friday or placed on the answer phone service over the weekend.
- If by accident you forget to place an order call the office on 02076274809 to arrange a special delivery. No guarantee can be given as to a delivery time but under normal circumstances an order is normally dispatched. An addition charge may be incurred depending on your unit location.
- Orders can also be faxed to 02076271699 if preferred. Ensure that the fax clearly states the unit number, name and required delivery day. When faxing it is also worth calling the office to verify the faxed has been received and is clearly understood.

Placing additions:

- If you require any additional items after you have placed your order, please contact telesales stating that the order is an Additional order to the one already place.

- You will be advised whether these additions are possible.

Placing Orders (Summary)

Weekday deliveries - orders to be placed before	1am for same day delivery
Weekday deliveries for prepared products – orders to be placed before	10pm day prior
Weekday delivery additions up to	1am for same day delivery
Orders for delivery Monday to be placed up to	Sunday Midnight
Prepared product orders for delivery Monday must be placed by	10pm Sunday

DELIVERIES

Deliveries will take place Monday to Saturday inclusive and whilst there is no minimum delivery charge please plan your orders as efficiently as possible.

After an initial trading period statistics will be reviewed balancing frequency of delivery with order value to ensure the process is running efficiently for all parties.

Emergency deliveries are available but may carry an additional charge dependant on the circumstances.

Your delivery window will be agreed between yourself and Chefs Connection before supply commences. Every effort will be made to ensure your delivery time is as close as possible to your request.

Our normal procedure is to send a driver to meet you prior to your first delivery so as we can ensure the exact delivery location is confirmed and agreed. If a key is required for the delivery we will pick this up before commencing supply. If the premises are alarmed we need codes and the driver must be shown how to operate any systems.

What your responsibilities are:

- Your order will be processed on an order Day One for delivery on Day Two basis, e.g. order Monday for delivery Tuesday. Advance orders can also be placed at any time stating clearly the delivery day requirements.
- The driver will convey the goods to the agreed delivery point and where applicable will require the goods to be checked and signed for. Please treat our drivers with respect and if there are any issues with the delivery do not communicate this to the driver but call the office for assistance.
- Any shortages or damages must be notified within 24 hours of the purchase date.

- Should your delivery be short or damaged in any way, then the responsibility falls with Chefs Connection to arrange a suitable re-delivery or to resolve a satisfactory resolution for you the customer.

N.B. We would ask if you could please act responsibly in this situation by only requesting re-delivery if you are really unable to manage until the next days delivery. Thank you.

COMPLETING THE PAPERWORK

- As the goods are delivered please check them against the delivery note or invoice.
 - Product description
 - Pack size
 - Quantity
 - Product condition
- Record any discrepancies on the delivery note or invoice and call the office to confirm.
- Sign and date the delivery note.
- The delivery note or invoice contains two copies – The top white copy is retained by your-self and the pink copy is returned with the delivery driver.

RETURNS PROCEDURE

- If you have any goods that have arrived that are damaged or which are the wrong product, then these must be returned with the driver at the point of delivery or arranged for pick up with the office. If you operate a credit note book fill out the details of any returns accurately giving the date, invoice number the product relates to along with the product and reason for return to enable us to efficiently deal with the request for credit. Return the slip with the driver.
- Chefs Connection operate a credit and charge system. Whereby goods returned will be automatically credited and any new goods dispatched re charged.
- Any problems that arise after the driver has left need to be reported to office ASAP.

PRICING

Depending on your individual operation prices may have already been negotiated between Chefs Connection and your Head Office where applicable.

All other prices will reflect market prices and availability of product.
For any pricing enquiries contact Miles Browne.

GETTING HELP!

Telesales lines are manned continuously between 5pm Sunday and 5pm Friday then from 7pm Friday until 10:30am Saturday.

For Late Deliveries, Short Deliveries, Product Queries, Damaged Goods, Emergency Deliveries, Complaints, Invoice queries, Compliments etc telephone the office on 020 7627 4809.

- When phoning please have your 'account number' to hand.

CHEF'S CONNECTION

Endeavour to provide you with a reliable quality service at all times.