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Extraordinary!

Life as a Waitr Driver

People slow down at green lights. I never realized that until I drove for Waitr. I suspect that a lot of Waitr drivers do a little bit of good-natured groaning at the peccadillos of other drivers.

Driving was a contradiction in purpose. I wanted to hurry up and get the food delivered to my customer hot and tasty. But I also wanted to get there: A) in one piece, and B) sans traffic ticket. The most difficult challenge to my driving ethics was resisting the speed-up call of the yellow signal light. Don't do it, I cried, as I experienced yet another unusual stab of good behavior and stopped for the yellow. Hurry up and get there and be careful doing it, by God.

You know what's fantastic? Being welcomed with open arms at a complete stranger's front door. It's how Santa must feel when gleeful toddlers bust him. I found people to be awesome. And let's face it: it's nice to be wanted. It's even nicer to be able to make someone else's day.

Waitr drivers reflect the cheerfully bold style of Waitr itself – an eagerly audacious organization with particular joie de vivre. Like its drivers, Waitr is a friendly company eager to try new things, keen to do the right thing and reach the dizzying heights of success.

Latasha Roberts knows something about that. "I'm an icebreaker," affirms the green-haired Waitr driver. "I care about how everyone feels," says Latasha. "I walk into a restaurant and say, 'Hey y'all! How y'all doing today?' I love building rapport and that every day I get to see all kinds of people."

"I love this job – they'd have to kick me out screaming and hollering. I've worked at several places; I have a degree in accounting, and I'd still

rather do this," Angela Stroh says. "You have to want to make your customers happy. You can't just knock on the door and shove the food in their hands," says Angela.

Clark Miller compared the experience of being a driver to that of being a greeter at a church. Clark says, "Research shows that people make up their minds about a church within 15 feet of the entrance doors. Greeters are front and center. Without them, there'd be nobody to acknowledge the new folks or show them around. They wouldn't feel welcome, and it would not be a positive experience." Ergo, they probably wouldn't give that church a second shot.

And then there is the driver who was determined to deliver her customer's food. No answer from the door-knocking. No answer on the cell. Text? You guessed it. Angela waited for a while in the driveway. "I got to watch a possum stroll past my car," she says.

Sometime after the possum exited stage left, Angela finally reached the customer and delivered the food. "I'm always surprised when I go to the door, and people say, 'Oh - I forgot I ordered food,'" observed Angela.

Sometimes, our intrepid drivers must navigate dark, gravel roads in the middle of what seems to be nowhere. Nothing but the crickets here, with the occasional outburst from unnamed nocturnal residents. She makes sure to tell a friend where she's going. "But then there's a brightly lit house at the end of the road, and the people are really friendly and glad to see you!" says Latasha. Ahhh – it turns out it wasn't a dark and creepy road leading directly to Marie Laveau's crib.

Hands down, Clark has the wildest story, nocturnal residents and all. "I'm standing there at the door with the food, ready to hand it over. The door opens, and the first thing I notice is a stripper pole in the middle of the living room. The second thing I notice is that a woman is hanging off the pole. Once I recovered from that, I finally noticed the guy who opened the door for me. Big, old happy guy," explained Clark. "Hey, he was a great tipper!" says Clark.

"Never miss an opportunity to relieve oneself."
~ British King Edward VIII

Ah yes, and then there is this question: if you're hustling to complete as many deliveries as possible, when is there time to visit the restroom? Seconds count, you know, in both endeavors. And where exactly should you visit? Seems rude to pop into an establishment with which you have no personal or even commercial relationship. Anyway, getting off the path is time-consuming.

Pragmatism always won out in my bold decision to avail myself at the next restaurant on my pick-up. It might seem a little unfriendly to use your part-

ner restaurant in such a tawdry fashion. But as the good King Edward advised, never miss an opportunity.

Working as a Waitr driver is never dull. That's one of Angela's favorite things about her job. "I encounter restaurants that I never knew existed," she says. "Most of the people in the restaurants are sweet. They like that we go in there and get them more business. There's a special connection. A lot of times, I strike up friendships with the staff," says Angela.

By all accounts, it's great to be a Waitr driver. The restaurants are great, the customers are great, and business is booming. Drivers love the flexibility and meeting new people, and they take the responsibility of being the face and voice of Waitr as a solemn calling. As Clark put it, "We define the experience that customers have."

You can download the free Waitr app from the Apple App Store or Google Play or point your browser to www.waitrapp.com.

As we here at Waitr like to say, enjoy the ride!

