LONDONIST HOSPITALITY – Delivery Workflow

1 Weekly Collection List

Sales Agent
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a. Inform the operations assistant about the items sold to the client.
b. Provide details such as item descriptions, quantities, and client information.

Operations Assistant
OMERCAN Akcit

a. Compile a weekly collection list of sold items.
b. Verify the list for accuracy and completeness.
c. Ensure all necessary details (item type, quantity, client) are included.

2 Product Manager Approval

Product Manager
MUSTAFA Ozyildiz

a. Review the collection list prepared by the operations assistant.
b. Approve the list if accurate and complete.
c. Request revisions if there are discrepancies.

3 Handover to Laundry Supervisor

Operations Assistant
OMERCAN Akcit

a. Deliver the approved list to the laundry supervisor.
b. Communicate any special instructions or priorities regarding the delivery.

4 Package Preparation

Laundry Supervisor
JAY Espina

a. Retrieve items from the warehouse based on the approved list.
b. Prepare and pack the items as per client requirements.
c. Notify the operations assistant when all packages are ready for delivery.

5 Driver Rota Organization

Operations Assistant
OMERCAN Akcit

a. Review the packages prepared by the laundry supervisor.
b. Plan and assign the driver's daily delivery rota based on package destinations and priorities.

6 External Delivery Arrangements (if needed)

Operations Assistant
OMERCAN Akcit

a. Evaluate whether the packages exceed the capacity of the company van.
b. Contact and coordinate with an external delivery company if required.
c. Provide delivery details (items, addresses, timelines) to the external company.