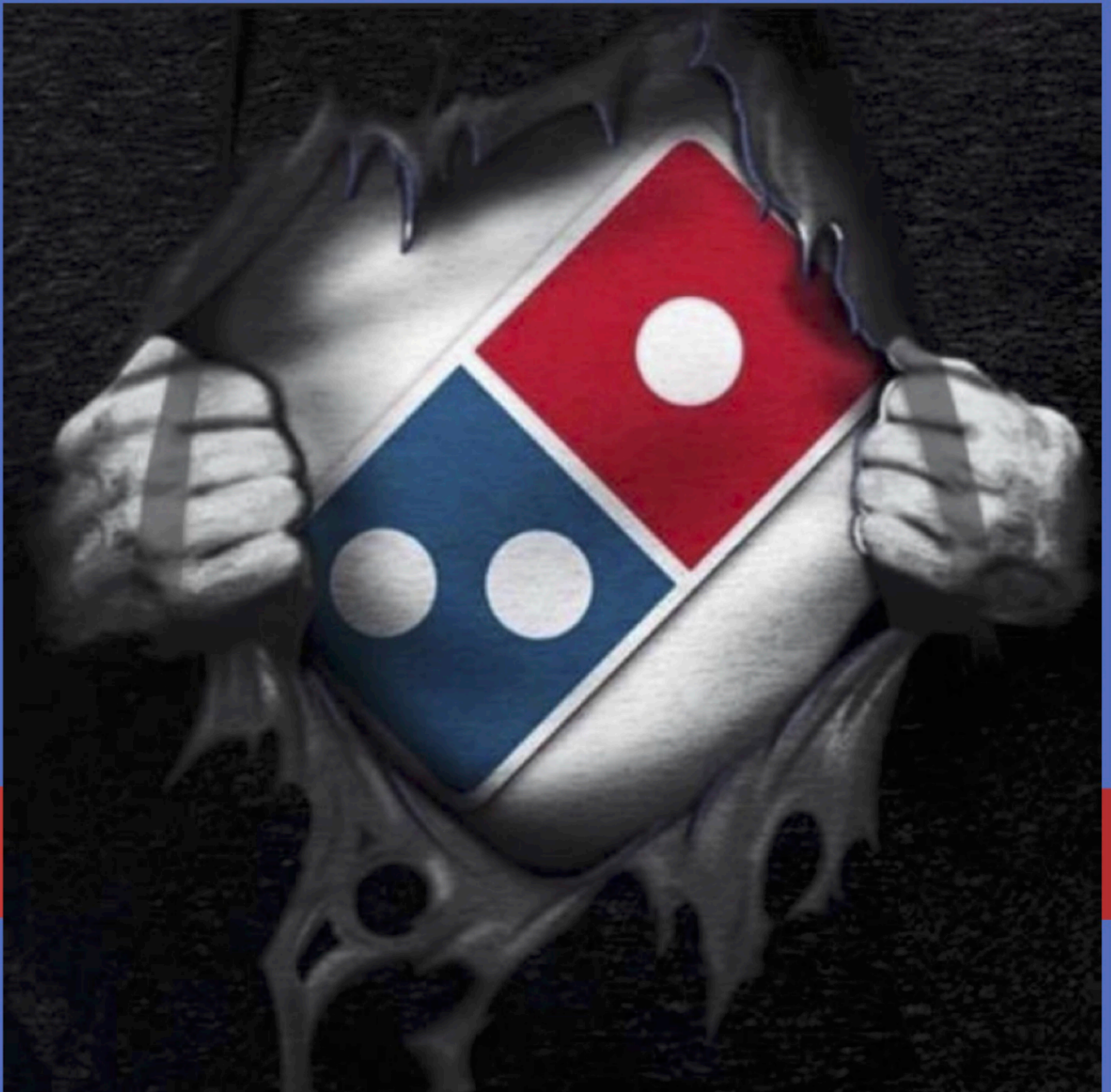


MANAGEMENT DEVELOPMENT PROGRAM



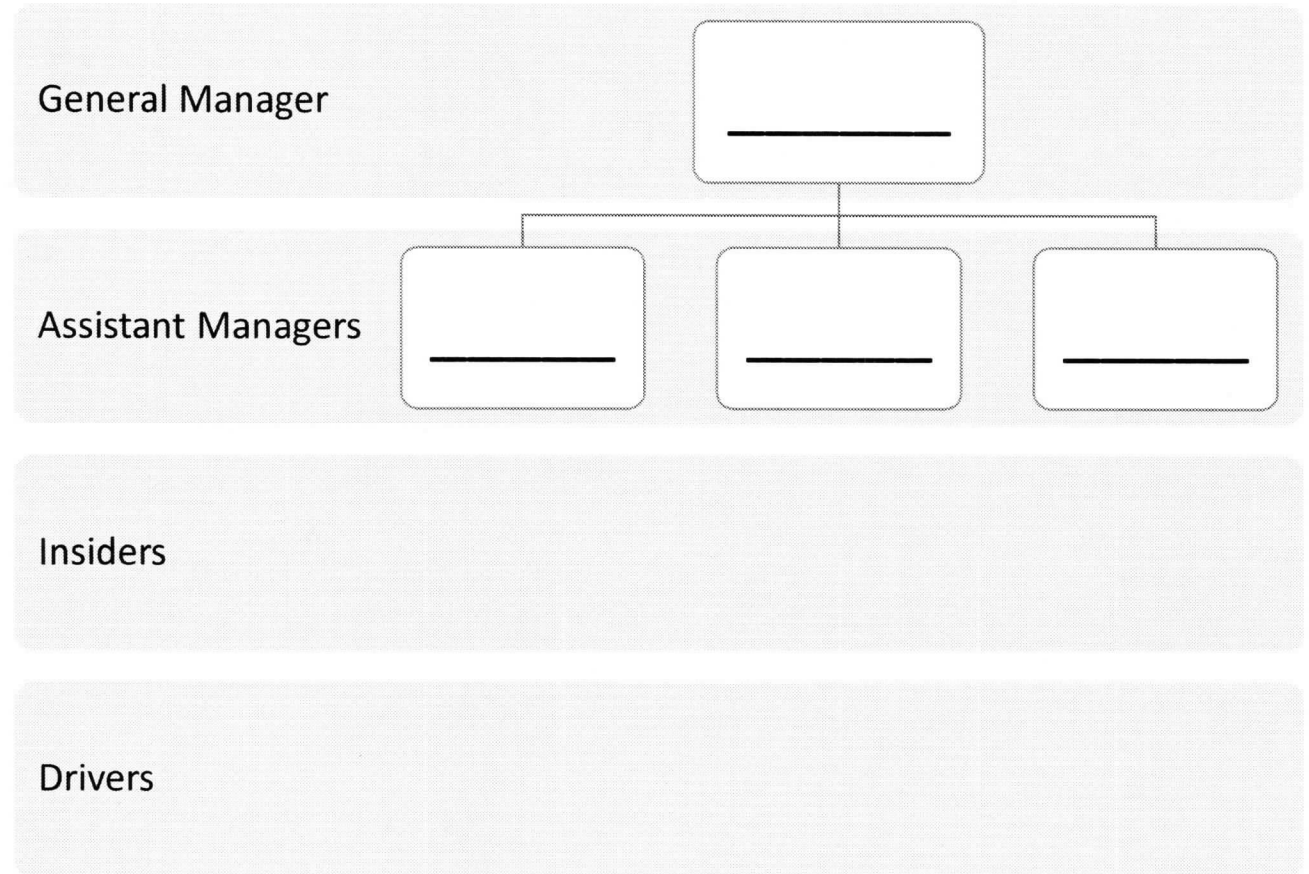
Management Development Program

Welcome to the team!

This workbook is designed to assist you through your career with Domino's Pizza. You've taken the first step into management, this workbook will help you learn how and why we are who we are!

Your team

Here is a look at how we structure our team. As you meet them, be sure to fill in their names!



MONTH-AT-A-GLANCE BLANK CALENDAR

MONTH _____

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

MONTH-AT-A-GLANCE BLANK CALENDAR

MONTH _____

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

MONTH-AT-A-GLANCE BLANK CALENDAR

MONTH _____

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

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MONTH _____

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

MONTH-AT-A-GLANCE BLANK CALENDAR

MONTH _____

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

INTRODUCTION

Welcome to the Manager Development Program. As a Management Development Candidate, you will acquire the skills and knowledge needed to help you better run our pizza stores. Your development process will be a blended approach that will include:

- Video Training
- On the Job Training

Our development program is designed to be self-paced to accommodate the learning styles and needs of most any candidate.

We have structured our program to include 5 levels of development:

- Entry Level
- Level 1
- Level 2
- Level 3
- Level 4

At each level you will be evaluated on the criteria for that corresponding level. Your General Manager will be your direct source for your development and evaluations. You may also receive development, coaching and mentoring from your Area Supervisor, Director of Operations and Franchisee.

This guide is designed to help you navigate through the evaluation process and understand the criteria used to determine your readiness for promotion.

The role of the Assistant Manager is to do any task that needs to be done to effectively operate the store. The tasks in each level are what need to be mastered to move on to the next level. At any time you may be asked to learn or be guided through a task that isn't listed in your current level.

Welcome to the program!

Sincerely,
Erin Mullins
Franchisee

ENTRY LEVEL

The Entry Level position is designed for current Team Members and New Team Members that are interested in advancing their careers and becoming leaders. Current Team Members should be able to answer yes to all the criteria in the Entry Level before being promoted to an Assistant Manager. New Team Members hired as Assistant Managers should work their way through the criteria in just a few weeks.

Entry Level	
Certified Product Master	
Makes Great Pizzas	
Uses Scales on All Pizzas	
Large Pepperoni < 90 Seconds	
Knows Store Product/Prep Needs	
Certified Customer Service Expert	
Consistently WOWS! Customer Concerns	
Knows How and When to Ask for Help	
Drives Key Service Metrics	
Perfect Image	
No Attendance Issues	
Follows Cash Procedures	
Leads by Example	
Enforces Standards	

Color Key
PRODUCT
SERVICE
IMAGE
LEADERSHIP

ENTRY LEVEL CRITERIA

Certified Product Master	
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To become a Certified Product Master, the candidate must complete the 4 Master Tracks videos and all associated activities in the Learning Hub.

- Order Taking Master – 7 video activities, 2 on the job activities
- Sides Master - 9 video activities, 1 on the job activity
- Pizza Master - 6 video activities, 3 on the job activities
- Oven Master - 2 video activities, 2 on the job activities

Makes Great Pizzas	
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Candidate can demonstrate the ability to make great pizzas and can identify the 5 criteria for great pizzas.

Rim

- Correct Crust
- Hand Tossed rim width & height $\frac{3}{4}$ " ($\frac{1}{2}$ – 1") (2 Slices)
- Pan width – no visible rim (1 Slice)

Size

- Cannot be $> \frac{3}{4}$ " smaller or bigger than inside of box
- Hand-tossed consistent center rise $\frac{1}{2}$ " ($\frac{3}{8}$ "- $\frac{5}{8}$ ") (2 Slices)
- Pan consistent center rise $\frac{1}{2}$ " minimum ($\frac{3}{8}$ " variance allowed 1 Slice)

Portion

- Correct toppings, including garlic oil (Hand Tossed and Big Deal Pizzas)
- Proper portioning of sauce, cheese, toppings and garlic oil

Placement

- Sauce, cheese, toppings & garlic oil seasoning (Hand Tossed & Big Deal Pizzas) evenly distributed (<25%)
- Correct sauce border: (<25%) o Hand Tossed $\frac{3}{4}$ " ($\frac{1}{2}$ – 1")
- Pan to the wall of pan/edge
- Toppings out to the edge (wall of pan) and not dislodged after cut (<25%)
- Butter flavored oil in pans distributed evenly/correctly (<25%)

Bake

- Bubbles smaller than $\frac{1}{2}$ of a golf ball
- Golden brown bottom bake. (2 Slices)
- Pan pizza golden brown bottom bake with light spots less than $\frac{1}{3}$ of pizza
- No Gel layer
- No carbon residue on product

ENTRY LEVEL CRITERIA

Uses Scales on All Pizzas

Candidate regularly uses scales to properly portion. Candidate understands how to set up and properly use the scales.

Large Pepperoni < 90 Seconds

Candidate can make a 14" Pepperoni pizza that meets all 5 criteria of a great pizza in less than 90 seconds

Knows Store Product/Prep Needs

Candidate is familiar with all products. Candidate knows where the prep list is and follows it.

Certified Customer Service Expert

To become a Certified Customer Service Expert, the candidate must complete the Customer Service Certification video and activities on the Learning Hub.

Consistently WOWS! Customer Concerns

Candidate consistently uses the Three steps to WOW! Customer Concerns.

- Apologize
- Give Them What They Want
- Give Them Something Extra

Knows How and When to Ask for Help

Candidate understands that our priority is delivering great Domino's Pizza experiences to each and every customer. Candidate understands that it is not a sign of weakness, but in fact a sign of strength to ask for help. Candidate understands that poor service demands a call for help to the store manager or the supervisor. Candidate also understands and asks for help inside the store to ensure the best possible customer service always. Other examples of knowing when to ask for help include, but are not limited to identifying cash issues, identifying inventory issues.

ENTRY LEVEL CRITERIA

Drives Key Service Metrics

As a Management Development Candidate, it is imperative to always be driving the customer experience through great service. To meet level 1 criteria, candidates must not only demonstrate key service metrics, but must also be driving those behaviors in all team members.

- Consistently greet customers in 9 seconds or less with, "Welcome to Domino's"
- Consistently achieve 1 minute turn around times as a Delivery Expert
- Consistently answer the phones in 2 rings or less
- Consistently call out Load Times as a pizza maker
- Consistently call out Out the Door Times as a Delivery Expert

Perfect Image

Image is a corner stone of the Domino's Pizza success story. As a leader, the expectation is that you are always in perfect image. Please reference the Domino's Pizza standards for a complete list of image standards including uniform and grooming standards.

No Attendance Issues

Candidate is consistently on time for all shifts. Please reference Team Member Handbook for specific attendance policies.

Follows Cash Procedures

Candidate follows all Domino's Pizza standards about cash handling. Please reference Domino's Pizza Standards for a list of cash handling standards.

Leads by Example

Candidate role models all desired behaviors for Team Members to aspire to.

Enforces Standards

Candidate is familiar with and enforces all Domino's Pizza Standards.

Management Development Program (MDP) - Entry Level/Shift Runner Learning Hub

Completed all Master Tracks:

1st Order Taking Master

- 5 min -Living the Fanattitudes - video
- 5 min -Hotspots Intro - video
- 5 min -EMV Security for Crew - video
- 10 min -Heightened Time Awareness - CG***
- 15 min -Ask the Right Questions - CG***
- 30/60 min -CSR performance Skills Test - CG***
completed by GM during a shift
- 10 min. -Pie Pass Technology - video
- 20 min. -CSR Expert Certification Test - exam

3rd Pizza Master

- 15 min -Dough Management - video
- 30 min -Pizza Making Basics - CG***
- 5 min -Saucing & Cheesing - video
- 60 min - Saucing & Cheesing - CG***
- 30 min -Toppings Challenge (5 guides) - CG***
- 20 min -Portion Expert Certification Test - exam
- 10 min -Specialty Pizzas - video
- 15 min -Great or Remake Tool - video
- 20 min -Expert Pizza Maker Certification Test - exam

2nd Sides Master

- 2 min -Lava Crunch Cakes Tutorial - video
- 8 min -Wings, Sauces & More - video
- 8 min -Dips & Twists for Teams - video
- 5 min -Stuffed Cheesybread Tutorial - video
- 8 min -4 Specialty Chicken Tutorials - videos
- 3 min -Parmesan Bread Bites Tutorial - video
- 30/60 min -On the Button Sides- CG***
complete during a dinner rush

4th Oven Master

- 15 min -Oven Tending - video
- 2 hours -Oven Tending - CG***
- 30 min -Post Bake - CG***
- 30 min -Great or Remake Tool - video
watch video again for refresher and then practice
using the grading tool on real pizzas.

20 min-MDP Certification Test -exam

30 min-Shift Runner Checklist - completed by your GM ***

1 hour-MDP Trainee Checklist - completed by your Supervisor ***

******Copies of these items are including in the next section******



HTA Service Goals



= Behaviors that get orders out-the-door **FAST**
and make work more **FUN!**

Ask your trainer the following:

- What's our store's **LOAD TIME** goal?
- **OUT THE DOOR TIME** goal?
- **DRIVER TURN-AROUND** goal?
- How quickly should we **GREET** each customer who comes in?
- What is the "**ULTIMATE QUESTION**" and what is our store's average?
- How can I help contribute to our store's **HTA** service goals?

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Playing Detective

Sometimes customers need your help to complete their order. Asking these three questions can help you quickly find out what they might want:

“HOW MANY?”

“HOW HUNGRY?”

“HOW ADVENTUROUS?”

EXERCISE 1 – HELP COMPLETE THE CUSTOMER ORDER

Part 1 - Create an order for these customers based on the information listed. When customers are more adventurous, it's an opportunity to open them up to new items on the menu like Specialty Chicken or Oven-Baked Dips! If they are very hungry, make sure you offer enough pizza to feed the group. Don't forget appetizers, drinks, and dessert!

<p>1</p> <p>How many? <i>2 adults, 2 children</i> How hungry? <i>Very</i> How adventurous? <i>Somewhat</i></p> <p>Order: _____ _____</p>	<p>4</p> <p>How many? <i>2 adults</i> How hungry? <i>Very</i> How adventurous? <i>Very</i></p> <p>Order: _____ _____</p>
<p>2</p> <p>How many? <i>4 adults, 10 kids</i> How hungry? <i>Very</i> How adventurous? <i>Very</i></p> <p>Order: _____ _____</p>	<p>5</p> <p>How many? <i>4 teens</i> How hungry? <i>Starving</i> How adventurous? <i>Not at all</i></p> <p>Order: _____ _____</p>
<p>3</p> <p>How many? <i>1 Adult</i> How hungry? <i>Somewhat</i> How adventurous? <i>Not at all</i></p> <p>Order: _____ _____</p>	<p>6</p> <p>How many? <i>3 Adults</i> How hungry? <i>Very</i> How adventurous? <i>Somewhat</i></p> <p>Order: _____ _____</p>

Part 2 - Manager: Did your trainee create a great order for your customers? Review their orders and provide feedback!

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Customer Service Expert

Performance Skills Evaluation



Directions: This performance evaluation can be used with your team members after completing their assigned CSR Training Modules. Consider using this evaluation form to observe their abilities related to each item. Once complete, consider reviewing the “Performance Skills Evaluation.”

APPLIED TECHNICAL KNOWLEDGE

1. **Cell Phone or Private Caller.** 1 pt.
 - Team member demonstrates your store’s procedure as it relates to cell phone order and/or private caller numbers when taking phone orders.

NOTE: Please refer to your store’s specific procedures.
2. **Special bake instructions.** 1 pt.
 - Team member demonstrates where special bake instructions are entered in the Pulse system.
3. **Special delivery instructions.** 1 pt.
 - Team member demonstrates where special delivery instructions are entered in the Pulse system.
4. **Coupon by product.** 1 pt.
 - Team member can locate the tab in the Pulse screen with coupons sorted by product type.
5. **Timed order.** 1 pt.
 - Team member demonstrates where and how a timed order is entered into the Pulse system.
6. **Estimated delivery times in Pulse.** 1 pt.
 - Team member demonstrates both locations in your Pulse ordering screens that provide estimated delivery times (across the top of the screen and the finish screen when they are reading back an order.)
 - Team member should be able to explain times in your Pulse system are estimates only and during the rush they should rely on store leadership for more accurate information.
7. **Split tender payment.** 1 pt.
 - Team member demonstrates or explains steps for entering partial payment in cash and partial payment in credit card.
8. **Gift card payment.** 1 pt.
 - Team member demonstrates how a gift card payment is entered into your Pulse system.
 - Team member demonstrates determining the remaining balance of a gift card.

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- 9. Confirming a customer's order.** **1 pt.**
- Team Member should read back all items listed on the order and then state, "Your total with tax & delivery charge is \$ _____, and your order should arrive to you in _____ to _____ minutes."
- 10. Demonstrates how to count change back.** **1 pt.**
- Team member should take change out of till to demonstrate how to give back proper change. (Use example: "Order is \$13.79, customer paid with \$20 bill.")
 - Demonstrates how to count back change (Count starting with coins first, then bills from largest to smallest.
 - Total change= \$6.21
- 11. Customer's previous order history.** **1 pt.**
- Demonstrates where to find a customer's entire order in your Pulse system.
- 12. Change an order sent to makeline screen.** **1 pt.**
- Demonstrates how to change an order that has already been processed.
 - Brings up customer's order from "today's orders" and can bring up that order to edit it.
 - Team member should demonstrate what happens with the labels or receipt for this order.
 - Team member knows to verbally communicate the order change to the makeline and/or cut table team.
- 13. Locate order in process.** **1 pt.**
- Team member demonstrates using the order status screen in your Pulse system to locate an order in process, should a customer call to ask the status of their order.

SAFETY AND SECURITY KNOWLEDGE

- 14. Safe lifting technique.** **1 pt.**
- Demonstrates proper lifting technique.
 - Bends at the knees, not the waist, then lifts straight up.
 - Knows the maximum number of dough trays to lift (2).
- 15. Robbery Procedures.** **1 pt.**
- Demonstrates walk-through of robbery procedure:
 - Follow robber's instructions, don't argue.
 - If safe to do so, observe as much as possible about the robber (clothing, build, tattoos, etc.).
 - Call the police immediately, then your manager/supervisor/franchisee.
 - Call the Safety Hotline.

16. **Cash drop procedure.** 1 pt.
- During observation Team member drops all bills \$20 and larger.
17. **Max till procedure.** 1 pt.
- Demonstrates knowledge of maximum till amount & what to do with amounts over maximum.
 - During observation, Team member ensures that the till does not contain more than \$150 (\$75 for Team USA stores) at any given time.

CUSTOMER FOCUSED SKILLS

18. **Walk-in customer enters while team member is taking a phone order.** 1 pt.
- Team member smiles, acknowledges the customer, and lets them know that they will be right with them.
19. **Customer calls looking for order.** 1 pt.
- Team member apologizes that the order has not yet arrived and immediately uses the Pulse system or Delivery Dashboard to identify where the pizza is in the process.
20. **Upselling technique - descriptive words.** 1 pt.
- Team member demonstrates the use of descriptive words in the upselling process. Examples: "Icy Cold Coke" or "Sweet Baked Apple Dip."

<i>Customer Focused Role Play Exercises</i> <i>*Trainer acts as customer.</i>	<i>Skills Check</i>
The customer calls in an order of a large sausage and onion pizza along with an order of garlic bread twists. In their previous order history, they have also ordered this with chocolate lava crunch cakes and a two liter of Sprite.	<ul style="list-style-type: none"> ☑ Team Member demonstrates an effective upselling technique; using descriptive words, open ended questions.

21. **Customer interaction skills.** 1 pt.
- Smiles when answering the phone or greeting customers in the lobby.
 - Uses polite phrases such as "please" and "thank you."
 - Demonstrates your store's phone and carryout greeting procedures.
 - Demonstrates how to interact with customers waiting in the lobby.
22. **Sincerely apologize.** 1 pt.
- Demonstrates a **sincere** apology. Example: "I'm truly sorry you had to wait so long to order."

<i>Customer Focused Role Play Exercises</i> <i>*Trainer acts as customer.</i>	<i>Skills Check</i>
The customer called the store during a dinner rush and was placed on hold. It is now 5 minutes later, and the CSR just answered the phone. (You are not happy to have been waiting so long as your family is hungry for dinner.)	<ul style="list-style-type: none"> ☑ Team member sincerely apologizes. ☑ Gives the customer something extra for their wait.

23. **Demonstrates the 3 steps to “wow-ing” a customer concern.** 1 pt.
- Team member apologizes sincerely.
 - Offers the customer to keep the current product.
 - Tells the customer that they will happily remake the item, and send the next driver out with the correct order.
 - In addition to sending out the correct order, tells the customer that they will also send along Cinnamon bread twists (something extra) for their trouble (or your store’s specific policy on giving “something extra.”).

<i>Customer Focused Role Play Exercises</i> <i>*Trainer acts as customer.</i>	<i>Skills Check</i>
1. A customer picked up a carryout order from the local Domino’s Pizza and drove back home with it. When the customer gets home, the kids are yelling because it took so long. They open the box and almost can’t believe their eyes. The pizza was made wrong! The customer calls the store back and is very upset.	<input type="checkbox"/> Team member sincerely apologizes. <input type="checkbox"/> Gives the customer what they want. <input type="checkbox"/> Gives the customer something extra.

24. **Doesn’t blame the customer.** 1 pt.
- Example: team member didn’t simply say “you didn’t order.” Always assume the customer is right, regardless.

<i>Customer Focused Role Play Exercises</i> <i>*Trainer acts as customer.</i>	<i>Skills Check</i>
You are working a slow day shift. Since it is slow, you have answered all phone calls yourself. A customer walks in and says they are picking up an order they ordered by phone about 15 minutes ago. You have no record of the order and you’re sure you took no calls for carryout orders all day. What would you do in this situation?	<ul style="list-style-type: none"> • Does not blame the customer. • Sincerely apologizes. <input type="checkbox"/> Gives the customer what they want. <input type="checkbox"/> Gives the customer something extra.

FOOD SAFETY

25. **Three Compartment Sink set up.** 1 pt.
- Demonstrates setting up a 3 Compartment Sink.
 - Left sink = wash
 - Middle sink = rinse
 - Right sink = sanitize
 - Team member demonstrates checking sanitizing solution with test strips to proper PPM.
26. **Handwashing**
- Demonstrates proper handwashing for a minimum of 20 seconds
 - Team member demonstrates proper method to turn water off by use of a proper towel
27. **Sanitizing high touch points.**
- Demonstrates how to properly fill a sanitizer bottle.
 - Demonstrates proper way to sanitize phones & Pulse screens.
 - Team member demonstrates what cleaner to be used on counter-tops and lobby high touch point areas.

On the Button - Sides



The best time to catch portion and placement issues is before items go into the oven. If you catch a portion mistake after it's baked, it's a remake! The last person to see an item before it goes into the oven, is the one who hits the button to clear the item off the makeline screen.

Follow the steps below to complete this exercise.

STEP #1: KNOW YOUR PORTIONS

- Be sure to study the product job aids to build your portion knowledge.
- Consider reviewing the Sudoku coaching guides to test your knowledge and memory.

STEP #2: REVIEW THE ORDER ON THE MAKELINE MONITOR

- If any of the side items come up, conduct your quality check prior to clearing the item from the makeline screen.

STEP #3: DOUBLE CHECK PORTION AMOUNTS

- Use your portion knowledge to verify amounts. If needed, review the job aids for portion amounts as product is being made before it slides to you for final Quality Check.

STEP #4: CONDUCT A QUALITY CHECK ON YOUR SIDE ITEM

- Do the counts/weights for each ingredient look accurate?
- Are the ingredients placed in the correct order?
- Is the placement up to standard? (Even distribution)
- Will your customer love the look of this product?
- If there is a pasta bowl, was it built with the volcano method to ensure proper end-bake temp?

STEP #5: LOAD OR MAKE OPPORTUNITIES

- If the product is beautiful, hit the button, and load the item.
- Be sure to provide positive feedback to your makeline team for perfect products.
- If you need to make correction, do so, then hit the button and load.
- **HUSTLE:** Remember, at Domino's, you strive to provide great customer service. You should not slow down the makeline during this exercise.

STEP #6: REPEAT THIS PROCESS WITH AT LEAST 5 SIDE ITEMS

(CHICKEN, OVEN-BAKED DIPS, PASTA, BREADS, SANDWICHES)

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Pizza Making Basics

Dough is the foundation of most of Domino's products, which is why properly managing dough is such an important piece to making pizzas that look and taste great.

Consider having: Properly proofed 12" dough, clean apron, dough scraper, cornmeal, 12" screens/disks, Dough Evaluation Guide, and a pencil.

EXERCISE 1: Evaluating Dough

Step 1: Read the Medium or Large dough trays that are currently out for the shift, and record the following:

Day: _____ Proof Hours: _____ Usable Hours: _____

Step 2: Use the Dough Evaluation Guide to determine the quality of the dough. (Check any boxes below)

- Underproofed Proofed Overproofed Expired

Step 3: Share your findings with your trainer and ask the following questions:

- What are the most challenging aspects of managing dough for the shift?
- What advice would you give about managing dough?
- What is the proper temperature of dough on the dough table? How do you take the dough temperature?

EXERCISE 2: Removing Dough Balls from the Tray

- **Trainer** – Remove at least 3 dough balls from the tray and share your pro-tips with the trainee.
- **Trainee** – Your Turn
- **Trainer** - Evaluate the trainee's performance and provide feedback:
 - Dough Ball #1: Not round Round
 - Dough Ball #2: Not round Round
 - Dough Ball #3: Not round Round

EXERCISE 3: Pencil Thin Edges

- **Trainer** - Form pencil thin edges on 3 dough balls and share your pro-tips with the trainee.
- **Trainee** - Your turn.
- **Trainer** - Evaluate the trainee's performance and provide feedback:
 - Dough Ball #1: Pencil Thin Too Thick Too Thin
 - Dough Ball #2: Pencil Thin Too Thick Too Thin
 - Dough Ball #3: Pencil Thin Too Thick Too Thin

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Pizza Making Basics



EXERCISE 4: Stretching

Step 1: Practice with a Pizza Screen/Disk

- **Trainer** - Demonstrate the proper stretching motion and positioning using a pizza screen/disk.
- **Trainee** - Practice the proper stretching motion and positioning using a pizza screen/disk.
- **Trainer** - Offer feedback.

Step 2: Practice in Cornmeal

- **Trainer** - Demonstrate the proper stretching motion and positioning using cornmeal.
- **Trainee** - Practice the proper stretching motion and positioning using cornmeal.
- **Trainer** - Offer feedback.

Step 3: Stretch!

- **Trainer** - Stretch 3 dough balls and place them on a screen/disk. Offer pro-tips to the team member.
- **Trainee** - Stretch 3 dough balls and place them on a screen/disk.
- **Trainer** - Evaluate the team member's performance and offer feedback:

Dough Ball #1:

- | | | |
|--|---|--------------------------------------|
| <input type="checkbox"/> Perfect Size | <input type="checkbox"/> Too Small | <input type="checkbox"/> Too Big |
| <input type="checkbox"/> Sombrero (thick center) | <input type="checkbox"/> Stadium (thick edge) | <input type="checkbox"/> Double Edge |

Light Test:

- | | |
|----------------------------------|--------------------------------------|
| <input type="checkbox"/> Perfect | <input type="checkbox"/> Thin Center |
|----------------------------------|--------------------------------------|

Dough Ball #2:

- | | | |
|--|---|--------------------------------------|
| <input type="checkbox"/> Perfect Size | <input type="checkbox"/> Too Small | <input type="checkbox"/> Too Big |
| <input type="checkbox"/> Sombrero (thick center) | <input type="checkbox"/> Stadium (thick edge) | <input type="checkbox"/> Double Edge |

Light Test:

- | | |
|----------------------------------|--------------------------------------|
| <input type="checkbox"/> Perfect | <input type="checkbox"/> Thin Center |
|----------------------------------|--------------------------------------|

Dough Ball #3:

- | | | |
|--|---|--------------------------------------|
| <input type="checkbox"/> Perfect Size | <input type="checkbox"/> Too Small | <input type="checkbox"/> Too Big |
| <input type="checkbox"/> Sombrero (thick center) | <input type="checkbox"/> Stadium (thick edge) | <input type="checkbox"/> Double Edge |

Light Test:

- | | |
|----------------------------------|--------------------------------------|
| <input type="checkbox"/> Perfect | <input type="checkbox"/> Thin Center |
|----------------------------------|--------------------------------------|

NOTICE TO FRANCHISEES AND THEIR EMPLOYEES: These materials contain information related to optional technologies and business practices. As independent business owners, franchisees may use or not use these optional technologies, business practices, and materials in their sole discretion. Franchisees must determine the policies, procedures, and practices to be implemented in their stores regarding the issues addressed in these materials and must ensure compliance with applicable federal, state, and local laws. Franchisees are solely responsible for the operation of their stores including, without limitation, employment and pay practices, safety and security matters, and other workplace issues. The persons who work in stores owned and operated by a franchisee are employees of the franchisee, and not employees of Domino's Pizza LLC or its affiliated entities. These materials are for general informational purposes only and do not, and are not intended to, constitute legal advice. By providing these materials, Domino's Pizza LLC and its affiliated entities do not assume any responsibilities or duties of franchisees or any responsibility to update these materials for subsequent developments. The use of and/or reliance on these materials is not a guarantee that accidents or losses will not occur or that franchisees will be in compliance with applicable legal requirements. Franchisees should consult their own legal counsel concerning their particular facts and circumstances and any specific legal questions they may have regarding the issues addressed in these materials. These materials also contain information related to optional functions of the Domino's Pulse system. As independent business owners, franchisees may use or not use these optional Pulse functions in their sole discretion. Any information generated by these optional Pulse functions is only as accurate as the information franchisees elect to input into their Pulse system and franchisees must confirm the accuracy of the information. The Pulse system is neither intended nor able to be utilized as a payroll system; franchisees should utilize a qualified third-party payroll vendor solution and/or an accounting service provider to perform such services and should also consult with their own legal counsel. Franchisees must determine the policies, procedures, and settings that need to be implemented in their stores to ensure that their use of these optional Pulse functions complies with all applicable legal requirements. **REMEMBER:** Estimated Average Delivery Time (eADT) and estimated Extreme Deliveries use a third-party web mapping service to estimate the time it should take to complete a delivery. Actual time on the road has no impact and there is nothing personnel making a delivery can do on the road to impair or improve these estimates. Personnel making a delivery should always operate a vehicle/bicycle safely and observe all applicable traffic laws when on the road.

Saucing and Cheesing



EXERCISE #1: SAUCE PORTIONS

You'll need the following: Portioning job aid, spoodle, pizza sauce, pan lid, scale.

➤ STEP 1 ➤ REVIEW THE PORTIONING: SAUCES FOR ALL PIZZAS JOB AID WITH THE MANAGER

Manager: Walk the trainee through the job aid and share any saucing tips.

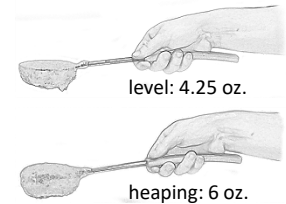
➤ STEP 2 ➤ PRACTICE SCOOPING THE PERFECT PORTION

Manager: Put clean pan lid on top of a scale and tare the scale to zero.

- Demonstrate the difference between a level scoop and a heaping scoop
- Demonstrate how to weigh portion amounts, reuse the sauce, and re-tare the scale

Trainee: Practice weighing the following portions until you can nail it every time!

- ☐ 4.25 oz. for 12"
- ☐ 6 oz. for 14"



EXERCISE #2: SAUCING PRACTICE

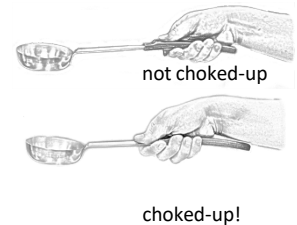
You'll need the following: spoodle, cornmeal, pizza sauce, pan lid, 12" and 14" pizza skins.

➤ STEP 1 ➤ PRACTICE IN CORNMEAL

Manager: Demonstrate your best saucing techniques in a pile of cornmeal

Trainee:

- Get a feel for the motion by practicing in cornmeal
- Choke-up to the balance point of the spoodle for more control



➤ STEP 2 ➤ PRACTICE ON A CLEAN PAN LID

Manager: Demonstrate your best saucing techniques on pan lid

Trainee:

- Practice until you feel comfortable and fast
- Scrape the sauce back into the tub each time
- Don't worry about exact portions—this is about technique!
- Shoot for no more than 3-4 rotations to get full coverage
- Apply light pressure, and decrease pressure as you get out toward the edge

➤ STEP 3 ➤ PRACTICE ON REAL PIZZAS

Manager: Demonstrate your best saucing techniques on real skins

Trainee:

- Practice until you feel comfortable and fast
- Focus on exact portions and even distribution

Saucing and Cheesing



EXERCISE #4: CHEESING BY HAND

You'll need the following: Portioning job aid, pizza cheese, scale, pan lid, stretched & sauced pizza skins.

➤ STEP 1 ➤ PRACTICE NAILING CHEESE PORTIONS

Manager: Put clean **pan lid** on top of a scale and tare the scale to zero.

Demonstrate grabbing different cheese portions with both hands and weighing them on the scale.

- 5 oz. for 12"
- 7.5 oz. for 12" (cheese only)
- 7 oz. for 14"
- 10.5 oz. for 14" (cheese only)

Trainee: Practice weighing the following portions until you can nail it every time!

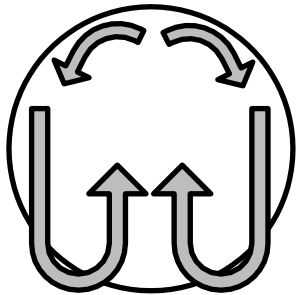
- 5 oz. for 12"
- 7.5 oz. for 12" (cheese only)
- 7 oz. for 14"
- 10.5 oz. for 14" (cheese only)

➤ STEP 2 ➤ PRACTICE ON REAL PIZZAS

Manager: Demonstrate your best cheesing techniques on real skins.

Share any tips for increasing speed (grabbing the right amount the first time, saltshaker method, moving from the outside-in, etc.)

Trainee: Practice until you feel comfortable and fast. Focus on exact portions and even distribution.



To increase speed and accuracy:

- Start at the top/center
- then hit the outside edge
- then work through the middle

LEARN IN GROUPINGS TO MEMORIZE PORTIONING!

ONION
GREEN PEPPER
BANANA PEPPER
JALAPENO
OLIVES
GREEN CHILES



1.

FOLD your paper on the dotted lines. This hides the portioning key so you can begin to test your memory.



2.

STUDY the portioning key. Look for patterns to help you learn!

EX. For 2-3 and 4+ toppings, from left to right, portions go up by .5 oz each time.

EX. For a 10" & 12" pizza, from top to bottom, portions go down by .5 oz.



3.

COPY the portions into the charts beneath the key. Then, fill the rest of the charts in from memory!



4.

CHECK ANSWERS as you finish each chart.

START HERE!

ONION – GREEN PEPPER – BANANA PEPPER JALAPENO – OLIVES – GREEN CHILES		10"	12"	14"	16"
SIZE					
1 TOPPING		1.5	2.0	3.0	4.0
2-3 TOPPINGS		1.0	1.5	2.0	2.5
4+ TOPPINGS		0.5	1.0	1.5	2.0

ONION – GREEN PEPPER – BANANA PEPPER JALAPENO – OLIVES – GREEN CHILES		10"	12"	14"	16"
SIZE					
1 TOPPING					
2-3 TOPPINGS					
4+ TOPPINGS					

ONION – GREEN PEPPER – BANANA PEPPER JALAPENO – OLIVES – GREEN CHILES		10"	12"	14"	16"
SIZE					
1 TOPPING					
2-3 TOPPINGS					
4+ TOPPINGS					

COPY THE PORTIONS!

NOW, FILL IN THE MISSING PORTIONS FROM MEMORY!

ONION – GREEN PEPPER – BANANA PEPPER JALAPENO – OLIVES – GREEN CHILES		10"	12"	14"	16"
SIZE					
1 TOPPING		1.5	2.0	4.0	
2-3 TOPPINGS		1.0	2.0	2.5	
4+ TOPPINGS		0.5	1.0	1.5	2.0

ONION – GREEN PEPPER – BANANA PEPPER JALAPENO – OLIVES – GREEN CHILES		10"	12"	14"	16"
SIZE					
1 TOPPING			2.0	3.0	
2-3 TOPPINGS			1.5	2.5	
4+ TOPPINGS		0.5	1.0	2.0	

ONION – GREEN PEPPER – BANANA PEPPER JALAPENO – OLIVES – GREEN CHILES		10"	12"	14"	16"
SIZE					
1 TOPPING			2.0	4.0	
2-3 TOPPINGS		1.0	2.0		
4+ TOPPINGS		0.5		1.5	

ONION – GREEN PEPPER – BANANA PEPPER JALAPENO – OLIVES – GREEN CHILES		10"	12"	14"	16"
SIZE					
1 TOPPING		1.5		3.0	
2-3 TOPPINGS			1.5	2.5	
4+ TOPPINGS			1.0	2.0	

FOLD HERE!

FOLD HERE!

FILL IN THE CORRECT PORTIONS FROM MEMORY

ONION – GREEN PEPPER – BANANA PEPPER JALAPENO – OLIVES – GREEN CHILES		10"	12"	14"	16"
SIZE					
1 TOPPING					
2-3 TOPPINGS					
4+ TOPPINGS					

CHECK YOUR ANSWERS, THEN TRY AGAIN

ONION – GREEN PEPPER – BANANA PEPPER JALAPENO – OLIVES – GREEN CHILES		10"	12"	14"	16"
SIZE					
1 TOPPING					
2-3 TOPPINGS					
4+ TOPPINGS					

ONE MORE TIME!

ONION – GREEN PEPPER – BANANA PEPPER JALAPENO – OLIVES – GREEN CHILES		10"	12"	14"	16"
SIZE					
1 TOPPING					
2-3 TOPPINGS					
4+ TOPPINGS					

GET IT? GOOD!

LEARN IN GROUPINGS TO MEMORIZE PORTIONING!

PEPPERONI & HAM



1.

FOLD your paper on the dotted lines. This hides the portioning key so you can begin to test your memory.



2.

STUDY the portioning key. Look for patterns to help you learn!

EX. For 2-3 and 4+ toppings, from left to right, portions go up by .5 oz each time.

EX. For a 10" & 12" pizza, from top to bottom, portions go down by .5 oz.



3.

COPY the portions into the charts beneath the key. Then, fill the rest of the charts in from memory!



4.

CHECK ANSWERS as you finish each chart.

START HERE!

PEPPERONI & HAM				
SIZE	10"	12"	14"	16"
1 TOPPING	20	30	40	54
2-3 TOPPINGS	16	24	32	46
4+ TOPPINGS	12	18	24	38

PEPPERONI & HAM				
SIZE	10"	12"	14"	16"
1 TOPPING				
2-3 TOPPINGS				
4+ TOPPINGS				

PEPPERONI & HAM				
SIZE	10"	12"	14"	16"
1 TOPPING				
2-3 TOPPINGS				
4+ TOPPINGS				

COPY THE PORTIONS!

NOW, FILL IN THE MISSING PORTIONS FROM MEMORY!

PEPPERONI & HAM				
SIZE	10"	12"	14"	16"
1 TOPPING	20	30		54
2-3 TOPPINGS	16		32	46
4+ TOPPINGS	12	18	24	38

PEPPERONI & HAM				
SIZE	10"	12"	14"	16"
1 TOPPING		30	40	
2-3 TOPPINGS		24		46
4+ TOPPINGS	12	18		38

PEPPERONI & HAM				
SIZE	10"	12"	14"	16"
1 TOPPING		30		54
2-3 TOPPINGS	16		32	
4+ TOPPINGS	12		24	

PEPPERONI & HAM				
SIZE	10"	12"	14"	16"
1 TOPPING	20		40	
2-3 TOPPINGS		24		46
4+ TOPPINGS		18		38

← FOLD HERE! →

FILL IN THE CORRECT PORTIONS FROM MEMORY

PEPPERONI & HAM				
SIZE	10"	12"	14"	16"
1 TOPPING				
2-3 TOPPINGS				
4+ TOPPINGS				

CHECK YOUR ANSWERS, THEN TRY AGAIN

PEPPERONI & HAM				
SIZE	10"	12"	14"	16"
1 TOPPING				
2-3 TOPPINGS				
4+ TOPPINGS				

ONE MORE TIME!

PEPPERONI & HAM				
SIZE	10"	12"	14"	16"
1 TOPPING				
2-3 TOPPINGS				
4+ TOPPINGS				

GET IT? GOOD!

LEARN IN GROUPINGS TO MEMORIZE PORTIONING!

- SAUSAGE
- BEEF
- CHICKEN
- MUSHROOM
- PINEAPPLE
- TOMATO



1. FOLD your paper on the dotted lines. This hides the portioning key so you can begin to test your memory.



2. STUDY the portioning key. Look for patterns to help you learn!
EX. For 2-3 and 4+ toppings, from left to right, portions go up by .5 oz each time.
EX. For a 10" & 12" pizza, from top to bottom, portions go down by .5 oz.



3. COPY the portions into the charts beneath the key. Then, fill the rest of the charts in from memory!



4. CHECK ANSWERS as you finish each chart.

START HERE!

SAUSAGE - BEEF - CHICKEN MUSHROOM - PINEAPPLE - TOMATO		10"	12"	14"	16"
SIZE					
1 TOPPING		2.5	3.5	5.0	6.5
2-3 TOPPINGS		1.5	2.5	3.5	4.5
4+ TOPPINGS		1.0	1.5	2.0	2.5

SAUSAGE - BEEF - CHICKEN MUSHROOM - PINEAPPLE - TOMATO		10"	12"	14"	16"
SIZE					
1 TOPPING					
2-3 TOPPINGS					
4+ TOPPINGS					

COPY THE PORTIONS!

SAUSAGE - BEEF - CHICKEN MUSHROOM - PINEAPPLE - TOMATO		10"	12"	14"	16"
SIZE					
1 TOPPING					
2-3 TOPPINGS					
4+ TOPPINGS					

NOW, FILL IN THE MISSING PORTIONS FROM MEMORY!

SAUSAGE - BEEF - CHICKEN MUSHROOM - PINEAPPLE - TOMATO		10"	12"	14"	16"
SIZE					
1 TOPPING		2.5	3.5		6.5
2-3 TOPPINGS		1.5		3.5	4.5
4+ TOPPINGS		1.0	1.5		2.5

SAUSAGE - BEEF - CHICKEN MUSHROOM - PINEAPPLE - TOMATO		10"	12"	14"	16"
SIZE					
1 TOPPING			3.5	5.0	
2-3 TOPPINGS			2.5		4.5
4+ TOPPINGS		1.0	1.5		2.5

SAUSAGE - BEEF - CHICKEN MUSHROOM - PINEAPPLE - TOMATO		10"	12"	14"	16"
SIZE					
1 TOPPING			3.5		6.5
2-3 TOPPINGS		1.5		3.5	
4+ TOPPINGS		1.0		2.0	

SAUSAGE - BEEF - CHICKEN MUSHROOM - PINEAPPLE - TOMATO		10"	12"	14"	16"
SIZE					
1 TOPPING		2.5		5.0	
2-3 TOPPINGS			2.5		4.5
4+ TOPPINGS			1.5		2.5

FILL IN THE CORRECT PORTIONS FROM MEMORY

SAUSAGE - BEEF - CHICKEN MUSHROOM - PINEAPPLE - TOMATO		10"	12"	14"	16"
SIZE					
1 TOPPING					
2-3 TOPPINGS					
4+ TOPPINGS					

CHECK YOUR ANSWERS, THEN TRY AGAIN

SAUSAGE - BEEF - CHICKEN MUSHROOM - PINEAPPLE - TOMATO		10"	12"	14"	16"
SIZE					
1 TOPPING					
2-3 TOPPINGS					
4+ TOPPINGS					

ONE MORE TIME!

SAUSAGE - BEEF - CHICKEN MUSHROOM - PINEAPPLE - TOMATO		10"	12"	14"	16"
SIZE					
1 TOPPING					
2-3 TOPPINGS					
4+ TOPPINGS					

GET IT? GOOD!

FOLD HERE!

FOLD HERE!

LEARN IN GROUPINGS TO MEMORIZE PORTIONING!

SPINACH



1. FOLD your paper on the dotted lines. This hides the portioning key so you can begin to test your memory.



2. STUDY the portioning key. Look for patterns to help you learn!
EX. For 2-3 and 4+ toppings, from left to right, portions go up by .5 oz each time.
EX. For a 10" & 12" pizza, from top to bottom, portions go down by .5 oz.



3. COPY the portions into the charts beneath the key. Then, fill the rest of the charts in from memory!



4. CHECK ANSWERS as you finish each chart.

START HERE!

SPINACH				
SIZE	10"	12"	14"	16"
1 TOPPING	1.5	1.5	2.0	2.5
2-3 TOPPINGS	1.0	1.0	1.5	2.0

4+ toppings have the same portions as 2-3 topping pizzas for spinach

SIZE	10"	12"	14"	16"
1 TOPPING				
2-3 TOPPINGS				

SIZE	10"	12"	14"	16"
1 TOPPING				
2-3 TOPPINGS				

COPY THE PORTIONS!

NOW, FILL IN THE MISSING PORTIONS FROM MEMORY!

SPINACH				
SIZE	10"	12"	14"	16"
1 TOPPING		1.5	1.5	2.5
2-3 TOPPINGS	1.0		1.5	2.0

SPINACH				
SIZE	10"	12"	14"	16"
1 TOPPING			1.5	2.0
2-3 TOPPINGS		1.0		2.0

FOLD HERE

FILL IN THE CORRECT PORTIONS FROM MEMORY

SPINACH				
SIZE	10"	12"	14"	16"
1 TOPPING				
2-3 TOPPINGS				

CHECK YOUR ANSWERS, THEN TRY AGAIN

SPINACH				
SIZE	10"	12"	14"	16"
1 TOPPING				
2-3 TOPPINGS				

ONE MORE TIME!

SPINACH				
SIZE	10"	12"	14"	16"
1 TOPPING				
2-3 TOPPINGS				

GET IT? GOOD!

FOLD HERE

LEARN IN GROUPINGS TO MEMORIZE PORTIONING!

PHILLY STEAK & BACON



1

FOLD your paper on the dotted lines. This hides the portioning key so you can begin to test your memory.



2

STUDY the portioning key. Look for patterns to help you learn!

EX. For 2-3 and 4+ toppings, from left to right, portions go up by .5 oz each time.

EX. For a 10" & 12" pizza, from top to bottom, portions go down by .5 oz.



3

COPY the portions into the charts beneath the key. Then, fill the rest of the charts in from memory!



4

CHECK ANSWERS as you finish each chart.

START HERE!

PHILLY STEAK & BACON				
SIZE	10"	12"	14"	16"
1 TOPPING	2.0	2.5	3.5	5.0
2-3 TOPPINGS	1.5	2.0	2.5	3.5
4+ TOPPINGS	1.0	1.5	2.0	2.5

PHILLY STEAK & BACON				
SIZE	10"	12"	14"	16"
1 TOPPING				
2-3 TOPPINGS				
4+ TOPPINGS				

COPY THE PORTIONS!

PHILLY STEAK & BACON				
SIZE	10"	12"	14"	16"
1 TOPPING				
2-3 TOPPINGS				
4+ TOPPINGS				

NOW, FILL IN THE MISSING PORTIONS FROM MEMORY!

PHILLY STEAK & BACON				
SIZE	10"	12"	14"	16"
1 TOPPING	2.0	2.5		5.0
2-3 TOPPINGS	1.5		2.5	3.5
4+ TOPPINGS	1.0	1.5	1.5	2.5

PHILLY STEAK & BACON				
SIZE	10"	12"	14"	16"
1 TOPPING		2.5	3.5	
2-3 TOPPINGS		2.0		3.5
4+ TOPPINGS	1.0	1.5		2.5

PHILLY STEAK & BACON				
SIZE	10"	12"	14"	16"
1 TOPPING		2.5		5.0
2-3 TOPPINGS	1.5		2.5	
4+ TOPPINGS	1.0		1.5	

PHILLY STEAK & BACON				
SIZE	10"	12"	14"	16"
1 TOPPING	2.0		3.5	
2-3 TOPPINGS		2.0		3.5
4+ TOPPINGS		1.5		2.5

FOLD HERE!



FILL IN THE CORRECT PORTIONS FROM MEMORY

PHILLY STEAK & BACON				
SIZE	10"	12"	14"	16"
1 TOPPING				
2-3 TOPPINGS				
4+ TOPPINGS				

CHECK YOUR ANSWERS, THEN TRY AGAIN

PHILLY STEAK & BACON				
SIZE	10"	12"	14"	16"
1 TOPPING				
2-3 TOPPINGS				
4+ TOPPINGS				

ONE MORE TIME!

PHILLY STEAK & BACON				
SIZE	10"	12"	14"	16"
1 TOPPING				
2-3 TOPPINGS				
4+ TOPPINGS				

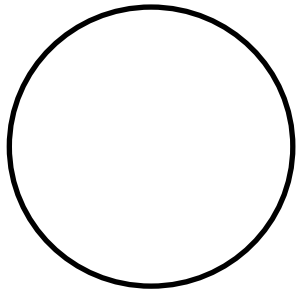
GET IT? GOOD!

OVEN TENDING EXERCISES

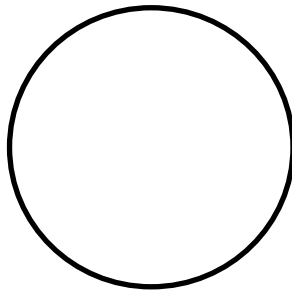
Almost everything we sell comes out of the oven. It is as important to execute flawlessly on the cut table as it is on the makeline.

EXERCISE 1: KNOW YOUR CUTS

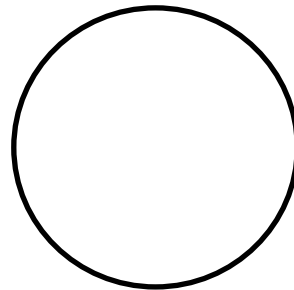
Use the End Bake Job Aids as your guide, and draw proper cuts for the following types of pizzas.



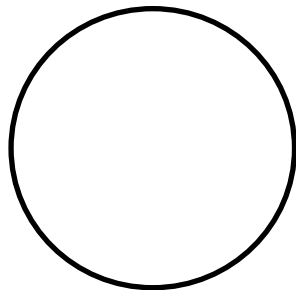
12" Handtossed



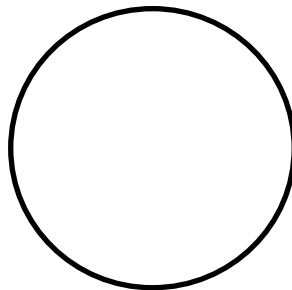
14" Thin Crust



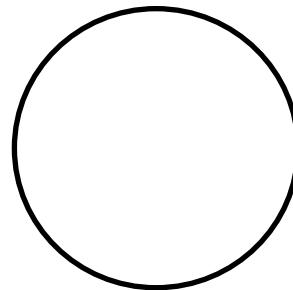
14" Brooklyn



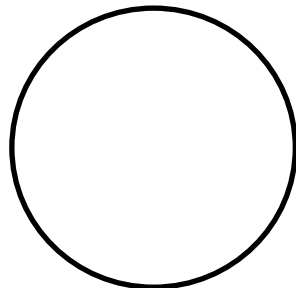
10" Gluten Free



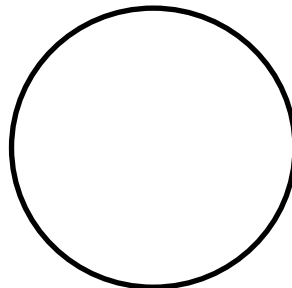
12" Thin Crust



10" Handtossed



14" Handtossed



12" Pan

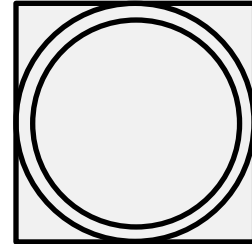


OVEN TENDING EXERCISES

EXERCISE 2: GARLIC OIL

Set Up: Follow these steps to create 5 sheets as illustrated to the right.

1. Place a 12" screen on top of a 12x12 parchment paper, and trace the outline of the screen with a permanent marker.
2. Remove the 12" screen, then trace the outline of a 10" screen inside of the outline you just created.



Set Up: Make 5 x Sheets

Practice: Until you're fast, can stay between the lines, and nail .4 oz. every time!

1. Place a 12" screen on a scale.
2. Place one of your 5 sheets on top of the screen.
3. Practice placing .4 oz. of garlic oil between the two lines on your parchment. (you may need more than 5 sheets!)

EXERCISE 3: BUBBLE POPPING

Spend 20 minutes popping bubbles with guidance from an experienced oven tender.

- Ensure no pizza comes out of the oven with a bubble larger than the size of half a golf ball.
- Pop bubbles as they begin to form to ensure the best quality pizzas.

Ask the experienced oven tender the following questions:

- Why are bubbles so bad? What happens to the pizza and why do we have to pop them?
- What is your technique for popping bubbles?
- When is the best time to pop bubbles?
- Is it ever too late to pop a bubble?
- What do I do if I miss a bubble, and the pizza comes out with a bubble that is too big?

EXERCISE 4: OVEN TENDING (PIZZAS ONLY)

Work side by side with an experienced oven tender for 45 minutes.

- Cut, garlic oil (when appropriate), and box as many pizzas as possible.
- Let the experienced oven tender take care of all the side items.

EXERCISE 5: COMPLETE ORDERS

Work side by side with an experienced oven tender for 20 minutes.

- The experienced oven tender will box, cut and garlic oil all pizzas and box all sides.
- You ensure that every order is complete:
 - Match all the items for the same order numbers, identified by the order number on the top left corner of the box label.
 - Pay attention to side items and extra dipping cups and drinks.
 - Have your manager double check each order before it is dispatched for delivery.





Post Bake Scavenger Hunt

Goal: To be able to quickly identify the post bake applications and packaging for the products that the Domino's Brand offers. **Instructions:** Use the job aids in your store or ask your GM for help. Identify the correct packaging and any post-bake applications for each product below. Review your answers with the manager on duty.

Pizza

What box is used for a gluten free pizza?

Ex: 10" Box

What box is used for a Medium pizza?

Ex: 12" Box

What box is used for a Large Pizza?

What box is used for a Pan Pizza?

Applications:

Ex: Garlic Oil on crust, diagonal cuts. 6 & 8 cuts I am not sure I understand what the trainee is to do here



Chicken

What size box does an 8pc Wing go into?

What size box do 32pc Boneless go into?

What size box to 16pc Wings go into?

What sauce may be applied to wings?

Marbled Cookie Brownie

What size box is used?



Parmesan Bread Bites

What size box do 16pc go into?

What size box do 32pc go into?

Applications:



Specialty Chicken

What size box?

Which Specialty Chicken receives post-bake sauce application?



Bread Twists

What size box?

List the different applications that may be used:



Stuffed Cheesy Bread

What size box does this product go in?

Applications:



Oven-Baked Dips

If the Dips and Twists are paired together, what size box is used?

If ONLY a Dip is ordered, what size box is used?



Sandwiches

What size box?

Which sandwich receives post-bake sauce application?



Shift Runner Checklist

- *Handles a customer complaint*
- *Can complete a prep sheet using Order Estimates*
- *Demonstrates knowledge of dough management*
- *Menu knowledge*
- *Can adequately clock out a driver*
- *Demonstrates knowledge of how to acquire product if low or out of said product*
- *Demonstrates knowledge of how to handle call outs*
- *Knowledge of how to use job aids*
- *Can adequately retrieve daily paperwork*
- *Demonstrates knowledge on how to retrieve Feedback*
- *Can print itemized receipts*
- *Knowledge regarding Call backs and when to make them*
- *Demonstrates proper HTA*
- *Completed Master Tracks in Learning Hub*
- *1 Minute Pep Time and Pass a cut test*
- *Knowledge of proper time management on cut table*
- *Demonstrates Knowledge of Driver Dispatching*
- *Can reload credit card paper, label printer & expiration labels*
- *Can properly set up 3 compartment sinks*
- *Opening & Closing Checklist*
- *Can refill soap, sanitizer and paper towels*
- *Knows how to fill out Temp and Sanitation Logs*
- *Knows how to perform a contactless carryout*
- *Sanitizes high touch points every hour*

*** All items must be checked off this list prior to TM running shift**



Management Devolvement Program Trainee Checklist

(MDP Trainee Checklist)

This should be completed while working your normal hours. Once you are ready to get tested your GM must sign off on this paper saying you are ready to get tested. After your GM signs off you need to contact your supervisor to arrange a test day and time.

- Be upbeat and friendly all day every day
- Hustle to the phones, makeline and to help carry out customers
- Know how to pull the sales numbers from the schedule and plug them into Order Estimates
- Know and understand all policies and standards
- Know and understand all of grooming and uniform standards
- Complete at least 2 self OER 's
- Check drivers out
- Set up deposits
- Enter food deliveries into the computer
- Make a large pepperoni pizza in less than 50 Seconds and pass a cut test
- Opening and closing checklist
- Know how to use the scale and read the job aids
- Know Portions for:
 - Hand Tossed
 - 10", 12", 14" cheese only and with toppings
 - Pan Pizza
 - These 3 Builds: Cheese only, With Pepperoni, With Pepperoni and extra cheese
 - 3 Twist Breads
 - 3 Stuffed Cheesy Bread
 - 16pc and 32pc Parm Bites
 - Pasta Bowls: Bread and Foil Bowl
 - 4 Specialty Chicken
- Know how to effectively use the Weekly Cleaning Checklist
- Know how to correctly cut and finish every product we carry at the cut table
- Know how to properly answer the phone, use the phone script and Average ticket for the last 28 days must be above stores average
- Group Discount pricing, tax exempt, delivery, and minimum pizzas required.
- Can determine how many pizzas a customer should order based off how many people they are feeding
- Perform all in store task: Prep food, fill up sinks, do dishes, make pizza sauce etc.
- Can read a dough tray label and can properly proof dough
- How to use dating program and properly label the bins
- Knows who to notify if there is an Accident/ Incident
- Store security: When the safe should be locked, deposits in the bank, maximum till amount, maximum money drivers can carry, when front and back doors should be locked
- How to handle all customer concerns using WOW
- Knows how to fix and respond to tracker feedback
- Bad order & manual price Log completed
- What to do and how to handle Health/ Fire/ OER inspection
- Must be able to access store email, Learning Hub, PWR & Dlive
- Must complete Temp & Sanitation Logs

I have reviewed this sheet and certify they are ready to be tested

GM Signature

Date

LEVEL 1 TRAINING

Once you are a Certified Entry Level Management Candidate, you begin working towards your Level 1 Certification.

You are learning and mastering the skills you need to be certified to open a store by yourself.

Level 1 4 - 6 week goal to complete	
Completed Entry Level Requirements	
Completes Dough Proofing Chart	
Consistently Has Store Ready for Dinner Rush	
Large Pepperoni < 60 Seconds	
Cuts Staff When Appropriate	
Keeps Staff When Needed	
Drives Key Service Metrics	
Enforces Image Standards	
Maintains Clean and Inviting Store	
Successfully Transitions from Peer to Leader	
Counts and Verifies Till on All Shifts	
Accurately Completes 5* Opening Checklist	
Checks for Food Variances and Takes Action	
Accurately Reconciles SCC/Coke Invoices to Delivery and Enters Product into PULSE	
Correctly and Efficiently Checks Out Drivers	
Completes the Shift Change on All Shifts	
Meets Ops Assessment Standards on Shift	

Color Key
PRODUCT
SERVICE
IMAGE
LEADERSHIP

LEVEL 1 CRITERIA

Completed Entry Level Requirements	
------------------------------------	--

The first requirement of Level 1 certification is to make sure that all Entry Level requirements have been met.

Completes Dough Proofing Chart	
--------------------------------	--

Candidate knows how to fill out the Dough proofing chart to ensure the store has adequate amount of properly proofed dough. Candidate does this on every opening shift.

Consistently Has Store Ready for Dinner Rush	
--	--

Candidate consistently has the store ready for the night shift. Examples of having the store ready include, but are not limited to:

- Proper Amount Bread Twists Prepped
- Proper Amount Pan Pizzas Prepped
- Proper Amount Parm Bites Prepped
- Adequate Boxes Stocked
- Makeline stocked
- Adequate Dough Proofed and Ready
- Adequate Sauces Prepped and Ready
- Staffing needs identified

Large Pepperoni < 60 Seconds	
------------------------------	--

Candidate can make a 14" Pepperoni pizza that meets all 5 criteria of a great pizza in less than 60 seconds

Cuts Staff When Appropriate	
-----------------------------	--

Candidate understands the staffing needs of their shift and makes cuts when appropriate as to not negatively affect service. Candidate knows how to read actual Hourly sales report to make educated decisions on staffing.

Keeps Staff When Needed	
-------------------------	--

Candidate understands out times are a guideline and professionally asks team members to stay when needed.

LEVEL 1 CRITERIA

Drives Key Service Metrics

To meet level 1 criteria, candidates must not only demonstrate key service metrics, but must also be driving those behaviors in all team members.

- Coaches Team Members to greet customers in 9 seconds or less with, “Welcome to Domino’s”
- Coaches Team Members to 1 minute turn around times as a Delivery Expert
- Coaches Team Members to answer the phones in 2 rings or less
- Coaches Pizza Makers to call out Load Times
- Coaches Delivery Experts to call out Out the Door Times

Enforces Image Standards

Image is a corner stone of the Domino’s Pizza success story. As a leader, the expectation is that you are always in perfect image. Please reference the Domino’s Pizza standards for a complete list of image standards including uniform and grooming standards. To meet level 1 criteria, candidates must not only be in perfect image, but must also be enforcing Image Standards with all Team Members.

Maintains Clean and Inviting Store

Candidate can identify what needs to be cleaned and when. Examples include but are not limited to:

- Keeps lobby clean at all times
- Maintains restroom cleanliness
- Chalk wall is cleaned on a daily basis, more if needed
- Door glass and windows kept clean
- Production area appropriately clean for current level of business

Successfully Transitions from Peer to Leader

Candidate acts professionally with all Team Members. Can have critical conversations. Does not play favorites based on personal relationships.

LEVEL 1 CRITERIA

Counts and Verifies Till on All Shifts	
--	--

Candidate counts and verifies till is correct at the beginning of each day. Any discrepancies are noted and reported to the General Manager.

Accurately Completes Opening Checklist	
--	--

Candidate completes Opening Checklist on every shift before 3:00 PM of that shift.

Checks for Food Variances and Takes Action	
--	--

Candidate looks at Nightly Keys and/or excessive variance report to identify counting or waste issues. Takes action to ensure variance or waste does not repeat. Actions include but are not limited to:

- Validating inventory counts and noting any discrepancies
- Using scales at all times to eliminate portioning issues
- Ensure portion charts are accessible and in use
- Coaches team to portion properly
- Properly documents any food bought or sold from other stores

Accurately Reconciles SCC/Coke Invoices to Delivery and Enters Product into PULSE	
---	--

On order days, candidate checks to ensure that we received everything we ordered. Any discrepancies in the order should be reported to the General Manager. The appropriate vendor should be contacted for resolution. The invoice must be entered into PULSE. This applies both to Coca-Cola orders and Supply Chain Center orders.

LEVEL 1 CRITERIA

Correctly and Efficiently Checks Out Drivers	
--	--

Candidates can effectively and efficiently check out delivery drivers.
Candidate understands the process in PULSE. Also fills in completely the Driver Sign Off Sheet.
Understands and pays drivers money owed to the penny, never rounds up or down.

Completes the Shift Change on All Shifts	
--	--

Candidate does shift change with night manager to validate cash handling during their shift..

Meets Ops Assessment Standards on Shift	
---	--

Candidate will have a unannounced Ops Assessment done by an Area Supervisor or above to determine readiness for promotion. To complete the Ops Assessment criteria for a Level 1 Assistant Manager, the candidate must achieve the following:

- NO CRITICAL VIOLATIONS
- 80 or better of the 100 possible points scored

When all criteria other than the Ops Assessment have been completed and the General Manager has signed off, the candidate or General Manager can request an Ops evaluation visit with their Supervisor. The goal is to have that visit within 10 days of request.

Management Development Program (MDP) - Level 1 Learning Hub

WEEK 1

15 min -MDP Level 1 Pre-Test exam
30 min -Project Cutting Edge for Managers video
5 min -Carry-Over Process for Managers video
5 min -Contactless Delivery for Managers video
5 min -Contactless Carryout for Managers video
20 min -Change Management video
20 min -Order of Operations 101 Coaching Guide ***
15 min -Leadership 101 video
20 min -Image 101 video
20 min -Leadership 102 video
30 min -Systems in your store Coaching Guide ***
15 min -Safety and Security 101 video
10 min -EMV Security for Managers video
10 min -Safety and Security 102 video
15 min -Tough Conversations Coaching Guide ***
8 min -Customer XP 101 video
20 min -Importance of Communication Coaching Guide ***
15 min -Wowing Works Coaching Guide ***
20 min -Leadership 103 video
20 min -MDP Level 1 Week 1 Knowledge Quiz exam

WEEK 2

5 min -Food 101 video
15 min -Product Quality 101 video
15 min -Product Quality 102 video
15 min -Product Quality 103 video
30 min -Art Scavenger Hunt Coaching Guide ***
15 min -Product Quality 104 video
15 min -During the Rush Communication CG
20 min -MDP Level 1 Week 2 Knowledge Quiz exam

WEEK 3

15 min -Financial Acumen 101 video
15 min -Food 101 video
15 min -Food 202 video
15 min -Labor 101 video
15 min -Food 201 video
30 min -The Rush is Coming - GM Coaching Guide ***
5 min -Opening Checklist ***
20 min -MDP Level 1 Week 3 Knowledge Quiz exam

WEEK 4

5 min -People 101 video
15 min -Sales 101 video
10 min -Service 101 video
10 min -Service Times Coaching Guide ***
15 min -Leadership 104 video
20 min -MDP Level 1 Certification Test exam
1 hour -MDP Level 1 Evaluation Form completed with Supervisor ***

4-6 Weeks Total

Upon Completion is promoted to Level 2

***** Copies of these items are included in order in the next section*****



ORDER OF OPERATIONS

101 COACHING GUIDE: 20 MINS

ACTIVITY GOAL

Note your comfort level with your 101 responsibilities at each station in the Order of Operations. Review your notes with your manager.

Your comfort level
1 - 10

ORDER TAKING

- Greet every customer and answer every call with a smile.
- Take accurate orders.
- Embrace the Fanattitudes.
- Make thoughtful recommendations.

PIZZA MAKING

- Balance quality and speed.
- Memorize portions.
- Communicate HTA with your team.

OVEN TENDING

- Multitask and stay organized.
- Calculate estimated service times based on HTA communication.
- Know product standards.
- Provide feedback to the makeline.

ROUTING

- Bag and tag orders.
- Identify great doubles.
- Know the delivery area.
- Keep safety top of mind.

SAFE DELIVERY

- Encourage "hustle on your feet, not on the street."

PARTICIPANTS

Team Member + Manager

Manager sign off + date



SYSTEMS IN YOUR STORE

Activity Time: 30 minutes

INSTRUCTIONS

GOAL: By the end of this coaching guide, you should have a better understanding of the systems in your store, your responsibility in executing those systems, and the steps to complete each process. **Instructions:** Discuss the following items with your trainer/manager. They will demonstrate the processes, and you can practice while they provide feedback.

WHAT IS A SYSTEM?

“A detailed method, procedure, or routine created to carry out specific activities in your store.”

DISCUSS WITH YOUR MANAGER

- Systems you will be responsible for when leading the shift
- Other checklists or forms and timing of when they need to be filled out
- Other expectations for leading a successful shift

DEMONSTRATION

- Let your manager/trainer demonstrate how to complete any processes or fill out any forms they expect you to be able to complete during a shift.
- They should outline their standards for success in each system.

NOTES:

PRACTICE WITH OBSERVATION & FEEDBACK

- Practice the systems/steps your manager just demonstrated!
- They should observe as you complete them and provide feedback.
 - Are you completing the steps up to standard?
 - Discuss which systems you like best and why
 - Ask your trainer what else you might need to successfully execute these systems

NOTES:

SUMMARY

Systems help your store operate smoothly and efficiently. Stick to the systems, and you can run a great shift!



HAVING TOUGH CONVERSATIONS

Activity Time: 15 minutes

How would you confront a team member who is not in perfect image? After all, “silence is acceptance”... if you don’t speak up, expect to see more of the same behavior! Explore this and other image related scenarios below, and practice how you would respond with your manager.

INSTRUCTIONS

- Ask your manager how they would respond to the following scenarios regarding store cleanliness and team member image, and take notes!
- **GOAL: Practice how to address and coach image-related opportunities in your store.**

SCENARIO 1:

You start your shift, and the front of the store obviously needs to be swept up and no one has done it.

SCENARIO 2:

A team member walks in without their hat on.

SCENARIO 3:

A customer complains that the store bathroom is out of paper hand towels.

SCENARIO 4:

The window sills need to be wiped off.

SCENARIO 5:

You notice that there are napkins lying on the lobby floor that need to be taken care of.

Manager sign off + date



THE IMPORTANCE OF COMMUNICATION

Activity Time: 20 minutes

Communication is key to any great team. It means being vocal about what is going on in your store so the team can function the most efficiently and react quickly.

INSTRUCTIONS

- Read the article
- Reflect on opportunities you can have to improve your communication in store, and write down 10 things you can commit to doing/saying.



THE IMPORTANCE OF COMMUNICATION

www.coachup.com/resources/soccer/soccer-tips-the-importance-of-communication
Soccer – June 16, 2014 by coachup

Communication is the most important component for a successful soccer team. Players need to be able to communicate in order to form a cohesive unit that plays as one. Communication is needed to call for the ball, direct passes, and alert teammates of defensive pressure. Soccer coaches sometimes focus whole practices around communication. Here are several tips and drills you can use to work on team communication in a soccer game.

KEEP TALKING

Athletes in every sport usually have to communicate in some form. To communicate in soccer, you have to be loud and talking constantly. **The goalie has the best view of the entire field and should be yelling out directions to teammates.** Every other player should be calling for the ball and calling out passes before they are made. If you don't have the ball and aren't being defended, it's your responsibility to call for the ball so your teammates can get it to you.

ALERT OF DEFENSIVE PRESSURE

When you make a pass to a teammate and see a defender closing in, alert your teammate of the pressure. You can call out for the player to turn a certain direction or pass it back to you if you don't think there is enough time. This type of communication prevents unnecessary turnovers. You should also communicate to your teammates if they have time to control the pass before moving.

PASSING DRILLS

Communication is extremely important for making good passes. There are several passing drills that soccer coaches use to develop better communication. Form groups of 4-6 players. The group should practice running the ball down the field without dribbling, making one touch passes. Each player should call out the name of the player receiving the pass. **This soccer drill is simple and effective at forcing teammates to communicate with each other while making quick decisions.**

Communication is vital to having a soccer team that performs well on the field. It requires more than just talking. It requires quick decision making and the ability to read plays so that you and your teammates are never caught off guard. Following these tips and running through communication drills will help you develop this important skill and become a better teammate.



WOWING WORKS!

Activity Time: 15 minutes

It takes a lot of work to gain loyal customers, but it only takes seconds to lose them! An upset customer is actually a great opportunity to turn them into a loyal one—all you have to do is “WOW” them! Responding to their concern will actually make it **more likely** that they keep coming back...even more than if they'd never had a concern in the first place.

INSTRUCTIONS

- Read the scenarios below and write in how you would WOW the customer.
- Discuss the “something extra” portion with your manager to understand your store’s policies and best practices.
- **GOAL: Prepare for real opportunities to WOW your upset customers.**

	APOLOGIZE	GIVE THEM WHAT THEY WANT	GIVE THEM SOMETHING EXTRA
Example: A customer’s pizza was late	<i>“I’m so sorry - I know what it feels like to get your food late – let me take care of this for you.”</i>	<i>“I can expedite a free pizza out in 15 minutes!”</i>	<i>“And for the trouble, let me throw in some lava cakes. Does that work ok?”</i>
A customer ordered 20 pizzas for a luncheon, and the order was running behind			
A pizza showed up without dipping sauce			
An order will take longer to prepare than originally quoted			
Store ran out of a topping that the customer ordered for their pizza online			
Delivery expert accidentally dropped the customer’s order on the ground outside a customer’s house			

Manager sign off + date



A.R.T. SCAVENGER HUNT

Time to complete: 30 minutes

Serving high-quality, safe food is important. This activity will help you check how your store is doing compared to food safety recommendations.

INSTRUCTIONS

- Complete the scavenger hunt below by walking around your store and recording your findings.
- **GOAL: Investigate how your store's current practices compare with best practices for food safety.**

AIR CIRCULATION		
Are trays at least 3 inches away from the wall in the walk-in?	YES	or NO
Are trays cross-stacked while proofing/thawing?	YES	or NO
ROTATION		
Record any expired product you find in the walk-in.		
Find a refrigerated product and write its use-by date .		
Pick three containers of different product, and write down the name of the product and the date you believe they were prepped . Based on their marked expiration dates, you can use the shelf life guidelines to take an educated guess.	1	
	2	
	3	
Write down the expiration dates of each Coke in one row—from the front to the back of the cooler. Are they in order by expiration date?		
Write down the expiration dates of each type of chicken on the makeline.	Boneless	
	Wings	
	Pizza topping	
Write down the expiration dates of containers of prepped spinach.		
TEMPERATURE		
LOCATION OR PRODUCT	CORRECT TEMPERATURE	YOUR OBSERVATION
walk-in	33°F to 38°F	
pizza sauce	near 70°F (or room temperature)	
makeline cabinets	between 33°F and 40°F	
makeline rail	Between 33°F and 41°F	
dough	near 35°F (in walk-in)	
Coke cooler	between 33°F and 41°F	

HOMEWORK

If you found any expired product or incorrect temperatures, talk to your manager and fix the issues you discovered.

OPENING CHECKLIST

MANAGER

TEAM MEMBER

PRIOR TO OPEN

- | | |
|---|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> Do a Security Check upon arrival <input type="checkbox"/> Turn on office computer and Clock in <input type="checkbox"/> Turn on all necessary lighting <input type="checkbox"/> Turn on all computers <input type="checkbox"/> Turn on makeline, ovens, hood and heat rack <input type="checkbox"/> Set the time delay safe <input type="checkbox"/> Verify cash till is no greater than \$150 (\$75 TUSA)
Till Amount \$_____ and prepare driver banks as needed <input type="checkbox"/> Check for proofed dough and bring out at room temp <input type="checkbox"/> Ensure cheese is properly tempered <input type="checkbox"/> Use dough proofing report in PULSE to determine dough for the day <input type="checkbox"/> Bring thin crust , gluten free and pizza sauce out to room temperature <input type="checkbox"/> Double check for expired products (including soda) and remove all expired products <input type="checkbox"/> Set up makeline rail and stock makeline cabinet <input type="checkbox"/> Print off Prep Report and make prep list for the day <input type="checkbox"/> Ensure all equipment is working properly <input type="checkbox"/> Make note of anything you find not to standard. Complete communication log for night manager and review prior <input type="checkbox"/> Verify that Team Member checklist has been completed to standard | <ul style="list-style-type: none"> <input type="checkbox"/> Clock in (Ensure you are in perfect image including car top if driving) <input type="checkbox"/> Set up 3 Comp Sink & make new sanitizer spray bottles from fresh solution <input type="checkbox"/> Move wet laundry to the dryer <input type="checkbox"/> Clean parking lot and sidewalk by removing any litter <input type="checkbox"/> Wipe internal and external windows and window sills in the customer area <input type="checkbox"/> Clean/ Wipe-down Carry-out Area (Refill the Napkins) <input type="checkbox"/> Place 2 calibrated thermometers in the makeline & document temps in temp log (if necessary) <input type="checkbox"/> Place scale on makeline for use <input type="checkbox"/> Check store cleanliness <input type="checkbox"/> Check for any burnt out light (inform MIC if any are found) <input type="checkbox"/> Double check for expired products <input type="checkbox"/> Check that hot bags are clean, functioning and in good repair <input type="checkbox"/> Make fresh sauce for opening needs <input type="checkbox"/> Assist with prep for business needs |
|---|---|

PRE-LUNCH

- | | |
|--|--|
| <ul style="list-style-type: none"> <input type="checkbox"/> Turn on remaining lights <input type="checkbox"/> Unlock the Front Door <input type="checkbox"/> Verify back door is locked <input type="checkbox"/> Verify phones, caller ID, and internet are working <input type="checkbox"/> Verify makeline rail, cabinets and walk-in are all within proper temp. <input type="checkbox"/> Verify all dough sizes are proofed, cross stacked and at room temperature <input type="checkbox"/> Post and communicate any goals set for the day <input type="checkbox"/> Review the prior days results and notes left from closing manager <input type="checkbox"/> Verify menu board and current print material are properly displayed <input type="checkbox"/> Verify all signage is current, clean and in good working order <input type="checkbox"/> Verify all team members are in perfect image including driver vehicles <input type="checkbox"/> Delegate a driver to pick up yesterdays deposit slips from the bank <input type="checkbox"/> Check schedule for adequate staffing and assign any daily/weekly cleaning tasks to be completed. <input type="checkbox"/> Check all product levels/call other stores if needed <input type="checkbox"/> Begin prep for daily business needs <input type="checkbox"/> Place food/Coke order as needed or put away food deliveries <input type="checkbox"/> Verify that Team Member checklist has been completed to standard | <ul style="list-style-type: none"> <input type="checkbox"/> Turn on Open Sign <input type="checkbox"/> If driving, ensure you are carrying a maximum \$20 including coins <input type="checkbox"/> Check and restock all hand washing stations soap and paper towels <input type="checkbox"/> Untangle and hang all clean aprons <input type="checkbox"/> Set up 3 compartment sink <input type="checkbox"/> Stock coke cooler <input type="checkbox"/> Put away all clean, dry dishes from closing <input type="checkbox"/> Continue assisting with prep for business needs |
|--|--|

AFTER LUNCH

- | | |
|--|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> Restock makeline rail and cabinet for dinner rush <input type="checkbox"/> Review the days lunch rush results <input type="checkbox"/> Call 10 customers from previous day (to include cust care) <input type="checkbox"/> Call all new applicants in ATS & move them to next step <input type="checkbox"/> Complete any required store administrative tasks <input type="checkbox"/> Complete remaining prep for the day <input type="checkbox"/> Verify that Team Member checklist has been completed to standard | <ul style="list-style-type: none"> <input type="checkbox"/> Sweep floor including walk in <input type="checkbox"/> Wash all makeline rails and catch trays, dry and put back <input type="checkbox"/> Fold and stock boxes with current box tops/ stickers <input type="checkbox"/> Complete daily cleaning duties <input type="checkbox"/> Bring out thin crust to room temperature <input type="checkbox"/> Set up 3 compartment sink with fresh water & ensure 2 hour sanitation rule is in place <input type="checkbox"/> Wash all dishes and place to air dry <input type="checkbox"/> Check parking lot and sidewalk for litter/debris. <input type="checkbox"/> Wipe internal and external windows and window sills in the customer area <input type="checkbox"/> Clean/ Wipe-down Carry-out Area (Refill the Napkins) <input type="checkbox"/> Continue assisting with prep for business needs |
|--|---|

MANAGER OVERLAP

- | | |
|--|--|
| <ul style="list-style-type: none"> <input type="checkbox"/> Check the Schedule, Call In Drivers if Needed <input type="checkbox"/> Set the time delay safe <input type="checkbox"/> Reset cash till to no greater than \$150 (\$75 TUSA)
Till Amount \$_____ <input type="checkbox"/> Make first deposit if applicable <input type="checkbox"/> Verify that Team Member checklist has been completed to standard <input type="checkbox"/> Clock out (if not working through dinner rush) | <ul style="list-style-type: none"> <input type="checkbox"/> Collect cash, receipts and delivery slips if not staying through dinner rush <input type="checkbox"/> Return car top to store <input type="checkbox"/> Clock out if not staying through dinner rush |
|--|--|



During the Rush Communication

Coaching with Your Eyes Closed

- Step 1:** Select a topic
Step 2: Identify 2-3 key focuses
Step 3: Tell everyone your focus *before* the rush
Step 4: Say something every time that item hits the order screen

<p>Your Topic: <u>Oregano</u></p> <p>Possible key focuses: <u>All thin crust.</u> <u>Don't shake over makeline.</u> <u>Ultimate Pep. Wisconsin 6 Cheese.</u></p> <p>Best 2-3 Focuses</p> <ul style="list-style-type: none"> • Thin crust • Ultimate Pepperoni • Wisconsin 6 Cheese <p>During the rush phrase that pays: Have team yell "Orrrrreeegano!" when I yell out the item.</p>	<p>Your Topic: _____</p> <p>Possible key focuses: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Best 2-3 Focuses</p> <ul style="list-style-type: none"> • _____ • _____ • _____ <p>During the rush phrase that pays:</p>	<p>Your Topic: _____</p> <p>Possible key focuses: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Best 2-3 Focuses</p> <ul style="list-style-type: none"> • _____ • _____ • _____ <p>During the rush phrase that pays:</p>
<p>Your Topic: _____</p> <p>Possible key focuses: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Best 2-3 Focuses</p> <ul style="list-style-type: none"> • _____ • _____ • _____ <p>During the rush phrase that pays:</p>	<p>Your Topic: _____</p> <p>Possible key focuses: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Best 2-3 Focuses</p> <ul style="list-style-type: none"> • _____ • _____ • _____ <p>During the rush phrase that pays:</p>	<p>Your Topic: _____</p> <p>Possible key focuses: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Best 2-3 Focuses</p> <ul style="list-style-type: none"> • _____ • _____ • _____ <p>During the rush phrase that pays:</p>



IT'S NOT BUSY RIGHT NOW... BUT THE RUSH IS STILL COMING

Activity Time: 15 minutes

INSTRUCTIONS

GOAL: After completing the lists below, you should be ready to coach your team members to complete quick, 60-second tasks during the lulls throughout their shifts.

60-SECOND IDEAS

Use these ideas to fill out the lists below...or come up with some of your own!

- Pick the makeline pits
- Restock makeline rail & cabinet
- Wipe down cut table
- Move dirty dishes to the wash sink
- Sweep floor
- Restock boxes
- Restock dip cups
- Sweep parking lot and check for trash
- Wipe down hot bags
- Clean makeline keyboard
- Wipe down front counter
- Clean car tops
- Empty trash cans
- Set up 3-compartment sink
- Wash dishes
- Clean the restroom
- Restock Coke cooler
- Switch out smallwares
- Clean table legs
- Restock napkins
- Clean lobby windows, sills, and tables
- Calibrate your hands/eyes for portions
- Wash makeline gaskets
- Box top

DELIVERY EXPERT:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

CUSTOMER SERVICE REP:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____



IT'S NOT BUSY RIGHT NOW... BUT THE RUSH IS STILL COMING

Activity Time: 15 minutes

INSTRUCTIONS

GOAL: After completing the lists below, you should be ready to perform these quick tasks during lulls to keep your store efficient and busy.

180-SECOND IDEAS

Use these ideas to fill out the list below...or come up with some of your own!

- Check dough & dough proofing report
- Check cleanliness of delivery expert vehicles
- Make a deposit
- Check Delivery Expert compliance with \$20 rule
- Till count
- Clean office
- Check current results to the goals
- Quiz pizza makers on portions
- Quiz Delivery Experts on safety procedures
- Role play with team members
- Count key inventory products

MANAGER TASKS:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

CLOSING CHECKLIST

MANAGER

TEAM MEMBER (S)

WHEN ARRIVING ON SHIFT & MANAGER OVERLAP

- | | |
|---|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> Follow up on guest experiences in lobby if able. <input type="checkbox"/> Clock In <input type="checkbox"/> Greet all TMs while performing image check and that drops are made. <input type="checkbox"/> Check the Schedule, Call In Drivers if Needed <input type="checkbox"/> Ensure the time delay safe has been set for first deposit if applicable <input type="checkbox"/> Ensure cash till is reset to no greater than \$150 (\$75 TUSA) Till Amount \$_____ <input type="checkbox"/> Ensure first deposit is made if applicable <input type="checkbox"/> Ensure PRP is complete and Dough is properly proofed. <input type="checkbox"/> Discuss crucial information with outgoing manager. (i.e. Product, staffing, equipment issues, PRP, timed orders etc.) <input type="checkbox"/> Make note of anything you find not to standard. Complete communication log for night manager and review prior <input type="checkbox"/> Verify that opening checklist has been completed to standard | <ul style="list-style-type: none"> <input type="checkbox"/> Clock in (Ensure you are in perfect image including car top if driving) <input type="checkbox"/> Clean parking lot and sidewalk by removing any litter <input type="checkbox"/> Clean/ Wipe-down Carry-out Area (Refill the Napkins) <input type="checkbox"/> Ensure 2 hour sanitation rule is in place <input type="checkbox"/> Check for 2 calibrated thermometers in the makeline & document temps in temp log (if necessary) <input type="checkbox"/> Check store cleanliness <input type="checkbox"/> Check that hot bags are clean, functioning and in good repair <input type="checkbox"/> Assist with prep for business needs |
|---|---|

PRE-CLOSE (1-1.5 HOURS TO CLOSE)

- | | |
|--|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> Follow all safety & security procedures. <input type="checkbox"/> Make line is fully operational and stocked until close. <input type="checkbox"/> Ensure adequate proofed dough for next day. <input type="checkbox"/> Complete inventory/expired product noted consolidated in designated place. <input type="checkbox"/> Oven and hood wipe down/belts brushed/catch trays cleaned/glass cleaned/bubble fork <input type="checkbox"/> Complete communication log for opening manager. <input type="checkbox"/> Complete any required store administrative tasks <input type="checkbox"/> Verify that Team Member checklist has been completed to standard | <ul style="list-style-type: none"> <input type="checkbox"/> Fold and stock boxes with current box tops/ stickers <input type="checkbox"/> Complete daily cleaning duties <input type="checkbox"/> Clean CSR/Driver stations <input type="checkbox"/> Clean & restock bathrooms and office <input type="checkbox"/> Clean/ Wipe-down Carry-out Area (Refill the Napkins) <input type="checkbox"/> Clean and stock Coke Coolers <input type="checkbox"/> Set up 3 compartment sink with fresh water & ensure 2 hour sanitation rule is in place <input type="checkbox"/> Wash available dishes and place to air dry |
|--|---|

AT CLOSE

- | | |
|---|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> Close & lock all doors/windows <input type="checkbox"/> Food in walk-in, covered and dated <input type="checkbox"/> Turn off, clean & sanitize make line, scales, thermometers, seasoning bottles etc. <input type="checkbox"/> Set the time delay safe <input type="checkbox"/> Reset cash till to no greater than \$150 (\$75 TUSA) Till Amount \$_____ <input type="checkbox"/> Make deposit if applicable <input type="checkbox"/> Ensure safe is secured with store money inside <input type="checkbox"/> Verify that Team Member checklist has been completed to standard <input type="checkbox"/> Turn off lights <input type="checkbox"/> Complete final walkthrough to ensure all tasks have been complete <input type="checkbox"/> Ensure all TMs get to cars safely and leave promptly unless assisting with deposit security procedures <input type="checkbox"/> Clock out <input type="checkbox"/> Run end of day reports <input type="checkbox"/> Ensure all doors/windows are secure (Set alarm if required) | <ul style="list-style-type: none"> <input type="checkbox"/> Collect cash, receipts and delivery slips <input type="checkbox"/> Bring in outdoor signs/flags if required <input type="checkbox"/> Return car top to store <input type="checkbox"/> Wash all makeline rails and catch trays, dry and put back <input type="checkbox"/> Wash all dishes and place to air dry <input type="checkbox"/> 3 Bay sink clean and sanitized <input type="checkbox"/> All surfaces clean and sanitized <input type="checkbox"/> All floors clean and mopped (Walk-in included) <input type="checkbox"/> Mop sink/bucket/mops clean and drying <input type="checkbox"/> Complete final walkthrough with manager-in-charge <input type="checkbox"/> Clock out |
|---|---|



SERVICE TIMES

ACTIVITY GOAL

Work with your manager to record your store's current service times.
How do they compare the goals set in your store?

	Current	Goal
LOAD TIME	<input type="text"/>	<input type="text"/>
WAIT TIME	<input type="text"/>	<input type="text"/>
OUT THE DOOR TIME	<input type="text"/>	<input type="text"/>
ESTIMATED DELIVERY TIME	<input type="text"/>	<input type="text"/>
CALCULATED DELIVERED ON TIME	<input type="text"/>	<input type="text"/>
ULTIMATE QUESTION	<input type="text"/>	<input type="text"/>

PARTICIPANTS

Team Member + Manager



MDP Level 1 Evaluation

Name: _____ Supervisor Name: _____

Store #: _____ Date: _____

GM= Approved by GM Yes/No= Approved or unapproved by Supervisor during evaluation

General	GM	Yes	No	Comments
1. Operates with smart hustle and demonstrates HTA (Heightened Time Awareness)				
2. Sets high standards and acts with integrity				
3. Takes ownership for work and mistakes				
4. Knows and demonstrates how to change printer ink				
5. Knows how to calibrate touch screen monitors				
6. Knows and demonstrates how to change credit card paper				
7. Knows and demonstrates how to clean the label printer and change the labels				
8. Knows and demonstrates how to replace paper towels, soap and sanitizer				
9. Knows how/when to contact Pulse, GLS, SCC, Domino's Corp, Supervisor, Our Corp Office				
10. Know how to enter invoices from SCC, Coke, 3rd party vendors and other stores				
11. Knows and demonstrates how to log into the email account and post weekly paperwork				
12. What to do if you fall behind before or during the rush				
12a. Short Drivers				
12b. Short Insider				
12c. Too busy to prep and you will not be ready for rush				
13. Knows what Company Service goals are				
14. Successfully completes 2 Company Service Shifts				3.5 load/ 5.5 wait/ 0 Extremes
14a. Date: Load Wait Time Extremes				
14b. Date: Load Wait Time Extremes				
15. How to clock in team members (What to do if a Team member cannot clock in)				
16. How to load Pulse (What to do if Pulse logs off- What is the User/Password)				User: ./localstore Password: PULSE
17. What to do if the lights in the store will not turn on and how do you troubleshoot the issue				
18. What are signs that the oven hood is not working and how to troubleshoot the issue				
Image	GM	Yes	No	Comments
19. Reports to work in perfect image/grooming and on time for all shifts				
20. Ensures all team members meet image & grooming standards				
21. How to properly clean aprons and hot bags				
22. Ensures weekly cleaning list is being completed and can explain/complete each task on the list				
23. Makes sure the store is properly cleaned at closing				
24. Ensures store's cleanliness is maintained during all shifts				

Customer Service	GM	Yes	No	Comments
25. All customers are greeted with "Welcome to Domino's" within 9 seconds				
26. Resolves all customer concerns using WOW at the store level & pass role play				
27. Can train new team members on Makeline, Phones, Cut table, Labels and Routing				
28. Knows and demonstrates how to respond to negative tracker comment				
29. Demonstrates ability to conduct effective customer service team member role plays				
30. Demonstartes ability to conduct effective Contactless Carryout				
31. Demonstrates ability to conduct effective Contactless delivery				
32. Knows and demonstrates credits, gift certificate, batching CC & refunding a CC				
33. Complete Expert Order Taker videos on Learning Hub				
34. Average ticket top 5 in their store				
35. Consistently answers the phone in 2 rings and uses the phone script				
Operations	GM	Yes	No	Comments
36. Makes a "great" 14" pepperoni in 45 seconds				Time:
37. Successfully handles a 15-20 pie hour alone				
38. Demonstrate you can oven tend orders accurately and properly route during the rush				
39. Ensures proper pre-rush preparation (PRP) on every shift & demonstrates a walkthrough				
40. Knows daily goals and tracks results (Sales, Load, Wait times, Extreme Deliveries)				
41. Aware of special promotions/events, weather and prepares accordingly				
42. Can successfully make a coke order & explain how you decide what to order				
43. Understands how to fill out invoices properly				
44. What to do if you run low or out of a product				
45. Bad order & manual price change book				
46. Conducts a minimum of 1 OER per period				
47. Memorizes and enforces company standards and policies				
48. Demonstrates ability to prep all food items and how to read the shelf life guide				
49. Demonstrates ability to set up the makeline and how to pack it out				
50. Explain how to read a dough chart and complete Product Master videos in Learning Hub				
51. Completes order estimates each day & can explain how much dough and cheese to proof				
52. Understands and can explain how the Piece of The Pie works and watch video in LH				
53. Understands how driver mileage and bonus mileage works				
54. Demonstrates and uses opening/closing checklist every shift				
55. Successfully complete nightly inventory and can identify/explain excess variances				
56. Knows where the contact sheet is located and how to update it				

Product	GM	Yes	No	Comments
57. Ensures proper inventory check and food projection for shift				
58. Ensures proper dough management/proofing on every shift				
59. Makes all pizzas to specification				
60. Makes all side items to standards				
61. Dates product properly, checks dates & discards expired product				
62. Knowledge of temperature specs; monitors temperature and can calibrate thermometer				
63. Fills out temp log for their shifts				
64. Knows how to use the scale and trains team member on proper portioning				
Safety, Security & Sanitation	GM	Yes	No	Comments
65. Manager ServeSafe certified				
66. Follows proper sanitation procedures (2hr rule and hand washing)				
67. Sanatizes High Touch points every hour & fills out sanitation log				
68. Knows what to do if a Team member is sick				
69. How to handle a health Inspection & explain alternative operating procedures				
70. How to handle a fire inspection				
71. How to handle an OER visit				
72. How to handle an Ecosure Food Safety visit				
73. How to properly lock up the store before and after close				
74. Knows who to notify after an Accident /Incident				
75. Know how to proper set up the 3 compartment sink, wash dishes & use sanitizer test strips PPM				
76. Know and demonstrate how to make a deposit				
77. Know the deposit policies and where the bank is				
78. Explain what the 3 security callbacks are and when to do them				
79. Know what to do if a customer gets sick				
80. Know what the back door policy is for during the day and at night				
81. Proper cash handling procedures (safe secured,\$150 till, \$20 max drivers, deposits)				
82. Follows all safety and security procedures				
83. Demonstrates what to do in the event of robbery				
84. How to set the safe and trouble shoot issues				
All Training courses and final evaluation must be completed before certification.	Complete all Level 1 eLearning and Test in LH Complete all assigned tasks Schedule and Pass final test			

MDP in Training Comments:

MDP Signature:

General Manager Comments:

Promotion Recommended:

Yes

No

General Manager Signature:

Supervisor Comments:

Promotion Recommended:

Yes

No

Supervisor Signature:

LEVEL 2 TRAINING

Level 2	
4-6 week goal to complete	
Completed Level 1 Requirements	
Large Pepperoni < 60 Seconds	
Identifies Service Issues and Takes Action	
Responds to Customer Feedback on Scroll	
Drives Key Service Metrics	
Manages Overall Image of the Store	
Displays Leadership Characteristics	
Navigates Certain Data in PWR/PULSE	
Operates/Runs Shifts with 5 Star Mentality	
Accurately Counts Nightly Inventory	
Always Checks Excessive Food Variances	
Correctly Sets and Verifies Ending Till	
Accurately Completes All Nightly Paperwork	
Completes Nightly deposit and transactions	
Sets Opening Crew Up for Success	
Accurately Completes All New Hire Paperwork	
Successfully On-boards New Team Members	
Effectively Trains and Coaches Those in Non-management Positions.	
Professionally Addresses Employee Concerns	
Accurately Project Sales	
Places Accurate Food Orders	
Places Accurate Coke Orders	
Plays Active Role in Keeping Store/Team Safe	
Does a Self Ops Assessment Once Per Period	
Completes All Assigned Tasks in a Timely Manner	
Identifies Two Areas of Cost Control	
Meets Ops Assessment Standards on Shift	

Once you are a Certified Level 1 Management Candidate, you begin working towards your Level 2 Certification.

You are now certified to open a store. You are learning and mastering the skills you need to be certified to close a store by yourself.

Color Key
PRODUCT
SERVICE
IMAGE
LEADERSHIP

LEVEL 2 CRITERIA

Completed Level 1 Requirements

The first requirement of Level 2 certification is to make sure that all Level 1 requirements have been met.

Large Pepperoni < 60 Seconds

Candidate can make a 14" Pepperoni pizza that meets all 5 criteria of a great pizza in less than 60 seconds

Identifies Service Issues and Takes Action

Candidate understands and identifies factors that can impact service, i.e. weather, local events, holidays, sporting events. Candidate does everything in their power to ensure the best service for the customers, i.e. calls other team members in if someone calls off, calls for help if business is more than expected. Candidate is proactive whenever possible and reactive when needed.

Responds to Customer Feedback on Scroll

Candidate knows how to find customer feedback within PULSE. Candidate takes action and resolves feedback quickly and efficiently

Drives Key Service Metrics

To meet level 2 criteria, candidates must be able to maintain service levels on their shift

- Maintain Average Load Times of 5:00 minutes or less
- Maintain Average Out the Door Times (OTD) of 17:00 minutes or less
- Maintain Calculated Delivery Times (cDOT) at 85% or better

Manages Overall Image of the Store

Candidate is aware of complete image of the brand and store:

- Store cleanliness
- Team Member Image
- Uniforms
- Grooming
- Delivery Vehicle Brand Image

LEVEL 2 CRITERIA

Displays Leadership Characteristics

The candidate leads. Understands that the customers come first and that we are all there to do a job. Keeps the team on track.

Navigates Certain Data in PWR/PULSE

Candidate can gather data through PWR and/or PULSE to better run costs and service. Data includes but not limited to:

- Previous Sales
- Hourly Reports
- Customer Care Cases
- Food Cost Data
- Labor Cost Data
- Product Mix

Operates/Runs Shifts with 5 Star Mentality

The candidate runs their shift with a knowledge and awareness of the Customer Experience in mind. Delivering an outstanding customer experience is best measured with an Ops Assessment. Knowing the criteria in the assessment and maintaining those standards during the shift is the responsibility of a certified Level 2 Assistant Manager.

Accurately Counts Nightly Inventory

The candidate does a complete and thorough inventory on all of their shifts.

Always Checks Excessive Food Variances

The candidate not only does nightly inventory, they check the data for accuracy by looking at the excessive variance report. If any excessive variances are found, the candidate looks to find the reason.

- Looks at last night's excessive variances to spot counting errors
- Recounts items with excessive variances
- Checks for data entry errors

Any initial mistakes should be corrected before End of Day is completed so that Food Cost is properly calculated.

LEVEL 2 CRITERIA

Correctly Sets and Verifies Ending Till

The candidate counts the till each night and sets the amount to match the amount in PULSE. In the cases that there is no deposit and not enough money left in the store to set the till to the amount in PULSE, the till should be lowered in PULSE to match the amount of money in the store. This is to prevent excessive cash shortages on the paperwork. Notifies GM/ Supervisor that store till was lowered and if money may be needed.

Accurately Completes All Nightly Paperwork

Candidate completes all nightly paperwork when closing the store

- Drivers devices returned (Cartops/Drivosity)
- Deposit slip filled out and signed
- Deposit made and entered in PULSE
- Inventory complete and excessive variances checked
- All Team Members and store till checked out
- Food Order completed on Order days
- End of Day Process initiated AND completed. Any highlighted errors reported.

Sets Opening Crew Up for Success

The candidate ensures that the store is set up for a successful opening the next day. "Leave the store the way you'd like to find it!"

Accurately Completes All New Hire Paperwork

The candidate knows the process for checking new hire paperwork. Understands all new hire paperwork and can answer questions for new team members regarding new hire paperwork.

Successfully Onboards New Team Members

The candidate knows the process for starting new Team Members in the Learning Hub. Candidate can successfully navigate new Team Members through onboarding, including all skills checks.

LEVEL 2 CRITERIA

Effectively Trains and Coaches Those in Non-management Positions

The candidate is able to do On the Job training with hourly Team Members. Knows the requirements of hourly Team Members and is able to both set the expectations and train the skills.

Professionally Addresses Employee Concerns

Candidate is familiar with the Team Member Handbook and knows how to handle concerns from Team Members. Candidate also knows when to seek counsel from upper management when situations require.

Accurately Project Sales

The candidate understands how to effectively project sales for accurate scheduling and food ordering.

- Candidate is able to find previous sales data in PULSE and/or PWR
- Checks weather for possible effects on sales
- Is aware of local community events or checks before making projections
- Is aware of local or major sporting events
- Takes Holidays in to account before projecting
- Seeks advice from GM/Supervisor

Places Accurate Food Orders

- Knows order days
- Can navigate EFO (Electronic Food Ordering)
- Validates inventory of crucial items
- Validates sales projections are accurate.

Places Accurate Coke Orders

- Knows order days
- Knows how to determine amounts needed
- Validates inventory before ordering
- Validates sales projections are accurate.

Plays Active Role in Keeping Store/Team Safe

The candidate understands the importance of Safety and Security policies and procedures. Follows all safety and security procedures and acts as a role model for all safety and security policies.

LEVEL 2 CRITERIA

Does a Self Ops Assessment at least once per Period

The candidate is familiar with the Assessment process. The candidate conducts a Self Ops Assessment for their store and enters the data into PULSE. One per period is required, more are welcomed.

Completes All Assigned Tasks in a Timely Manner

Candidate completes all tasks in a timely manor and within the deadlines required. Examples of tasks include but are not limited to:

- Opening Checklist when opening by 3:00 PM
- Summary and Variances checked on all closing shifts
- Self Ops Assessment at least once per Period
- Food Orders made on time

Identifies Two Areas of Cost Control

The candidate understands Food and Labor cost.

- Where to find the numbers in PULSE/PWR
- Ways to control the costs
- Ways to identify possible data errors (Inventory mistakes)
- Constantly looking for ways to control the costs

Meets Ops Assessment Standards on Shift

Candidate will have a unannounced Ops Assessment done by an Area Supervisor or above to determine readiness for promotion. To complete the Ops Assessment criteria for a Level 2 Assistant Manager, the candidate must achieve the following:

- NO CRITICAL VIOLATIONS
- 85 or better of the 100 possible points scored

When all criteria other than the Ops Assessment have been completed and the General Manager has signed off, the candidate or General Manager can request an Ops evaluation visit with their Supervisor. The goal is to have that visit (unannounced) within 10 days of request.

Management Development Program (MDP) - Level 2 Learning Hub

WEEK 1

20 min -MDP Level 2 Pre-Test exam
15 min -Leadership 201 video
30 min -Store Performance Goals - Coaching Guide ***
15 min -Service 201 video
15 min -Food 301 video
20 min -Order of Operations 201- Coaching Guide ***
15 min -Product Quality 201 video
1 hour -During the Rush Communication Coaching Guide***
1 hour -Conquer the Rush - Coaching Guide ***
20 min -MDP Level 2 Week 1 Knowledge Quiz exam

WEEK 2

15 min-Food 201 video
15 min-Food 202 video
15 min -Ideal Cost - Coaching Guide***
15 min-Food 203 video
20 min-MDP Level 2 Week 2 Knowledge Quiz exam

WEEK 3

15 min -Customer XP 201 video
15 min -Customer Callbacks - Coaching Guide ***
15 min -Leadership 202 video
15 min -Sales 201 video
20 min -Local Store Marketing - Coaching Guide ***
15 min -Labor 201 video
20 min -MDP Level 2 Week 3 Knowledge Quiz exam

WEEK 4

15 min -People 201 video
20 min -Disciplinary Policies Coaching Guide***
15 min -Image 201 video
15 min -Safety and Security 201 video
15 min -Financial Acumen 201 video
20 min -MDP Level 2 Certification Test exam
1 hour -MDP Level 2 Evaluation Form ***
completed with Supervisor

4-6 Weeks Total

Upon Completion is promoted to Level 3

***** Copies of these items are included in order in the next section*****



STORE PERFORMANCE GOALS

Activity Time: 30 minutes

INSTRUCTIONS

GOAL: By the end of this coaching guide, you should have a better understanding of the goals in your store, your responsibility in executing those goals, and the steps to complete each goal.

Instructions: Set up 30 minutes with your General Manager to have him/her review the process of updating the communication board, and have him/her explain why each piece is posted and what the goal is of posting them.

ASK YOUR GM:

- How often does the communication board get updated?
- What is the purpose of **each document** currently on the board?
- How often should the documents be reviewed by store personnel?
- Where will I find these documents so I can update it and post it when needed?
- Why is goal setting important, and what key goals is the store working towards?

GOALS:

- 1) _____
- 2) _____
- 3) _____

- What is the plan to achieve these goals, and what role can I play during the shifts I will be running?

- 1) _____

- 2) _____

- 3) _____

FOLLOW-UP

Select one store goal that you will be responsible for the next 5 shifts. Schedule a time after those 5 shifts to meet with your GM to discuss your results, and receive feedback on how to improve.



ORDER OF OPERATIONS

201 COACHING GUIDE: 20 MINS

ACTIVITY GOAL

Note your comfort level with your 201 responsibilities at each station in the Order of Operations. Review your notes with your manager.

Your comfort level
1 - 10

ORDER TAKING

- Answer phones and greet customers as quickly as possible.
- CSRs quote accurate pick-up and delivery times.
- Phones first!
- Coach CSRs to make thoughtful recommendations.
- Encourage CSRs to smile on the phone.

PIZZA MAKING

- Coach slide technique.
- Ensure all sanitization procedures are followed.
- Offer feedback to the makeline and other crew members.
- Encourage shoulder surfing.
- Never stop communicating.

OVEN TENDING

- Perform the final quality check.
- Answer phones first and fast.
- Be the quarterback.
- Communicate when orders are ready for pick-up and delivery.

ROUTING

- Stick to the six-minute rule for doubles.
- One-minute turnaround.
- Deliver the oldest order first.
- Maximum of two runs at a time per driver.

SAFE DELIVERY

- Train drivers on cDOT.
- Call back every new or suspicious customer.
- Coach the principle "hustle on your feet—not on the street."
- Enforce that drivers carry no more than \$20.

PARTICIPANTS

Team Member + Manager



During the Rush Communication

Coaching with Your Eyes Closed

- Step 1: Select a topic
- Step 2: Identify 2-3 key focuses
- Step 3: Tell everyone your focus *before* the rush
- Step 4: Say something every time that item hits the order screen

Your Topic: Oregano

Possible key focuses: All thin crust.
Don't shake over makeline.
Ultimate Pep. Wisconsin 6 Cheese.

Best 2-3 Focuses

- **Thin crust**
- **Ultimate Pepperoni**
- **Wisconsin 6 Cheese**

During the rush phrase that pays:
Have team yell "Orrrrreeegano!" when I yell out the item.

Your Topic: _____

Possible key focuses: _____

Best 2-3 Focuses

- _____
- _____
- _____

During the rush phrase that pays: _____

Your Topic: _____

Possible key focuses: _____

Best 2-3 Focuses

- _____
- _____
- _____

During the rush phrase that pays: _____

Your Topic: _____

Possible key focuses: _____

Best 2-3 Focuses

- _____
- _____
- _____

During the rush phrase that pays: _____

Your Topic: _____

Possible key focuses: _____

Best 2-3 Focuses

- _____
- _____
- _____

During the rush phrase that pays: _____

Your Topic: _____

Possible key focuses: _____

Best 2-3 Focuses

- _____
- _____
- _____

During the rush phrase that pays: _____

➤ CONQUERING THE RUSH ⚡

As a Manager-In-Charge you play a key role in ensuring your team conquers the rush every day. Your crew looks to you as a leader who exemplifies the Domino's brand and values. They expect you to be efficient throughout your shift and lead them to success in your store. Conquering the Rush requires proper preparation. Working with your new trainee use this Instructor Lead Walkthrough guide to explore some suggested steps to ensure your store is ready when the rush hits!

PART #1: WHAT IS THE RUSH?

Each of our stores is unique and has a unique customer base. So the rush is unique for your store as well. Take a look at the next few steps to define what the rush looks like in your store, the expectations of the team, and what your goals are for the rush.

➤ STEP 1 ⚡ Understanding the Rush

Discuss the following questions to help understand what the rush is like for your store:

- At what time does your team start to feel the pressure of the rush? Reflect on if the rush starts when we feel the pressure or does it start prior to that.
- If available, use reports from Pulse to see data trends specific to when business ramps up and slows down.

➤ STEP 2 ⚡ Rush Influencers

There are many factors that could influence the rush in your store on any given day. A few to be aware of and to communicate to your team are; weather, holidays, large events, timed orders, scheduling issues and call offs. To help with communicating these factors to your team on a regular basis you may want to post this type of information in your store.

Example:

Today's Forecast: Sunny until 8:30 & 45% chance of rain starting at 9pm

Community Events: High School football game from 7:00-9:30pm

Timed orders: 14 item order at 7:15pm, 22 item order at 9:45pm

Scheduling: Down 1 driver tonight.

➤ CONQUERING THE RUSH ◀

➤ STEP 3 ◀ Communicate goals and focuses

It's important your team knows what conquering the rush looks like in your store. By defining service goals for your team to strive for you will be better prepared for the rush.

- Set goals for Load, cDOT & Sales
 - Make sure to post the goals and communicate them to every Team Member verbally, via a designated communication board or both.
- Assign 1st, 2nd, and additional responsibilities.
 - Let each team member know what their primary responsibility is, where they should help if their primary responsibility is under control, and what are they responsible for keeping maintained during the small breaks in sales and before going home.
 - Review the Service 302 eLearning and coaching guide prior to or with your trainee for additional guidance on putting your Aces in their Places.

PART #2: SETTING UP FOR SUCCESS

In Part #1, you explored exactly what the rush is, rush influencing factors, and specifics you should communicate to your team. Now it is time to ensure your store is setup for the rush. Follow the steps and guidance below to understand how you can make sure your store is ready to Conquer the Rush!

➤ STEP 1 ◀ Creating a proper flow

Since there is a natural flow to the order making process we want to be sure that store flow does not get interrupted. That requires we reduce the 4 R's.

Ask your trainee if they know the 4 Rs:

- Reduce Crossover
- Reduce Steps
- Reduce Mistakes
- Reduce Clutter

➤ CONQUERING THE RUSH ➤

Based on how this store is setup can we identify any opportunities with the 4 Rs? Spend some time at each of these store stations identifying any opportunities with the 4 Rs in your store:

- CSR Stations
- Stretch table
- Makeline
- Cut table
- Routing Stations
- Walk in cooler
- Coke cooler or other coolers

➤ STEP 2 ➤ Proper Pre-Rush Prep (PRP)

We all know the importance of PRP. It may be helpful to create a checklist of things that should be at each station to ensure your team isn't wasting time looking for something they need to complete a task. Use the checklist below to check some common overlooked items or create your own or this exercise.

Example:

<p>Front Counter:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Printer Paper <input type="checkbox"/> Plates/Napkins/Utensils <input type="checkbox"/> Pens <input type="checkbox"/> Box Labels <input type="checkbox"/> Boxes prepped <input type="checkbox"/> Carryout bags 	<p>Stretch Table:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Enough Clean Screens/Disks <input type="checkbox"/> Pans <input type="checkbox"/> Extra sets of utensils (Dough knife, cutter, pastry brush, Spoodle) (Utensils should be swapped out every 2 hours) <input type="checkbox"/> Baking Mats <input type="checkbox"/> Parchment Paper <input type="checkbox"/> All necessary Sauce bottles <input type="checkbox"/> Sandwich Rolls cut and wrapped with parchment 	<p>Makeline:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Scales and Job aids in place and in use <input type="checkbox"/> Makeline configuration <input type="checkbox"/> PRP <input type="checkbox"/> Makeline clear of dishes and debris <input type="checkbox"/> Parchment or foil with cooking spray for wings available
<p>Walk In:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Prep is labeled and organized in a way to make product easy to find 	<p>Cut Table:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Extra sets of utensils (Cutter, Tongs, Bubble fork, Pan Grips) (Utensils should be swapped out every 2 hours) <input type="checkbox"/> Bubble fork in place <input type="checkbox"/> All post bake sauces and shakes available <input type="checkbox"/> Dipping cups within reach <input type="checkbox"/> Designated spots for screens, pans, baking mats 	<p>Miscellaneous:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Is the slide method in use? Is there a lot of crossover? <input type="checkbox"/> Does product naturally flow down the line or is there backtracking? <input type="checkbox"/> Are items at each station within reasonable reach without leaving the station?

➤ CONQUERING THE RUSH ◀

➤ STEP 3 ◀ Focal Points During the Rush

There are three main focal points to be aware of to stay ahead of the rush. Discuss the importance of ensuring each are being executed in your store.

- **HTA** – Heighted Time Awareness is the core of communication in Domino’s stores. When team members have heightened awareness of the service times, the stores flow and the needs of those around them they can perform at the highest level. Discuss how HTA should be performed in your store or review Service 201 together.
- **Eliminating Bottlenecks** – Even with excellent preparation bottlenecks can occur. However, identifying bottlenecks quickly allows you to call an audible in your store and reallocate the team to overcome them. Discuss with your trainee what bottlenecks you typically see and how you would overcome them.
- **Slide Technique** – The slide technique paired with HTA tackles 3 of the 4 Rs: Reduce Crossover, Reduce Steps and Reduce Mistakes. By using and mastering the slide technique your team is essentially become a well maintained order making machine!

➤ STEP 4 ◀ Post-Rush Focuses

Your job doesn’t end after the rush starts to lull. Here are two focuses that help ensure you’re ready round 2!

- **Restock** – By properly communicating your team members responsibilities they should know what are they should restock when you give the signal. Refer back to Part #1, Step 3.
- **Cleaning and sanitizing** – Just like restocking your team should have clear responsibilities and cleaning tasks to maintain a proper store flow when business starts to slow down.

Your store is continually evolving. What the rush looked like last week may not look like the rush next week. So use this walkthrough to continually prepare for your business’s needs and to prepare to conquer the rush!



IDEAL COST

Activity Time: 15 minutes

It is your responsibility to make sure that your inventory that you enter into the Pulse system at the end of each night is **ideal** and not generating an error.

INSTRUCTIONS

- Take a few moments to answer for each topic: What are some things you can commit to doing in your store to get items back to ideal?
- **GOAL: Commit to your own best practices to reduce waste and get back to ideal in your store.**

PORTION

What can you do to improve portioning in your store?

Example: Use scales, Re-educate on portions, Using Training Sudokus

WASTE

How can you reduce the amount of food that is thrown away?

Example: Pick the catch tray, use a waste sheet, or work on proper ordering

THEFT

How can you reduce theft?

Example: Count inventory every night

REMAKES / BAD ORDERS

What can you do to reduce remakes and bad orders?

Example: Go through great/remake criteria with team, and record all bad orders and save the tags

HOMEWORK

Commit to doing some of these things in your store, and track the results!



CUSTOMER CALL BACKS

Activity Time: 15 minutes

Customer call backs are a great way to generate customer loyalty. Whether it's taking the time to thank someone for their frequent business, or to WOW a concern, it's time well spent if you keep that customer ordering in the end! Take great care of the customers who order from you and let them know that you hear their feedback and really do appreciate their business. *Callbacks are a recommended part of your weekly routine.*

INSTRUCTIONS

- Read through the tips below for performing customer call backs.
- Talk to your manager to understand your store's policies and best practices around doing customer call backs.
- **GOAL: Improve one aspect of service in your store by developing a plan with your manager and committing to doing callbacks in your store.**

ASK YOUR MANAGER:

- "What is our store's current policy on call backs - if we have one?"
- "How often should we be calling?"
- "How many customers should we call at a time?"

BEST PRACTICES:

- Use a Script. This will keep information consistent from customer to customer.
- Tell the customer up front that you will only take a few minutes of their time.
- Inform them that they ordered (insert product) on (date) and that you would like to follow up and see if there is anything you can do to make their experience better.
- Let them know that in the future, they can leave feedback online even if they placed an order on the phone.
 - ✓ Give them the information on how to do that: Go to [Dominos.com](https://www.dominos.com) and click "tracker" at the top of the page and enter the order phone number.
- If the customer had a negative experience, "WOW" them!
- Thank them for their business and their time.
- Keep a log of your feedback and share any praise with your team.

HOMEWORK

Do a series of callbacks this week, as determined by you and your manager, and complete the chart below.

HOW TO GET CUSTOMER CONTACT:

1. From Pwr
2. From Ticker feedback
- OR**
3. Go to Back Office > Marketing > Marketing Searches > Customer Report
 - Select fields that you want to see in your report – name, phone #, address, etc.
 - Then, click file>print

EXAMPLES OF WHO TO CALL:

- Call your best customers to let them know of a special.
- Contact customers who haven't ordered in 3 months.
- Look for heavy users who stopped ordering.
- Call back new users and offer them a limited time deal to get them back quickly.

	PURPOSE OF CALL	POST-CALL NOTES
	Wowing/Thanking/Other	Date/time/summary
CUSTOMER 1		
CUSTOMER 2		
CUSTOMER 3		
CUSTOMER 4		
CUSTOMER 5		

Manager sign off + date



LOCAL STORE MARKETING

Activity Time: 20 minutes

What is LSM? Anything that will increase sales in a single store and requires the operator's desire to implement the program.

INSTRUCTIONS

- Ask your manager which items are considered LSM tools in your store. Be sure to go over any items you have questions and have them explain how each is utilized.
- Then, ask them the follow up questions below.
- GOAL: Ensure LSM success by managing the timeline, delegating tasks, & following up.**

LSM TOOLS IN OUR STORE

Ask your manager about each LSM tactic your store may use, and which have worked well!

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> LSM Calendar | <input type="checkbox"/> Doorhangers |
| <input type="checkbox"/> Wobbleboards | <input type="checkbox"/> POP Kit Materials |
| <input type="checkbox"/> Menus | <input type="checkbox"/> Cartop Signs |
| <input type="checkbox"/> Boxtoppers | <input type="checkbox"/> Upselling |
| <input type="checkbox"/> Doorhangers | <input type="checkbox"/> Phone Scripts / Greeting Specials |

FOLLOW UP

Ask your manager these questions about LSM in your store!

- Do we have a store LSM calendar? If so, can we review each item on it? If there are any elements missing, why is that?

- What do I do when we run out of Menus or Boxtoppers?

- What is expected of someone who is out wobbleboarding?

- When should I send someone outside to wobbleboard?

- What are POP Kits and Plan-o-Gram's?

- What do I do if a Cartop sign won't light up?

- How is it determined what our greeting specials are?

HOMework

- Put what you've learned into practice. With your manager, try filling out the Weekly LSM Planner (page 2 of this document – or, make your own) for next week!
- Don't forget to follow upon the individuals you delegate these tasks to, and let them know if they did a great job or possibly how they could improve!

Weekly LSM Planner

Cartops On & Lighted Every Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Date							
Who							
2-10-25 or 2-9-25							
minimum							
2 days a week							
Where							
Who							
Wobble Board							
minimum							
4 days a week							
Where							
Who							
Door Hanging							
minimum							
5 days @ 100 a day							
Where							
School							
Contact							
School Flyers							
Goal							
Who							
Visit Hotels & Apts							
make sure they have menus & kits							
Start Time							
End Time							
Where							

What you do today with LSM will help your sales in the future. Invest the time to let our customers know we are here for them.

Manager sign off + date



DISCIPLINARY POLICIES

Activity Time: 20 minutes

INSTRUCTIONS

Work with your manager to fill out your store's disciplinary policies below.
How can you respond to each of these instances?

**LATE
DRIVER**

**NO-SHOW
EMPLOYEE**

**INSUBORDINATE
EMPLOYEE**

**CUSTOMER
CONCERN**

**NON-CUSTOMER
CONCERN**

SUMMARY

Keep this on hand! You can refer to these policies as needed in your store.



MDP Level 2 Evaluation

Name: _____ Supervisor Name: _____

Store #: _____ Date: _____

GM= Approved by GM Yes/No= Approved or unapproved by Supervisor during evaluation

General				GM	Yes	No	Comments
1. Operates with smart hustle and demonstrates HTA (Heightened Time Awareness)							
2. Sets high standards and acts with integrity							
3. Takes ownership for work and mistakes							
4. Demonstrates delegation, gives direction & mobilizes team before, during & after rush							
5. Has effectively trained a minimum of 2 team members on Phones & Makeline							Name: _____ Name: _____
6. Knows what Company Service goals are							
7. Successfully completes 4 Company Service Shifts							3.5 load/ 5.5 wait/ 0 Extremes
7a. Date:	Load	Wait Time	Extremes				
7b. Date:	Load	Wait Time	Extremes				
7c. Date:	Load	Wait Time	Extremes				
7d. Date:	Load	Wait Time	Extremes				
8. Can log into Learning Hub and Dlive to search for information and training material							
9. Successfully uses and fills out interview packet for 2 applicants							Name: _____ Name: _____
10. Demonstrates how to do a write up							
11. Knows how to adjust Walk in, Makeline, Coke cooler and Oven Temperatures							
12. What to do if the makeline will not turn on and how do you troubleshoot the issue							
13. What to do if the oven will not turn on and how do you troubleshoot the issue							
14. What to do if the walk in will not turn on and how do you troubleshoot the issue							
15. What to do if the phones or internet go down and how do you troubleshoot the issue							
16. Must work at least 2/3 Fri, Sat & Sun & Must have Open Availability at least 4 days a week							able to open & close
Image				GM	Yes	No	Comments
17. Reports to work in perfect image/grooming and on time for all shifts							
18. Ensures all team members meet image & grooming standards							
19. Ensures weekly cleaning list is being completed							
20. Makes sure the store is properly cleaned at closing							
21. Ensures store's cleanliness is maintained during all shifts							
Customer Service				GM	Yes	No	Comments
22. All customers are greeted with "Welcome to Domino's" within 9 seconds							
23. Resolves all customer concerns using WOW at the store level, no CCC in the last 28 days							
24. Consistently upsells, ensures that all TM's know the techniques & are also upselling							
25. Demonstrates great customer service & consistently coaches team members to do the same							
26. Average Ticket in the top 3 at your store for the last 28 days							

Operations	GM	Yes	No	Comments
27. Makes 3 "great" 14" 1-pepperoni, 1 mushroom & 1 cheese in 120 seconds				Time:
28. Successfully handles a 20 pie hour alone and oven tend a 50 item hour				
29. Ensures proper pre-rush preparation (PRP) on every shift & demonstrates a walkthrough				
30. Explain and demonstrates store flow, gives feedback & is aware of lobby customers				
31. Can demonstrates how to use dispatch, properly route drivers, and re-pin orders				
32. Demonstrates, explains and can pass a cut test using the pizza grading tool				
33. Understands how man hours work for driver and insider and how to read an LVR report				Labor Variance Report
34. Can log into PWR and navigate around the site to locate information				
35. Can access, analyze, explain and positively impact key Service Times Report categories				
36. Enter a new team member into pulse				Name:
37. Demonstrates how to locate the top 5 food items off ideal and how to fix them				
38. Conducts a minimum of 2 OER's per period				
39. What to do if you run low or out of a product				
40. Know how to safely defrost pasta & alfredo. What is the new shelf life after you defrost it.				
41. Demonstrates how to keep the cut table clean and organized consistently				
42. Willing to work at a store up to 20 miles away from your current store				
43. Consistently adds menus and promo flyers/stickers to every order				
44. Placed food orders using EFO with GM's help				
45. Completed a schedule with GM's help				
Product	GM	Yes	No	Comments
46. Ensures proper inventory check and food projection for shift				
47. Ensures proper dough and cheese management/proofing on every shift				
48. Makes all pizzas and sides items to standards				
49. Completes nightly inventory accurately and does not leave with excessive variances				
50. Dates product properly, checks dates & discards expired product				
51. Consistently makes sure all of temperature are with in spec & fills out temp log				
52. Trains 2 team members how to properly utilize a scale and job aids				Name: Name:
Safety, Security & Sanitation	GM	Yes	No	Comments
53. Can properly administer the SafeStaff food handlers test and issue card				
54. Sanitation Log filled out on all shifts				
55. Passed a Health Inspection				
56. Passed a Fire inspection				
57. Consistently locks up the store properly after close				
58. Has not failed to properly communicate an Accident /Incident form in the last 90 days				
60. The dishes are proper washed, dried and stored				
61. Deposits are consistently entered into pulse correctly and counted correctly				
62. Deposits are consistently deposited				
63. No major safety and security violations in the last 90 days				

All Training courses and final evaluation must be completed before certification.

Complete all Level 2 eLearning and Test in LH
Complete all assigned tasks
Schedule and Pass final test



**THERE WILL BE OBSTACLES.
THERE WILL BE DOUBTERS.
THERE WILL BE MISTAKES.
BUT WITH HARD WORK,
THERE ARE NO LIMITS.**

MDP in Training Comments:

MDP Signature:

General Manager Comments:

Promotion Recommended: Yes No

General Manager Signature:

Supervisor Comments:

Promotion Recommended: Yes No

Supervisor Signature:

LEVEL 3 TRAINING

Level 3 4-6 week goal to complete	
Completed Level 2 Requirements	
Large Pepperoni < 45 Seconds	
Knowledge of Routing Screen and Routes to BEST Serve the Customer (Smart Doubles)	
Prepares Accurate Weekly Schedule	
Drives Key Service Metrics	
Takes Active Role in Keeping Store Clean	
Acts as a Leader at ALL Times	
Identifies Opportunities for Better Food Cost and Takes Action	
Identifies Opportunities for Better Labor Cost and Takes Action	
Runs Food within .5% of Ideal	
Navigates Smartrecruiters and Takes Timely Action	
Interviews and Selects New Team Members.	
Actively Recruits New Team Members	
Identifies Performance Gaps in Team Members and Implements Plans for Improvement	
Cross Trains All Team Members	
Professionally Delivers Disciplinary Action	
Completes all Assigned Tasks in a Timely Manner	
Meets Ops Assessment Standards on Shift	

Once you are a Certified Level 2 Management Candidate, you begin working towards your Level 3 Certification.

You are now certified to open and close a store. You are learning the skills you need to become a General Manager.

Color Key
PRODUCT
SERVICE
IMAGE
LEADERSHIP

LEVEL 3 CRITERIA

Completed Level 2 Requirements	
--------------------------------	--

The first requirement of Level 3 certification is to make sure that all Level 2 requirements have been met.

Large Pepperoni < 45 Seconds	
------------------------------	--

Candidate can make a 14" Pepperoni pizza that meets all 5 criteria of a great pizza in less than 45 seconds

Knowledge of Routing Screen and Routes to BEST Serve the Customer (Smart Doubles)	
---	--

Candidate understands that different situations call for different routing techniques. The objective is to always best service the customer with the resources available.

Some Examples (NOT ALL INCLUSIVE):

- 1. If there are 2 drivers in the store and ONLY 2 runs in the store, those should be routed as singles, regardless of geographic location of the orders. Singles BEST service the customer and get them their pizza faster.*
- 2. Delivery drivers should not wait for a double run if there is adequate staff for delivery. As soon as the first delivery is ready, the driver should be on their way out the door.*
- 3. "Smart Doubles" are acceptable when staffing levels are tight and "Smart Doubles" will make for better customer satisfaction. "Smart Doubles" are located close to one another and are ready at close to the same time.*

These are just three examples. When in doubt, ask for help! There are so many examples and all are based on the circumstances at hand. As a general guideline, always think about what will be the BEST for the MOST customers.

Prepares Accurate Weekly Schedule	
-----------------------------------	--

Candidate knows how to utilize labor scheduler. Accurately projects sales. Schedules team members based on availability and store needs. Balances labor cost and great service. Minimizes waste and maximizes service potential.

Drives Key Service Metrics	
----------------------------	--

To meet level 3 criteria, candidates must be able to maintain service levels for a 28 day period

- Maintain Average Load Times of 4:00 minutes or less
- Maintain Average Out the Door Times (OTD) of 18:00 minutes or less
- Maintain Calculated Delivery Times (cDOT) at 85% or better

LEVEL 3 CRITERIA

Takes Active Role in Keeping Store Clean

Candidate is aware of complete image of the brand and store:

- Store sanitation and cleanliness
- Team Member Image
- Uniforms
- Grooming
- Delivery Vehicle Brand Image
- Directs Team on a daily basis to maintain store sanitation and cleanliness

Acts as a Leader at ALL Times

The candidate leads, ALWAYS. A level 3 Assistant Manager is proactive. A level 3 Assistant Manager leads by example and keeps their team operating as a team and at a high level of execution.

Identifies Opportunities for Better Food Cost and Takes Action

Candidate understands how to maintain food cost and product consistency. Is continually coaching their team to run food within 0.5% of ideal food.

- Consistent use of scales
- Continually coaching team members
- Constant communication including portion quizzing
- Coaches Team Members for consistency, accuracy and speed

Identifies Opportunities for Better Labor Cost and Takes Action

Candidate understands how to maintain the lowest possible labor cost and maintain customer speed of service goals. Is continually coaching their team to be efficient.

- Use available tools within PULSE
- Actual hourly sales
- Menu sales by hour
- Vital Signs
- Continually reacting to daily sales trends
- Proactively makes cuts when needed
- Coaches Team Members to stay ahead of Prep and Cleaning to maximize labor efficiency

Runs Food within 0.5% of Ideal

The candidate helps the store run food within 0.5% of ideal.

LEVEL 3 CRITERIA

Navigates SmartRecruiters and Takes Timely Action

The candidate is able to navigate SmartRecruiters. Can identify quality candidates. Is able to phone screen and identify quality candidates to interview.

Interviews and Selects New Team Members.

Candidate is familiar with the Interview process. Level 3 Assistant Managers can confidently and professionally interview and select quality candidates to join the team.

Actively Recruits New Team Members

The candidate is consistently recruiting new talent through:

- Customer Interaction
- Ensuring recruiting material is posted in store

Note: We are ALWAYS recruiting! To fill holes in the schedule or to upgrade talent.

Identifies Performance Gaps in Team Members and Implements Plans for Improvement

The candidate is consistently monitoring Team Member performance and identifying opportunities for improvement. Level 3 Assistant Managers implement performance improvement through:

- On the Job Training
- One on One Coaching
- Utilizing the Learning Hub.

Cross Trains All Team Members

The candidate is able to cross train all hourly team members to create a cross functional and efficient team

- All drivers can answer phones
- Some drivers can make pizzas
- All CSRs can do any function inside the store

Professionally Delivers Disciplinary Action

The candidate is familiar with the Team Member handbook and maintains all policies. When Team Members fall short of expectations in the handbook, Level 3 Assistant managers can accurately and professionally deliver the appropriate disciplinary action.

LEVEL 3 CRITERIA

Completes all Assigned Tasks in a Timely Manner	
---	--

The candidate is flexible and completes tasks in a timely manor. As a Level 2 Assistant Manager working on Level 3 criteria, you may be given special store projects along with regular expectations. Completing those projects along with regular expectations are expected for advancement to Level 3.

Meets Ops Assessment Standards on Shift	
---	--

Candidate will have a unannounced Ops Assessment visit done by an Area Supervisor or above to determine readiness for promotion. To complete the Ops criteria for a Level 3 Assistant Manager, the candidate must achieve the following:

- NO CRITICAL VIOLATIONS
- 90 or better of the 100 possible points scored

When all criteria other than the Ops Assessment have been completed and the General Manager has signed off, the candidate or General Manager can request an Ops visit with their Supervisor. The goal is to have that visit (unannounced) within 10 days of request.

Management Development Program (MDP) - Level 3 Learning Hub

WEEK 1

20 min -MDP Level 3 Pre-Test exam
15 min -Financial Acumen 301 Video
15 min -Leadership 301 video
30 min -On-The-Job Trainer Agreement OJT - Coaching Guide ***
45 min -Product Focus - Coaching Guide ***
15 min -Image 301 video
20 min -MDP Level 3 Week 1 Knowledge Quiz exam

WEEK 2

15 min -Service 301 video
45 min -Service Focus Coaching Guide ***
15 min -Service 302 video
10 min -Player Cards - Coaching Guide ***
15 min -Labor 301 video
30 min -Calculate Forecast Coaching Guide ***
15 min -Customer XP 301 video
45 min -Product Plan - Part 1 Coaching Guide ***
20 min -MDP Level 3 Week 2 Knowledge Quiz exam

WEEK 3

15 min -Product Quality 301 video
15 min -Food 301 video
15 min -Sales 301 video
20 min -Local Store Marketing - Coaching Guide ***
20 min -MDP Level 3 Week 3 Knowledge Quiz exam

WEEK 4

15 min -Safety and Security 301 video
15 min -People 301 video
30 min -Recruitment Readiness Coaching Guide ***
15 min -People 302 video
45 min -Product Plan - Part 2 Coaching Guide ***
20 min -MDP Level 3 Week 4 Knowledge Quiz exam

WEEK 5-6

15 min -Leadership 302 video
15 min -Financial Acumen 401 video
15 min -Product Quality 401 video
15 min -Service 401 video
15 min -Sales 401 video
20 min -MDP Level 3 Week 6 Knowledge Quiz exam
15 min -Food 401 video
15 min -Customer XP 401 video
15 min -People 401 video
20 min -MDP Level 3 Certification Test exam
1 hour -MDP Level 3 Evaluation Form ***
completed with Supervisor

4-6 Weeks Total

Upon Completion is promoted to Level 4

***** Copies of these items are included in order in the next section *****

↻ON-THE-JOB TRAINER AGREEMENT↻

No one can learn how to work at Domino's just by sitting in front of a computer all day. New Drivers and CSRs need on-the-job training to practice what they learn...and that's where you come in.

You've already got the knowledge and experience to be an On-the-Job Trainer—you model the behavior and attitude that your managers want to see in every member of your team. Now you just need to learn a few training basics that will help you transfer all your knowledge, skill, and passion to your trainees.

WHAT DOES AN ON-THE-JOB TRAINER DO?

- Coaches and mentors new team members using proper technique
- Executes Coaching Guides
- Upholds all *operational* and *image* standards...all the time!

WHAT'S IN IT FOR YOU?

- You get to help develop a team of people you *want* to work with
- Great professional experience

INTERESTED? THEN DO THE FOLLOWING:

1. Read and understand the information in this packet
2. Perform the exercises with a manager
3. Sign the agreement at the end of the packet
4. Get super familiar with High Performance University (HPU) and all Coaching Guides

HOW TO TRAIN...ON-THE-JOB

On-the-Job Training (OJT) is easy when you use these techniques and tools:

- The 5 Steps of OJT
- Praise—Correct—Praise & the 3-to-1 Feedback Ratio
- Coaching Guides

THE 5 STEPS OF ON-THE-JOB TRAINING (OJT)

The best way to train is by using a 5-step method. This method give trainees the information they need, it builds their confidence, and it's easy for you to use, even with simple tasks like **folding a pizza box**:

OJT Step	Definition	Example
Create a Positive Atmosphere	Connect with trainees as real people. Set them at ease, make it personal, and explain what's in it for them.	<i>"Welcome! I'm going to show you how to fold a pizza box. It's pretty easy. You'll pick it up quickly. Are you ready?"</i>
Preview the Task	Talk through the task step by step so the trainee can visualize what the task looks like when it's complete.	<i>"I'm going to talk you through each of the steps, then show you exactly how I fold a box, and then I'm going to have you fold boxes until you feel comfortable."</i>
Demonstrate the Task	Demonstrate the task the correct way. Break the task into small steps so it's easy to follow.	<i>"Now I'll show you how to fold the box."</i>
Practice	Let the trainee do it! Encourage questions and point out what they do well.	<i>"Now you try folding one."</i>
Feedback & Recognition	Provide feedback, encouragement, and tips on how they can improve. Check to make sure they understand.	<i>"Great. Try turning the box the other way when you start. It makes it faster and easier to close the box when you finish. Any questions? Try folding another one."</i>



ON-THE-JOB TRAINER AGREEMENT

Now, you try! Fill in the *Example* column with some of the words you'd use when teaching a trainee how to answer a phone and use your store's phone greeting.

OJT Step	Definition	Example
Create a Positive Atmosphere	Connect with trainees as real people. Set them at ease, make it personal, and explain what's in it for them.	
Preview the Task	Talk through the task step by step using language that helps them visualize what the task looks like when it's complete.	
Demonstrate the Task	Demonstrate the task the correct way. Break the task into small steps so it's easy to follow.	
Practice	Let the trainee do it! Encourage questions and point out what they do well.	
Feedback & Recognition	Provide feedback, encouragement, and tips on how they can improve. Check to make sure <i>they</i> understand.	

PRAISE—CORRECT—PRAISE & THE 3-TO-1 FEEDBACK RATIO

Offering guidance is a big part of being an OJT Trainer. Giving feedback can feel awkward, so here are some ways to give trainees the help they need:

- Set a great example—it's easy to take advice from someone who does things right.
- Focus your feedback on the task, not the person:
 - Task-focused: *"Try grabbing the right amount of onions the first time, and you'll go faster."*
 - Person-focused: *"You're too slow."*
- Start with **Praise—Correct—Praise**: a good way to remember to offer more praise than criticism is to remember praise—correct—praise. If you're going to offer correction, make sure you offer something positive before and after. But make sure the praise is genuine—don't make up something nice to say just to say it. Identify what trainees do well, and make sure they hear about it!
- **The ultimate goal is to offer at least 3 positive comments to every 1 corrective criticism**:
 - That doesn't mean: *"I like your shoes. Your uniform looks good. You rang up that order correctly. I think you're rude!"*
 - 3-to-1 does not have to be all at once. In general, you should be saying lots of positive things to trainees—everything they do right should be reinforced by something you say. Then, when they do something wrong (or could do something better), it's easy for you to correct/guide them without making them feel bad.

Here are some additional feedback tips:

Positive Feedback	Example
<ul style="list-style-type: none"> • Praise behaviors you want them to continue • Praise in public—let other people hear the good stuff • Reinforce the "whys" when you praise • Be specific: <i>"I really like the way you..."</i> is better than, <i>"Great job."</i> 	<i>"Check out the way Jordan hustles to answer the phone within 2 rings. This is what makes our customers feel important...and it improves our service! Thanks Jordan!"</i>



ON-THE-JOB TRAINER AGREEMENT

Corrective Feedback	Example
<ul style="list-style-type: none"> • Correct any behaviors you need the trainee to stop • Correct in private (or at least quietly)—nobody likes to be embarrassed in front of others • Explain <i>why</i> it's important to change the behavior • Provide clear direction for next steps • Ask questions, and have them display or explain the proper procedure immediately so you're sure they know what to do 	<p><i>"Can I give you some feedback? When you don't make eye contact with customers, it can seem like you don't care about them. Customers need to feel appreciated, so our greeting needs to be genuine. That starts with good eye contact and a smile. Let me see you nail that with the next customer."</i></p>

COACHING GUIDES

Executing Coaching Guides is an OJT Trainer's primary responsibility. Here are some tips to get you started:

- Read through each Coaching Guide several times *before* you teach it—don't wing-it with new trainees!
- Use the Coaching Guide! It's okay to hold the guide and read from parts of it—that's what it's there for!
- Trust the Coaching Guide!
 - The guides incorporate good training techniques and the right amount of information for trainees. When you follow them, your trainees get what they need.
 - Don't be overwhelmed by the text. The guides look intimidating at first because they're very detailed. After you read through them a few times and teach them once or twice, you'll realize that you already know all the details.
 - Make them your own! Follow the script the first few times so you can get a feel for the timing and to ensure you hit the most important details, but then find a way to accomplish the same objectives in your own way. Stay on task and on time, but use *your* experiences and examples—your managers asked you to do this because of *who you are*, not because you can read a script.
- Understand the different elements of the guide:

INTRO: This sums up what's in the guide. Trainees should read this on their own, so you don't need to read it to them...but you should know it so you can reinforce the concepts as you teach the guide.

MANAGER or TRAINER: When you see either term, it means YOU! Perform, say, or demonstrate whatever the guide tells you to do.

TRAINEE: Your trainee should perform, say, or demonstrate whatever the guide says.

TMC 18 minutes

TAKING GREAT CARE OF CUSTOMERS ON THE PHONE

As warm as it sounds, customers can hear your smile over the phone. Customer service starts the second you pick up the phone, so while you may be tempted to rush a customer off the phone so we can start making their order, **PAUSE** on the small moments of service that you can provide that will make your customers feel like you're taking care of them.

EXERCISE #1: FRIENDLY PHONE GREETINGS

STEP 1: Manager: demonstrate your store's phone greeting

- Use phone scripts if you use (begin/end) store.
- Pass on advice or encouragement that will remind the trainee why it's important to give any customer, on the phone or in the lobby, our full attention. Never make customers feel like they are bothering you when they call to place an order.

STEP 2: Trainee: demonstrate your friendliest phone greeting

Manager: Other feedback

EXERCISE #2: HELPING CUSTOMERS WHEN YOU'RE BUSY

STEP 1: Putting a customer on hold

Manager:

- No matter how busy you are, or how many lines are ringing, you have to maintain a great attitude.
- Only put people on hold if there are more lines ringing than people to answer them. Everyone in the store should be answering phones.
- If you need to put someone on hold:
 - Answer the phone with a smile
 - Ask customers if it's okay to put them on hold
 - When you return to the call, apologize that you had to place them on hold

Trainee:

- Practice putting a customer on hold
- Manager—pretend to be two customers calling back to back
 - Say, "Ring, Ring"
 - After the trainee answers with a friendly greeting, at some point, say "Ring, Ring" again.
- Trainee—answer the phone with a friendly greeting, and then handle the second call properly.

Manager: Other feedback

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EXERCISE: The steps that make up the learning for an individual topic. Complete all **STEPS** in each exercise.

ROLE PLAYS and DEMONSTRATIONS: Role plays can be fun and educational or they can feel awkward. YOU determine whether or not they're gonna work by setting a positive tone and committing to the roles you play.

- Have fun, but don't try to be *funny*. Be a real guest, not a real pest!
- Don't try to *stump* your trainees. Give them realistic, simple situations.
- When you demonstrate, don't over-do it. Demonstrate in a way that makes them feel like they'll be able to do it too.
- Acknowledge that role plays *feel weird* at first. Tell your trainees, "I know this doesn't feel normal, but it's important to practice. Don't worry, it'll get easier after we do it a few times."



↻ON-THE-JOB TRAINER AGREEMENT↻

PERFORMING A COACHING GUIDE

Practice makes perfect, so take a look at the *Upselling Coaching Guide* attached to this document. Follow the steps outlined in this document (read through it, make it your own, etc.), and when you're ready, let your managers know that you'd like to perform the Coaching Guide with one of them acting as your trainee.

Managers: Evaluate and offer feedback using the following criteria:

- | | |
|---|--|
| <input type="checkbox"/> Knew the information | <input type="checkbox"/> Seemed comfortable |
| <input type="checkbox"/> Created a good connection with the trainee | <input type="checkbox"/> Stayed on task and on time |
| <input type="checkbox"/> Got the main points across | <input type="checkbox"/> Gave positive and corrective feedback effectively |
| <input type="checkbox"/> Made the guide his/her own in some way | <input type="checkbox"/> Used the Coaching Guide but didn't read word-for-word |

Additional Feedback:

OJT TRAINER SIGN-OFF

If being an OJT Trainer in your store sounds like something you'd like to do, and you're up for the challenge, sign below.

By signing here, I agree to honor and execute the type of OJT training outlined in this document.

New OJT Trainer's Name

New OJT Trainer's Signature

Date

MANAGER SIGN-OFF

If you'd like your OJT Trainers to do a thorough and thoughtful job preparing your trainees to be awesome, evaluate them regularly using the following (and other store-specific) criteria:

- Upholds all *operational* and *image* standards
- Performs Coaching Guides to the store's standards
- Demonstrates effective feedback methods
- Is familiar with all HPU CSR and Driver information, tools and materials

By signing here, I agree that the above OJT Trainer is ready to train new trainees in my store.

Manager's Name

Manager's Signature

Date



↳ UPSELLING ↲

Believe it or not, customers actually want us to offer them additional items, which seems strange considering that no one likes a pushy salesperson. We want you to “upsell” because we know it’s good for customers and great for our business, but you have to think of upselling as being *helpful*, not selling. After all, reminding people that we sell icy cold Cokes and sweet Cinnamon Bread Twists might lead to them bringing home a more complete and fun meal for their families.

EXERCISE #1: DESCRIPTIVE WORDS

Manager: Customers respond to the tone of your voice and the words that you say. They can tell the difference between someone trying to *sell* them something and someone trying to *help* them. Saying, “You want some Cinnamon Bread Twists?” is not as helpful as saying, “I notice you don’t have anything sweet on your order. Our Cinnamon Bread Twists are easy to share and they taste amazing.”

Ask the trainee:

- What is your favorite thing in the world to eat?
- Describe it to me in a way that would make me want to eat it.

When people talk about food they like, they naturally add descriptive words:

- Sweet
- Tasty
- Awesome
- Juicy
- Spicy
- Cheesy
- Gooley
- Flavorful
- Crispy
- Satisfying

- What are some descriptive words you like to use when you talk about food?

Trainee: Think of at least 1 descriptive word for each of the following items:

- | | | |
|---|---|--|
| <input type="checkbox"/> BBQ Wings | <input type="checkbox"/> Coke | <input type="checkbox"/> Honolulu Hawaiian Pizza |
| <input type="checkbox"/> Chicken Bacon Ranch Sandwich | <input type="checkbox"/> Parm Bread Bites | <input type="checkbox"/> Spin. & Feta Cheesy Bread |

EXERCISE #2: EASY ADD-ONS

↳ STEP 1 ↲ Know What You’re Selling

Manager: The best way to gain confidence for upselling is to focus on a few simple add-ons:

- Extra cheese
- Drinks
- Desserts

If you know what we sell, it’s actually pretty easy to recommend the items in a helpful way.

Trainee: Write down all the drinks and desserts your store sells.

Drinks:

Desserts:



↳ UPSELLING ↵

↳ STEP 2 ↵ Practice Upselling Simple Add-Ons

Manager: Good upselling fills the holes in your customers' orders. Just think of what we offer at Domino's as a *complete meal*, just like what families eat at home and in restaurants:

- Drink
- Appetizer
- Entree
- Dessert

If you notice one of these "courses" missing in an order, offer to fill the hole.

To keep things simple, and to get you in the habit of upselling, let's practice using 4 simple add-ons:

- Icy Cold Coke
- Buttery Parmesan Bread Bites
- Extra Cheese
- Sweet Lava Crunch Cakes

I'm going to call out an order, and I want you to tell me what you'd recommend to help me create a complete meal.

For instance, if I ordered a **Large Pepperoni Pizza and an 8-piece Hot Wings**, what might you recommend? (*extra cheese, icy cold Coke, sweet Lava Crunch Cakes*)

Remember that we're being *helpful*, not *pushy*, so only recommend 1 add-on for now. Once you get comfortable, you'll be able to offer more based on how many people the customer is feeding.

Manager: **Call out the order**

Trainee: **Respond with how you would make this order a complete meal**

Manager orders:

- 2 LG Pepperoni & Sausage pizzas and a 2 ltr of Coke
- 14-piece BBQ Wings and a 20oz Diet Coke
- Bacon Jalapeno Stuffed Cheesy Bread, Medium Pepperoni pizza, and Cinnamon Bread Twists
- 2 Medium Philly Cheesesteak pizzas, a 2 ltr Coke Zero, and Cinnamon Bread Twists

Manager: *Continue to add as many scenarios as you like.*





PLAN AND EXECUTE STORE-WIDE PRODUCT FOCUS

Time to complete template: 45 minutes

As an experienced leader in your store, you should constantly evaluate your store’s performance—especially when it comes to something as important as the food you serve your customers. The ability to make a plan to address areas of opportunity in your store is important at your level of management. This template will guide you through that process!

INSTRUCTIONS

- Review the points below to help you evaluate product quality, identify areas of opportunity, and improve product quality in your store.
- Complete the homework—detailed at the bottom of this page—and review with your manager.
- **GOAL: Make and execute a plan for a store-wide product focus that addresses an existing area of opportunity.**

HOW IS PRODUCT EVALUATED IN YOUR STORE?

Use these kinds of evaluation to find opportunities to improve in your store.

- OER/Self-OER
- Manager observation of food quality and performance coaching
- Food variance
- Dough management
- Reviewing PRP procedures
- Reviewing PRP volume versus sales
- Customer feedback

WHAT IS CAUSING THE GAP?

These are five general reasons why there are areas of opportunity in your store—and how to address them.

KNOWLEDGE

They don’t know what to do.

→ You need to provide information or develop understanding.

SKILLS

They don’t know how to do something.

→ You need to develop skills through training, experience, or practice.

ABILITY

They aren’t able to do what needs to be done.

→ You need to give people responsibilities that match what they are able to do.

MOTIVATION

They don’t see why they should perform, or what’s in it for them.

→ You need to influence personnel to perform well; give employees a reason to excel in your store.

ENVIRONMENT

They don’t have what they need to perform their best.

→ You need to make sure the proper tools and surroundings in place for your personnel to succeed.

FEEDBACK

They don’t know whether or not they’re doing well at their job.

→ You need to give frequent, consistent feedback to help them grow and develop.

HOMEWORK

Use the steps on the back of this form to **plan a store-wide product focus, discuss it with your manager, and execute it.**

- Make a plan that fills an existing gap in your store’s product quality.
- Secure the approval of your manager, supervisor, or franchisee.
- Launch the plan, and have a plan to follow up and determine if it was successful.

PLAN

FOR STORE-WIDE PRODUCT FOCUS

STEP 1: IDENTIFY AN OPPORTUNITY

Use observation, partnerships, and data to unearth key focuses in your store.

STEP 2: DETERMINE THE GAP

Where do you want to be?
Where are you now?
What's missing? (Knowledge?
Skills? Ability? Motivation?
Environment? Feedback?)

STEP 3: FIND OR BUILD TOOLS

Don't reinvent the wheel! See if the tools you need already exist. Can you find what you need on DLive? Is there training material in your store that you can use?

STEP 4: GAIN SUPPORT

How will you communicate this to your team? Where will you post goals, and who will reinforce them? Who can you motivate to help you meet your goals?

STEP 5: LAUNCH AND MEASURE

When and how will you try to measure the results of this plan? How will you determine if your plan was a success?



PLAN AND EXECUTE STORE-WIDE SERVICE FOCUS

Time to complete template: 45 minutes

As an experienced leader in your store, you should constantly evaluate your store's performance. This template will guide you through that process!

INSTRUCTIONS

- Review the points below to help you evaluate service, identify areas of opportunity, and improve service in your store.
- Complete the homework—detailed at the bottom of this page—and review with your manager.
- **GOAL: Make and execute a plan for a store-wide product focus that addresses an existing area of opportunity.**

WHAT IS CAUSING THE GAP?

These are five general reasons why there are areas of opportunity in your store—and how to address them.

KNOWLEDGE

They don't know what to do.

→ You need to provide information or develop understanding.

SKILLS

They don't know how to do something.

→ You need to develop skills through training, experience, or practice.

ABILITY

They aren't able to do what needs to be done.

→ You need to give people responsibilities that match what they are able to do.

MOTIVATION

They don't see why they should perform, or what's in it for them.

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How will you communicate this to your team? Where will you post goals, and who will reinforce them? Who can you motivate to help you meet your goals?


STEP 5: LAUNCH AND MEASURE

When and how will you try to measure the results of this plan? How will you determine if your plan was a success?



CREW PLAYER CARDS

Complete a card for each of your store personnel. You can consider using these cards to put aces in their places for each shift.




NAME

ORDERS
1 - 2 - 3 - 4 - 5

DOUGH
1 - 2 - 3 - 4 - 5

MAKELINE
1 - 2 - 3 - 4 - 5

OVEN-TENDING
1 - 2 - 3 - 4 - 5




NAME

ORDERS
1 - 2 - 3 - 4 - 5

DOUGH
1 - 2 - 3 - 4 - 5

MAKELINE
1 - 2 - 3 - 4 - 5

OVEN-TENDING
1 - 2 - 3 - 4 - 5




NAME

ORDERS
1 - 2 - 3 - 4 - 5

DOUGH
1 - 2 - 3 - 4 - 5

MAKELINE
1 - 2 - 3 - 4 - 5

OVEN-TENDING
1 - 2 - 3 - 4 - 5



NAME

ORDERS
1 - 2 - 3 - 4 - 5

DOUGH
1 - 2 - 3 - 4 - 5

MAKELINE
1 - 2 - 3 - 4 - 5

OVEN-TENDING
1 - 2 - 3 - 4 - 5



DETERMINING YOUR SALES FORECAST

INSTRUCTIONS

GOAL: By the end of this coaching guide, the trainee should be able to predict sales for the upcoming weeks—which should help the trainee build an appropriate schedule for their store.

Manager/Trainer: Help the trainee identify trends and how those trends are affected by outside variables.

STEP 1: PWR

- Under the keys tab, select Summary Trend.
- Change date range from week to date to weeks (last 8 weeks).
 - *If you prefer a visual report, click on More Reports, select the Summary Trend Graph. Export to pdf to print.*
- Analyze to look for trends or anomalies in AWUS or PCYA.
- Under More Reports, select the Day to Beat report.
- Select the next week date range.
 - *Export to pdf to print.*

STEP 2: OUTSIDE VARIABLES

- Identify anything of importance for the week you are about to schedule.
 - Boost week
 - CAD
 - TV special change
 - Special event
 - Holidays
 - Check for local events such as parades, festival, high school homecoming, etc.
 - Weather forecast
 - *Rain and snow increase sales.*
- Determine if the event(s) identified would increase or decrease your projected sales. Use past occurrence of that event or marketing forecast from POP kit.

STEP 3: ADJUST FORECAST

- Work with your GM or MCO to help identify trends and how those trends are affected by outside variables.
- Adjusting the Pulse generated forecast.
 - *See pages 4 through 8 in the Labor Management Quick Start Guide.*



LOCAL STORE MARKETING

Activity Time: 20 minutes

What is LSM? Anything that will increase sales in a single store and requires the operator's desire to implement the program.

INSTRUCTIONS

- Ask your manager which items are considered LSM tools in your store. Be sure to go over any items you have questions and have them explain how each is utilized.
- Then, ask them the follow up questions below.
- GOAL: Ensure LSM success by managing the timeline, delegating tasks, & following up.**

LSM TOOLS IN OUR STORE

Ask your manager about each LSM tactic your store may use, and which have worked well!

- | | |
|---------------------------------------|---|
| <input type="checkbox"/> LSM Calendar | <input type="checkbox"/> Doorhangers |
| <input type="checkbox"/> Wobbleboards | <input type="checkbox"/> POP Kit Materials |
| <input type="checkbox"/> Menus | <input type="checkbox"/> Cartop Signs |
| <input type="checkbox"/> Boxtoppers | <input type="checkbox"/> Upselling |
| <input type="checkbox"/> Doorhangers | <input type="checkbox"/> Phone Scripts / Greeting
Specials |

FOLLOW UP

Ask your manager these questions about LSM in your store!

- Do we have a store LSM calendar? If so, can we review each item on it? If there are any elements missing, why is that?

- What do I do when we run out of Menus or Boxtoppers?

- What is expected of someone who is out wobbleboarding?

- When should I send someone outside to wobbleboard?

- What are POP Kits and Plan-o-Gram's?

- What do I do if a Cartop sign won't light up?

- How is it determined what our greeting specials are?

HOMEWORK

- Put what you've learned into practice. With your manager, try filling out the Weekly LSM Planner (page 2 of this document – or, make your own) for next week!
- Don't forget to follow upon the individuals you delegate these tasks to, and let them know if they did a great job or possibly how they could improve!

Weekly LSM Planner

Cartops On & Lighted Every Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Date							
2-10-25 or 2-9-25	Who						
	Start Time						
	End Time						
minimum 2 days a week	Where						
	Who						
	Start Time						
Wobble Board	End Time						
	Where						
	Who						
Door Hanging	Start Time						
	End Time						
	Where						
minimum 5 days @ 100 a day	School						
	Contact						
	Goal						
School Flyers	Who						
	Start Time						
	End Time						
Visit Hotels & Apts	Where						
	Who						
	Start Time						
make sure they have menus & kits	End Time						
	Where						
	Who						

What you do today with LSM will help your sales in the future. Invest the time to let our customers know we are here for them.



Recruitment Readiness Assessment Checklist

INSTRUCTIONS

In order to be considered an employer of choice, certain expectations by the applicants will need to be met. This checklist serves as a guide for those expectations while creating an action plan to address any areas of concern. The frequency for use can be determined on an individual basis; however, recommended usage is a minimum of once a quarter. For ease of use, the checklist is divided into three categories; *Store/DC image*, *Team Members* and *Recruitment Process Readiness*. **TRAINEE:** Review this form with your manger and discuss your organization's unique plan for recruitment and sales trends analysis.

Store/DC Image Readiness

- Environment is clean and appealing to applicants
- Lobby area is clean and appealing to applicants (walk in from the outside and review the area as a customer)
- There is an adequate supply of applications
- Applications are ready (clip boards and pens under front counter or other appropriate location) and available for walk-in applicants
- The area where interviews will be conducted is clean and neat

Yes	No	If no, action plans

Team Member Readiness

- Team members are in compliance with grooming standards
- Team members are in compliance with image standards
- Team members are cross-trained in other duties
- All team members have been instructed on how to handle applicants and applications (stores - refer to Book 2 for review, DCs - check with PeopleFirst)
- All team members have been instructed in how to handle applicants who come in for an interview (stores - refer to Book 2 for review, DCs – check with PeopleFirst) and a system is in place to ensure they are aware of the scheduled interviews
- Establish a plan for eliminating all interruptions during an interview and communicate it to all team members
- Trainers for new team members have been identified and expectations of their role have been reviewed

Yes	No	If no, action plans

Recruitment Process Readiness

- There is an adequate supply of new uniforms, nametags, hats and training materials
- The recommended applicant flow system is implemented
- GM has adequately forecasted staffing needs
- Recruitment materials are available and being used appropriately
- GM has reviewed the recruitment budget
- Current recruiting materials are updated and in good condition

Yes	No	If no, action plans

Note: If you have any reservations when answering a question, then the answer probably is "No." If "No" is checked, list the action plan(s) that need to occur to correct the situation.





REVIEWING 301-LEVEL PLANS MEETING AGENDA

Activity Time: 45 minutes

INSTRUCTIONS

Manager/Trainer: Review the Product Quality 401 module to learn about assessing 301-level manager's plans to improve the store's operations and procedures. Walk through each step of the trainee's plan. Review gap analysis below to guide your conversation.

WHAT IS CAUSING THE GAP?

These are five general reasons why there are areas of opportunity in your store—and how to address them.

KNOWLEDGE

They don't know what to do.

→ You need to provide information or develop understanding.

SKILLS

They don't know how to do something.

→ You need to develop skills through training, experience, or practice.

ABILITY

They aren't able to do what needs to be done.

→ You need to give people responsibilities that match what they are able to do.

MOTIVATION

They don't see why they should perform, or what's in it for them.

→ You need to influence personnel to perform well; give employees a reason to excel in your store.

ENVIRONMENT

They don't have what they need to perform their best.

→ You need to make sure the proper tools and surroundings in place for your personnel to succeed.

FEEDBACK

They don't know whether or not they're doing well at their job.

→ You need to give frequent, consistent feedback to help them grow and develop.

SUMMARY

Remember to review your 301-level manager's plans with a critical eye and an open mind. Every plan can be improved and no complete plan should ever be turned down.



MDP Level 3 Evaluation

Name:	Supervisor Name:
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Store #:	Date:
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GM= Approved by GM Yes/No= Approved or unapproved by Supervisor during evaluation

General	GM	Yes	No	Comments
1. Operates with smart hustle and demonstrates HTA (Heightened Time Awareness)				
2. Sets high standards and acts with integrity				
3. Takes ownership for work and mistakes				
4. Demonstrates delegation, gives direction & mobilizes team before, during & after rush				
5. Has interviewed 4 new applicants & ran the background and MVR				

Name:	Name:	Name:	Name:
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6. Has hired and entered the 4 new team members into Pulse				
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Name:	Name:	Name:	Name:
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7. Successfully completes 4 Company Service Shifts				3.5 load/ 5.5 wait/ 0 Extremes
7a. Date: Load Wait Time Extremes				
7b. Date: Load Wait Time Extremes				
7c. Date: Load Wait Time Extremes				
7d. Date: Load Wait Time Extremes				
7e. Date: Load Wait Time Extremes				
7f. Date: Load Wait Time Extremes				

8. Can place food orders and can adjust sales projections and product mix as needed				
9. Store has met minimum driver staffing and has less than 5 hours of OT				
10. Knows best practices for training: Dough, sauce, cheesing, drivers, phones etc.				
11. Execute a sales building plan and measure results				
12. Demonstrates how to enter team member raises				
13. Knows and can explain how to use tools to fix food, labor, service and sales				
14. Know and explain how to read a Labor Variance Report				
15. Know and explain how to pull man hours in PWR				
16. Maintains basic up keep of the store painting/repair				
17. Know how to pull the last 4 weeks sales numbers				
18. Demonstrate how to adjust the sales forecaster and create a schedule within .5% waste				
19. Can pull numbers for a food order & has placed 5 successful food orders				

Image	GM	Yes	No	Comments
20. Reports to work in perfect image/grooming and on time for all shifts				
21. Ensures all team members meet image & grooming standards				
22. Ensures weekly cleaning list is being completed				
23. Makes sure the store is properly cleaned at closing				
24. Ensures store's cleanliness is maintained during all shifts				

Customer Service	GM	Yes	No	Comments
25. All customers are greeted with "Welcome to Domino's" within 9 seconds				
26. Resolves all customer concerns using WOW at the store level				
27. Consistently upsells and ensures that all team members upsell on all orders				
28. Demonstrates great customer service & consistently coaches team members to do the same				
29. Average Ticket is higher than stores OLO ticket for least 28 days				
Operations	GM	Yes	No	Comments
30. Makes 3 "great" 14" 1-pepperoni, 1 mushroom & 1 cheese in 100 seconds				Time:
31. Successfully handles a 25 pie hour alone				
32. Can oven tend a 70 item hour				
33. Ensures proper pre-rush preparation (PRP) on every shift & demonstrates a PRP walkthrough				
34. Explain and demonstrates store flow, gives feedback & is aware of lobby customers				
35. Completes a minimum of 4 Sunday Inventory counts & 2 period ending counts accurately				
36. Consistently routes and dispatches drivers correctly. Always re-pins orders with a ?				
37. All team members files and insurance cards are up to date and sent to office				
38. Consistently logs into PWR, monitors stores numbers and addresses any issues				
39. Store must be positive in sales				
40. Willing to take over a store up to 30 miles away from your current store				
41. Stores #'s: Food <.5% Off Ideal, Labor<.75% off Ideal, 9 min load & wait, 4 Star OER				
42. Conducts a minimum of 2 OER's per period				
43. Demonstrates how to keep the cut table clean and organized consistently				
44. Consistently completes and uses the order estimates				
45. Consistently adds menus and promo fliers/stickers to every order				
46. Must meet basic driving requirements, have a car & insurance with pip coverage				
47. Must take deliveries when the store gets backed up or is short on drivers				
Product	GM	Yes	No	Comments
48. Ensures proper inventory check and food projection for shift				
49. Ensures proper dough and cheese management/proofing on every shift				
50. Makes all pizzas and sides items to standards				
51. Completes nightly inventory accurately and does not leave with excessive variances				
52. Dates product properly, checks dates & discards expired product				
53. Consistently makes sure all of temperature are with in spec including end bake/fiils out Temp log				
54. Trains 4 team members how to properly utilize a scale and job aids				
Name:	Name:	Name:	Name:	

Safety, Security & Sanitation	GM	Yes	No	Comments
55. Ensures Bad order & manual price log is up to date				
56. Sanitizes high touch points every hour and fills out sanitation log				
57. Passed a Health Inspection				
58. Passed a Fire inspection				
59. Consistently locks up the store properly after close				
60. Has not failed to properly communicate Accident /Incident in the last 90 days				
61. The dishes are proper washed, dried and stored				
62. Deposits are consistently entered into pulse correctly and counted correctly				
63. Deposits are consistently deposited				
64. No major safety and security violations in the last 90 days				
65. Completes 1 Food Safety Evaluation per period.				
<p>All Training courses and final evaluation must be completed before certification.</p>	Complete all Level 3 eLearning and Test in LH Complete all assigned tasks Schedule and Pass final test			
MDP in Training Comments:				
MDP Signature:				
General Manager Comments:				
Promotion Recommended: <input type="checkbox"/> Yes <input type="checkbox"/> No General Manager Signature:				
Supervisor Comments:				
Promotion Recommended: <input type="checkbox"/> Yes <input type="checkbox"/> No Supervisor Signature:				

LEVEL 4 TRAINING

Once you are a Certified Level 3 Management Candidate, you begin working towards your Level 4 Certification.

You are now certified to open and close a store. You are mastering the skills you need to become a General Manager.

Level 4 Walking, Talking GM	
Completed Level 3 Requirements	
Large Pepperoni < 40 Seconds	
Role Models and Drives the Customer Experience	
Actively checks PWR and Handles Any Customer Care Issues and Closes Cases	
Drives Key Service Metrics	
Displays Leadership Characteristics	
Shows Flexibility to Make Sure the Customer's Needs are Met	
Actively Recruits Management Candidates	
Actively Trains TMs up to Level 3	
Proactively Manages Labor Cost	
Understands the GM Bonus Plan and Drives Controllable Costs to Meet Goals	
Ensures One Ops Assessment Per Week is Completed	
Completes all Assigned Tasks in a Timely Manner	
Meets Ops Standards on Shift	

Color Key
PRODUCT
SERVICE
IMAGE
LEADERSHIP

LEVEL 4 CRITERIA

Completed Level 3 Requirements

The first requirement of Level 4 certification is to make sure that all Level 3 requirements have been met.

Large Pepperoni < 40 Seconds

Candidate can make a 14" Pepperoni pizza that meets all 5 criteria of a great pizza in less than 40 seconds

Role Models and Drives the Customer Experience

Candidate ensures the Customer Experience is exceptional for both Carry-Out and Delivery customers.

Actively checks PWR and Handles Any Customer Care Issues and Closes Cases

Candidate checks PWR daily to identify any open Customer Care Cases. Cases are closed within 48 hours of receipt. Level 4 Assistant Managers can handle most any Customer Care

Drives Key Service Metrics

To meet level 4 criteria, candidates must be able to maintain service levels for a 28 day period

- Maintain Average Load Times of 3:00 minutes or less
- Maintain Average Out the Door Times (OTD) of 14:00 minutes or less
- Maintain Calculated Delivery Times (cDOT) at 85% or better

Displays Leadership Characteristics

The candidate is a leader and their actions maintain the focus of the company while leading and motivating the team to perform at their very best.

Shows Flexibility to Make Sure the Customer's Needs are Met

Candidate has flexible availability to work days, nights, weekends and holidays to best service the customer. A level 4 Assistant Manager has flexibility to be able to cover shifts and labor shortages when needed.

Actively Recruits Management Candidates

The candidate leads in a way that attracts current team members to want to be in management. The Level 4 Assistant Manager is always looking for the next Entry Level candidate within the hourly Team Members and actively recruits to create and maintain a strong leadership bench.

LEVEL 4 CRITERIA

Actively Trains TMs up to Level 3

The candidate is able help other Assistant Managers progress, develop and reach their goals.

Proactively Manages Labor Cost

Candidate is proactive and able to adapt to daily changes that will effect sales and the amount of labor needed while maintain expected service levels. Level 4 Assistant Managers understand how weather, good or bad will affect sales and makes staffing decisions to manage labor and maintain service.

Understands the GM Bonus Plan and Drives Controllable Costs to Meet Goals

The candidate understands the GM bonus plan and can correctly fill in the spread sheet. Level 4 Assistant Managers drive Service, Food and Labor to ensure maximum bonus potential for their GM.

Ensures One Self OER Per Week is Completed

The candidate makes sure that 1 Self OER per week is completed by either themselves or the any member of the store's management team.

Completes all Assigned Tasks in a Timely Manner

Similar to the Level 3 requirement, the candidate is also making sure that any Action plans are being completed.

Meets Ops Standards on Shift

Candidate will have a unannounced Ops Assessment done by an Area Supervisor or above to determine readiness for promotion. To complete the Ops criteria for a Level 4 Assistant Manager, the candidate must achieve the following:

- NO CRITICAL VIOLATIONS
- 90 of the 100 possible points scored

When all criteria other than the Ops Assessment have been completed and the General Manager has signed off, the candidate or General Manager can request an Ops visit with their Supervisor. The goal is to have that (unannounced) visit within 10 days of request.