



# MANAGER DEVELOPMENT PROGRAM

## WELCOME

to the Manager  
Development Program

## THE GOAL OF MDP



1. Starts with what you need to ***run a shift***
2. Then, an understanding of the critical role ***you play*** in the **success** of your store every day and every week
3. The final phase prepares you by providing the training needed to become a **successful GM**

## MDP COMPETENCIES

# 12 Competencies

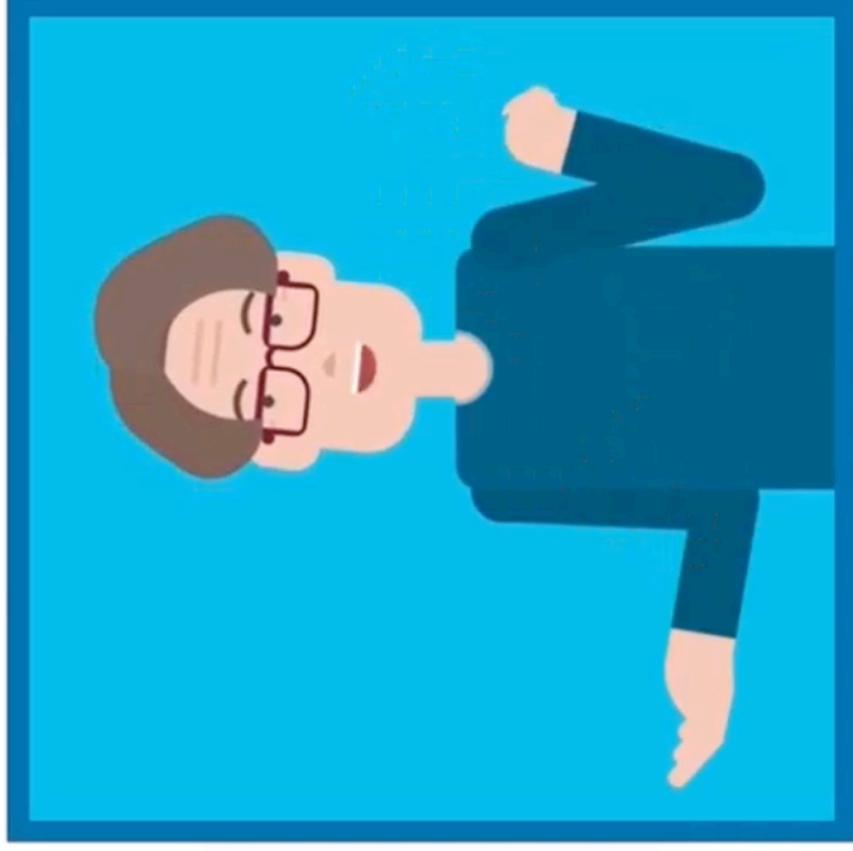
*“The knowledge, skills, abilities and behaviors that contribute to individual and organizational performance.”*

- Financial Acumen
- Food
- Food Safety
- Image
- Labor
- Leadership
- People
- Product Quality
- Safety & Security
- Sales Building
- Service
- The Customer Experience



LEARNING HUB AND COURSE LEVELS

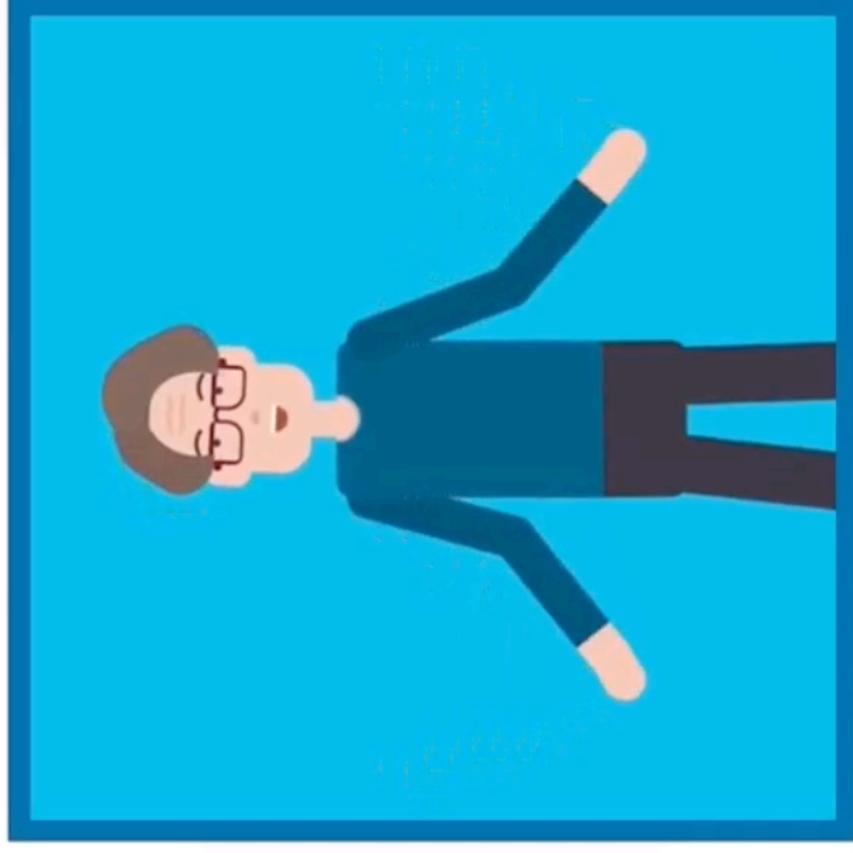
100  
200  
300



## LEARNING HUB AND COURSE LEVELS

### Courses are:

- Fairly short (mostly)
- Intended as in introduction



# WORKSHEETS AND ACTIVITIES

## OPTIONAL AIDES

These allow for some practice time or provide some suggestions and tips.

These documents are meant to support the information presented in the online courses and are available to **download** from right inside the course.

**CUSTOMER EXPERIENCE 102 - WORKING WORKS**  
Customer Activity / Activity Time: 10:44 AM  
At times, even when your team works to an extremely high level of efficiency, you may still be struggling with working a load out.  
**GOALS:**  
Reduce time with activities reported performance.  
**INSTRUCTIONS:**  
Work with your manager or assign a **LOAD ZONE MANAGER**.  
Send reports to you, use to track the process.

**CUSTOMER EXPERIENCE 301 - REPORTS IN PAIR**  
Customer Activity / Activity Time: 20:46  
**GOALS:**  
Reduce time with activities reported performance.  
**INSTRUCTIONS:**  
Work with your manager or assign a **LOAD ZONE MANAGER**.  
Send reports to you, use to track the process.

**LOAD ZONE Pre-Rush Prep & Seconds Savers**  
Reduce Steps • Reduce Touches • Reduce Order • Reduce Minutes • Reduce to-Burn • Turnaround Times  
**Save Seconds in the Load Zone with these Prep and Store Layout best practices**

**Optional Prep Forecast Report**  
The Optional Prep Forecast Report is generated by the system based on the weekly sales forecast and the current business day's sales forecast against an average product mix of total and your store products.  
The Prep Forecast shows the number of total prep items expected to be sold per hour. The report is calculated by comparing the current business day's sales forecast against an average product mix of total and your store products.  
The Prep Forecast Report can be found in **Report Co** → **Management** → **Reports** → **Prep Forecast**

**ACES in Places POSITION CHART**  
The ACES in Places Position Chart is a visual representation of the ACES in Places system. It shows the layout of the system and the location of each ACES in Places unit. The chart is used to identify the location of each unit and to track the status of each unit. The chart is updated in real-time and provides a clear view of the system's status.

Report Co	Priority	Item	Size	Block
Load	1	Load	1	1
Load	2	Load	2	2
Load	3	Load	3	3
Load	4	Load	4	4
Load	5	Load	5	5
Load	6	Load	6	6
Load	7	Load	7	7
Load	8	Load	8	8
Load	9	Load	9	9
Load	10	Load	10	10
Load	11	Load	11	11
Load	12	Load	12	12
Load	13	Load	13	13
Load	14	Load	14	14
Load	15	Load	15	15
Load	16	Load	16	16
Load	17	Load	17	17
Load	18	Load	18	18
Load	19	Load	19	19
Load	20	Load	20	20

**MOBILE**  
The MOBILE app is available for download on the App Store and Google Play. It provides a convenient way to access the system's features and reports from your mobile device.

# LEVEL 1 ROADMAP

## INDEX WITH ALL PRINTABLE GUIDES AND ACTIVITIES

Courses are shown with recommended weekly completion goals.

Consider following this plan or create a plan that works best for your organization.



WEEK 1		EST. TIME
	MDP Introduction	4
	Leadership 101	23
	<a href="#">Systems in Your Store</a>	20
	<a href="#">Store Performance Goals</a>	10
	Safety and Security 101	11
	<a href="#">In-Store Safety Activity</a>	25
	EMV Security for Managers	10
	Safety and Security 102	8
	<a href="#">Safety Hotline Poster</a>	5
	Image 101	10
	<a href="#">Upholding Team and Store Image Standards</a>	15
	The Customer Experience 101	7
	<a href="#">Pre-Rush Huddle</a>	5
	<a href="#">The Importance of Communication Activity</a>	25
	The Customer Experience 102	4
	<a href="#">Wowing Works Activity</a>	15
= 1:15	= 2:00	Est. time to complete: 3:15

WEEK 2		EST. TIME
	Food Safety 101	8
	<a href="#">Completing a Temperature Log</a>	30
	Food Safety 102	4
	<a href="#">Health Dept. Inspection Resource Guide</a>	5
	<a href="#">Handling Food Safety Concerns</a>	30
	Product Quality 101 (Traditional Prep)	13
	Product Quality 101 (Carry-over Prep)	13
	<a href="#">My Core 4 - Walk in Setup</a>	10
	<a href="#">Shelf Life Guide</a>	20
	<a href="#">Carry-over Prep Process</a>	15
	Carryover Process Tutorial Video	4
	Product Quality 102	15
	<a href="#">Understanding Dough</a>	15
	<a href="#">Dough Proofing Projection Report</a>	10
	<a href="#">Prep Forecast Report Guide</a>	5
	<a href="#">Prep Report Guide</a>	5
= 0:44	= 2:25	Est. time to complete: 3:09

WEEK 3		EST. TIME
	People 101	5
	People 102	5
	Labor 101	6
	<a href="#">Aces In Places Position Chart</a>	5
	<a href="#">What To Do If Activity</a>	10
	Food 101	16
	<a href="#">Rapid Fire Recipe - Toppings - CG</a>	15
	<a href="#">Calibrating Your Hands - CG</a>	10
	<a href="#">Grab and Weigh - CG</a>	30
	<a href="#">Dough Proofing Projection Report</a>	10
	<a href="#">Prep Forecast Report</a>	5
	<a href="#">Prep Report Guide</a>	5
	Food 102	5
	<a href="#">Entering SCC Delivery in Pulse</a>	10
= 0:37	= 1:45	Est. time to complete: 2:22

WEEK 4		EST. TIME
	Service 101	9
	<a href="#">Load Zone Second Savers</a>	7
	<a href="#">Go Zone Second Savers</a>	7
	<a href="#">Delivery Expert Second savers</a>	7
	<a href="#">Analyzing Service Activity</a>	25
	<a href="#">Navigating the Delivery Dashboard</a>	7
	Delivery Dashboard Dispatching - Part 1	8
	Delivery Dashboard Dispatching - Part 2	4
	Sales 101	8
	<a href="#">Upselling - CG</a>	15
	<a href="#">Easy Upsells - CG</a>	15
	<a href="#">What vs How - CG</a>	15
	Financial Acumen 101	9
	<a href="#">Financial Acumen Scoring Sheet</a>	5
	MDP Level 1 Certification Test	20
	<a href="#">MDP Level 1 Skill Evaluation</a>	varies
= 1:06	= 2:36	Est. time to complete: 3:42

**Estimated total time = 13 hours**

Manager Development Program — ROADMAP / CB Apr. 2025

= Formal learning module    = Learning activity

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.

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# LEVEL 2 ROADMAP

## INDEX WITH ALL PRINTABLE GUIDES AND ACTIVITIES

Courses are shown with recommended weekly completion goals.

Consider following this plan or create a plan that works best for your organization.



WEEK 1		EST. TIME
	Leadership 201	13
	<a href="#">Supporting Store Performance Goals</a>	10
	Safety and Security 201	3
	<a href="#">Store Incident Activity</a>	25
	The Customer Experience 201	4
	Service 201	8
	<a href="#">Aces In Places Position Chart</a>	5
	<a href="#">Dough Proofing Projection Guide</a>	10
	<a href="#">Prep Forecast Report Guide</a>	5
	<a href="#">Prep Report Guide</a>	5
	Image 201	5
	<a href="#">Store Cleanliness Activity</a>	20
	<a href="#">Weekly Cleaning List Sample</a>	5
= 0:33    = 1:25   Est. time to complete: 1:58		

WEEK 2		EST. TIME
	Food Safety 201 - Receiving	12
	<a href="#">Reporting Quality Concerns</a>	5
	Food Safety 201 - Prepping	14
	Food Safety 201 - Production	12
	Food Safety 201 - Post Test	8
	Food Safety 202	6
	<a href="#">Customer Illness Reporting Resource Guide</a>	5
	<a href="#">Reporting a Foodborne Illness Complaint</a>	20
= 0:52    = 0:30   Est. time to complete: 1:22		

WEEK 3		EST. TIME
	Product Quality 201	6
	<a href="#">Load Zone Operational Assessment</a>	15
	<a href="#">Go Zone Operational Assessment</a>	20
	<a href="#">Product Quality Playbook</a>	60
	Labor 201	8
	<a href="#">Prep Report Guide</a>	5
	<a href="#">The Rush Is Coming Activity</a>	10
	Food 201	11
	<a href="#">Entering Inventory Guide</a>	15
	<a href="#">Reviewing Excessive Variances</a>	5
	Food 202	9
	<a href="#">Ideal Costs</a>	10
= 0:34    = 2:20   Est. time to complete: 2:54		

WEEK 4		EST. TIME
	People 201	4
	<a href="#">People Recruitment Readiness</a>	20
	People 202	5
	Sales 201	7
	Financial Acumen 201	14
	<a href="#">Financial Acumen Glossary</a>	10
	MDP Level 2 Certification Test	20
	<a href="#">MDP Level 2 Skill Evaluation</a>	varies
= 0:50    = 2:00   Est. time to complete: 2:50		

**Estimated total time = 9 hours**

= Formal learning module   = Learning activity

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# OPTIONAL MANAGER DEVELOPMENT PROGRAM

## LEVEL 3 ROADMAP



Courses are shown with recommended weekly completion goals.  
Consider following this plan or create a plan that works best for your organization.

WEEK 1		EST. TIME
	Leadership 301	11
	<i>GM SMACable Goal Plan</i>	30
	Image 301	6
	Product Quality 301	7
	<i>Product Quality Playbook</i>	60
	Service 301	6
	<i>Store Performance Poster</i>	15
	<i>Service Plan - SMACable Goals</i>	30
= 0:30    = 2:15   Est. time to complete: 2:45		

WEEK 2		EST. TIME
	Food 301	10
	<i>Entering a SCC Credit or Debit</i>	5
	<i>EFO - Coke Orders</i>	15
	<i>EFO Margins and Visual View Guide</i>	10
	<i>EFO Sales and Mix Projection Guide</i>	10
	Labor 301	11
	<i>Team Member Availability</i>	5
	<i>Building a Schedule Activity</i>	20
	<i>Determining Your Sales Forecast</i>	15
	People 301	9
	<i>Recruitment and Selection Activity</i>	20
= 0:30    = 1:40   Est. time to complete: 2:10		

WEEK 3		EST. TIME
	People 302	5
	<i>Providing Effective Feedback Activity</i>	30
	The Customer Experience 301	5
	<i>Resolving Customer Care Cases Activity</i>	30
	<i>Reports in PWR Activity</i>	30
	Food Safety 301	9
	<i>Conducting a Food Safety Evaluation</i>	45
= 0:19    = 2:15   Est. time to complete: 2:34		

WEEK 4		EST. TIME
	Safety and Security 301	5
	<i>Vehicle Inspection Activity</i>	25
	Sales 301	7
	<i>Local Store Marketing Planning Sheet</i>	30
	Sales 302	3
	Financial Acumen 301	11
	Financial Acumen 302	11
= 0:37    = :55   Est. time to complete: 1:32		

WEEK 5		EST. TIME
	MDP Level 3 Certification Test	20
	<i>MDP Level 3 Skill Evaluation</i>	varies

**Estimated total time = 11 hours**

= Formal learning module   = Learning activity

Manager Development Program — ROADMAP / CB Apr. 2025

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# LEADERSHIP 101 - SYSTEMS IN YOUR STORE

Optional Activity | Activity Time: 20 minutes



## GOAL:

Understand your role in utilizing your store's systems and the steps you are expected to complete for each process.

## INSTRUCTIONS:

Work with your manager or above store leader to complete this optional activity.

### DEFINITION OF A SYSTEM

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

## ASK YOUR MANAGER:

- What systems will I be responsible for when leading a shift?

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- What checklists or forms need to be completed? How often?

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- What other expectations are there for executing these systems and leading successful shifts?

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## WORK WITH YOUR MANAGER:

- To practice completing any processes or forms they expect you to be able to complete during a shift.
- Seek to understand how to follow your organizations' standard for success in utilizing each system.



# LEADERSHIP 101 –STORE PERFORMANCE GOALS

Optional Activity | Activity Time: 10 minutes



## GOAL:

Work with your leadership to understand and gain awareness of any SMACable goals in place in your store.

## INSTRUCTIONS:

Work with your manager to complete this optional activity.

SPECIFIC	MEASURABLE	ACHEIVABLE	COMPATIBLE
States exactly what you want to achieve	Clearly states how you will measure success and ensures a specific timeline	Is realistically acheivable by your team	Aligns with your store/organization's goals and objectives

## ASK YOUR MANAGER:

- What SMAC goals do you have in place for our store?

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- What tasks can I prioritize to help achieve these goals?

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- How can I help communicate goals and progress to our team to gain alignment?

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# IN-STORE SAFETY ACTIVITY – SAFETY & SECURITY 101

Optional Activity | Activity Time: 25 minutes



## GOAL:

Understand your organization’s policies, procedures, and expectations related to observation of any unsafe behaviors of your store team.

**Consider discussing potential scenarios with your manager or above store leader to understand your organization’s expectations for safety & security scenarios.**

## SITUATION:

- Someone lifting more than 2 dough trays
- One of your store personnel handling a knife, box cutter or sharp tool unsafely
- One of your Delivery Experts is observed carrying more than \$20
- One of your Delivery Experts is driving in an unsafe manner when exiting parking lot
- One of your Delivery Experts is leaving without making a call back for a new customer
- Someone lifting heavy boxes with their back versus legs
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



# Information for Franchise Stores



You should first report any store incident or issue to your franchise owner or store manager. Should your franchise organization want assistance and guidance you can contact the Safety Hotline, option 1, for the below store incidents or issues.

## SAFETY HOTLINE AT 800-284-0911

### AUTO & E-BIKE ACCIDENTS

We recommend contacting the **Safety Hotline** when an accident involves a serious injury or fatality. Please provide your store number, accident date, time, and location, the types of cars involved, and law enforcement contact information (if applicable).

### INJURIES

We recommend contacting the **Safety Hotline** for serious injuries or fatalities. Please provide your store number, injury date, time, and location, description of how the injury occurred, and the nature of the injury.

### SECURITY INCIDENTS

We recommend contacting the **Safety Hotline** when a security incident occurs. Please provide your store number, incident date, time, and location, description of the incident (e.g., robbery at store, workplace violence, customer threat, etc.), amount of money stolen (if applicable), and law enforcement contact information (if applicable).

### SAFETY AND INTEGRITY CONCERNS

We recommend contacting the **Safety Hotline** to report product tampering, unsafe conduct such as illegal substance abuse, and unethical behavior such as illegal store operations (e.g. theft of money or product) or manipulation of sales or service information.

## PRODUCT CONCERNS OR QUESTIONS

### WHEN TO CALL SUPPLY CHAIN

Call your supply chain center for any issues with product before it's sold to a customer or any problems with your food delivery. This includes but isn't limited to: concerns with dough performance, damaged product, shelf life, box issues, or orders that are late or inaccurate.

### WHEN TO CALL CUSTOMER SUPPORT

Customer concerns about food quality and safety should be reported by the store to Customer Support at **800-616-0018** immediately. This includes foreign object, illness or off-flavor. Concerns related to store service should be handled by the store.

### COCA-COLA INQUIRIES

If there are issues experienced with any Coca-Cola products or packaging, please reach out to Coke ONE at **1-888-602-COKE**.

## OTHER INQUIRIES OR COMPLAINTS

### MEDIA INQUIRIES

You are encouraged to immediately direct any media request to make a statement on behalf of the store to the franchise owner. The franchise owner can contact **734-930-3620** or **734-930-3563** to request assistance from the Domino's Public Relations Department.

### DELIVERY UNAVAILABLE

If a customer complains about delivery being unavailable in their area, please call Customer Support at **734-930-3030** if the issue cannot be resolved by store management or the franchise owner.

# IMAGE 101 - UPHOLDING TEAM AND STORE IMAGE STANDARDS

Optional Activity | Activity Time: 15 minutes



## GOAL:

Understand how your organization upholds your team and store image standards.

## TEAM IMAGE

### INSTRUCTIONS:

Practice role playing with your manager or above store leader situations that may occur related to your store team's image compliance. Discuss your organization's suggested responses to these potential situations.

### WHAT WOULD YOU DO IF A MEMBER OF YOUR STORE TEAM:

- Arrives in blue jeans or yoga pants?
- Arrives in black pants with rips or holes?
- Did not bring their hat to work?
- Has their hat but their long hair is not restrained?
- Is wearing their hat backwards?
- Is in Perfect Image?
- Is wearing a dirty or wrinkled shirt?
- Has obvious body odor?



### Add your own examples:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## STORE IMAGE

### INSTRUCTIONS:

Consider asking your manager or above store leader the questions below related to maintaining your store's image standards.

- Do we have a cleaning system or list to maintain our store's image? If so, please explain it to me and let me know how I may be expected to utilize it to support perfect image.
- How do I know what cleaning responsibilities I should have completed during my shift?
- What should I do if I notice something that needs repair or needs maintenance?
- What should I do if we are missing or in need of supplies?

Manager Development Program — Upholding Team and Store Image Standards Optional Activity | Jan 2025 JW



# PRE-RUSH HUDDLE

Optional Activity | Activity Time: < 5 mins and only 2-3 mins to deliver before a rush



MIC:  DATE:  LUNCH:  DINNER:

**INFORM**

**NEWS**

Today:

Upcoming:

**INSTRUCT**

**FOCUS**

**TRAINING**

**INSPIRE**

**RECOGNITION**

Team News:

Team Recognition:

Notes:

**Missed today's huddle? Check with MIC for details!**

*Manager Development Program — Pre-Rush Huddle Optional Activity | Aug 2024*

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# USAGE TIPS

**Pro-tip:** Plan your daily huddles and training during non-peak sales

INFORM

NEWS

Today:

**Consider using this space for your organization's news as well as news from the brand such as new product launches**

Upcoming:

INSTRUCT

FOCUS

**Consider using this space for your store focus areas such as: product focus, service focus, ops improvement focus, etc.**

TRAINING

**Consider using this space to communicate planned training (WHO, WHAT, WHEN)**

**Pro-tip:** avoid busy days/times when scheduling training

INSPIRE

RECOGNITION

Team News:

**Consider using this space for individual or team special moments such as: welcome new team members, birthdays, achieving goals, etc.**

Team Recognition:

Notes:

**Extra notes space**

**Missed today's huddle? Check with MIC for details!**



# SAMPLE

MIC:  DATE:  LUNCH:  DINNER:

<b>INFORM</b>	<b>NEWS</b>	<p>Today:</p> <p>College Football National Championship TONIGHT!! Football = Pizza!!</p>
		<p>Upcoming:</p> <p>Pan Pizza National Window begins TODAY!</p>
<b>INSTRUCT</b>	<b>FOCUS</b>	<p>To help us create perfect Pans every time make sure we are focusing on:</p> <ul style="list-style-type: none"> <li>• Accuracy and consistency (use job aids when needed!)</li> <li>• Correct portioning (use those SCALES!)</li> </ul>
	<b>TRAINING</b>	<p>Pan, Pan, Pan!</p> <p>Who: Jackie</p> <p>What: 'Crash Course' session on Pan portions and placement</p> <p>When: Right after this huddle!</p>
<b>INSPIRE</b>	<b>RECOGNITION</b>	<p>Team News:</p> <p>New Team Member starting Wednesday. Let's make sure we give her a warm welcome! (Jackie, see me about her training plan)</p>
		<p>Team Recognition:</p> <p>Happy Birthday, Stella!! (Donuts in the breakroom!)</p>
		<p>Notes:</p> <p>Greet every customer with a smile!</p>

**Missed today's huddle? Check with MIC for details!**



# CUSTOMER EXPERIENCE 102 – IMPORTANCE OF COMMUNICATION

Optional Activity | Activity Time: 25 minutes



Effective communication is essential for any successful team. Ideally, it should occur not only at the beginning and end of your shift but consistently throughout. Your team should be accustomed to hearing from you!

**Start of Shift:** Communicating at the beginning of a shift can help keep everyone informed and sets clear expectations.

**End of Shift:** At the end of each shift, consider providing feedback and take the opportunity to thank your team for their hard work.

**Throughout the Shift:** By being vocal throughout your shift, you can inspire and motivate your team. Call out the good things you see and hear happening to create a fun and engaging environment. Provide direction, ongoing coaching, and readjust when needed.

When your team is well-informed, they can operate more efficiently and respond quickly to your business needs. As a leader, it's crucial to adjust team positions in response to changing business demands. If you notice a bottleneck in your operations, consider being proactive by flexing your team to maintain a smooth flow in the Load Zone and the Go Zone. Remember to:

- Keep talking – use your coaching voice continually (respectful, motivating, and positive)
- Provide words of encouragement, and direction – create a fun and supportive environment
- Readjust when needed – communicate your adjustment when your focus changes

## GOAL:

Understand the importance of communication throughout your shift and practice continually using your coaching voice. Identify key communication topics to drive a better customer experience in your store.

## INSTRUCTIONS:

**Complete the activities on the next page and discuss with your manager or above store leader once complete.**

Read through the scenarios on the next page and think about the potential impact where the manager **did NOT communicate** to their team. Write in the impact this would have on your customers, your team, and/or your store. Discuss your responses with your manager or discuss additional common scenarios.



*Manager Development Program — Customer Experience Importance of Communication Optional Activity | JW Sep 2024*



Scenarios - Did not inform team of the following:	Potential impact on Customer/Team/Store
Store ran out of green peppers	Team is unaware and continues to take orders for green peppers. Customers are frustrated that they were not told the store was out of green peppers.
New product went live today	
Store personnel called out for dinner rush	
Team hit a new Service Goal that was set this week	
Next week will be a Boost Week	

Now imagine if the manager in these scenarios **DID** communicate to their team! How much better would that have been? Everyone would have been informed, understood the expectations, and been able to adjust accordingly. That's why communication is crucial to successful shifts, a positive store environment, and a great customer experience!

What are some key points you would communicate to your team at the beginning of the shift?

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

What are some key points you would communicate throughout your shift?

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

What are some key points you would communicate to your team at the end of the shift?

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Write down 3 things you could improve in your store with increased communication?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_



# CUSTOMER EXPERIENCE 102 – WOWING WORKS

Optional Activity | Activity Time: 15 minutes



At times, even when your team works like a well-oiled machine and most of your customers' experiences are extraordinary, things can go wrong. Mistakes can happen. Your ability to manage any customer concerns can result in either losing a valuable customer or turning that bad moment around, leading to retaining a loyal one!

## GOAL:

Prepare for real opportunities to WOW your upset customers. Understand your store's policies and best practices.



## INSTRUCTIONS:

Review your responses with your manager for feedback..

**Are you ready?** Read the scenarios below and write in how you would WOW the customer. If you need help understanding your organization's policies, you can complete this with your manager. Discuss the "Give them something extra" section with your manager to understand your store's policies and best practices.

CONCERN	Apologize	Give them what they want	Give them something extra
Example: A pizza was delivered without the dip cup that was ordered with it. The customer is extremely frustrated.	<i>"I'm so sorry we forgot your dip cup - Let me take care of this for you"</i>	<i>"I'll get a hot, fresh pizza delivered to you right away, with the dip cup this time."</i>	<i>"Do you need a beverage? I can send an icy cold Coke with it"</i>
A customer called and said they received the wrong order			
A carryout customer has arrived to pick up their pizza, but the oven tender just noticed it was made wrong			

Manager Development Program — Customer Experience Wowing Works Optional Activity | Aug 2024



CONCERN	Apologize	Give them what they want	Give them something extra
A customer placed a timed order for 25 pizzas and the delivery expert is arriving 30 minutes late			
Store ran out of a topping that a customer ordered online			
Delivery expert accidentally dropped the customer's order on the ground during delivery			
Customer called and said their pizzas were cold			



# TIPS AND BEST PRACTICES FOR COMPLETING A TEMPERATURE LOG FOOD SAFETY 101

Optional Activity | Activity Time: 30 minutes



## GOAL:

Understand your organization's process for completing temperature logs.

## INSTRUCTIONS:

**Work with your manager or above store leader to understand your store's process for recording and maintaining temperature logs.**

- Review your store's temperature log form with your manager
- Conduct a temperature log check using your store's form, then record and share your findings

**Consider discussing potential scenarios (or create your own) to understand steps to take if equipment or product is outside of the target range, or potential unsafe food practices are observed.**

- Equipment too warm or too cold
- Toppings being prepped left at room temp longer than 5 minutes
- Product too warm or too cold
- Wings only 158 F post bake
- Equipment doesn't have a thermometer inside or built-in to monitor temperatures
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



# HEALTH DEPARTMENT INSPECTION RESOURCE GUIDE



## Background

Local Health Departments regularly visit food service establishments to make sure they are following regulations, practicing safe food handling, and eliminating risks for foodborne illness. The inspector will verify proper holding temperatures and monitor employees who are handling food. Cleanliness and facility repair will also be evaluated. The Health Department may visit the food service establishment on a regular schedule, if a consumer complaint was reported, or because of other circumstances.

## Responsibilities

**Person in Charge in the Store:** The person in charge in the store is responsible for following the health inspector throughout the inspection, correcting violations immediately, communicating deficiencies to employees handling food, and working with their store's leadership to implement long-term plan of correction.

**Store Personnel:** Employees are responsible for practicing safe food handling.

## How to Prep

Prepare for health inspections by keeping documentation readily available. This includes temperature logs or line checks, food safety manager certifications and food handler cards, policies, etc.

## Procedure

When the health inspector arrives in the food service establishment, the person in charge in the store should follow him or her throughout the inspection and take notes.

During and after the inspection:

- Correct violations immediately. If you have a question or an issue that cannot be corrected during the inspection, communicate your plan with the inspector.
- After the inspection, meet with your managers and supervisors to communicate the deficiencies that were found. Develop a long-term plan of correction for each violation.

## Additional Information

Your local jurisdiction may use varying terminology on the inspection report. These terms include critical and non-critical violations or Priority, Priority Foundation and Core items.

- The FDA 2017 Food Code defines a Priority Item as a provision in the Food Code whose application contributes directly to the elimination, prevention or reduction to an acceptable level, hazards associated with foodborne illness or injury and there is no other provision that more directly controls the hazard.
- A Priority Foundation Item is a provision in the Food Code whose application supports, facilitates or enables one or more Priority Items.
- A Core Item usually relates to general sanitation, operational controls, sanitation standard operating procedures (SSOPs), facilities or structures, equipment design, or general maintenance

Note that health inspections are public record.

## References

U.S. FDA 2017 Food Code

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# TIPS AND BEST PRACTICES FOR HANDLING FOOD SAFETY CONCERNS – FOOD SAFETY 102

Optional Activity | Activity Time: 30 minutes

## GOAL:

Understand your organization's process for handling potential food safety concerns.

## INSTRUCTIONS:

Work with your manager or above store leader to understand your organization's policies and procedures for handling potential food safety concerns.

## SCENARIOS

**Consider using this list to discuss with your manager or above store leader their expectations for how you would handle your customer complaints related to the following scenarios:**

- A customer makes a claim they became ill after eating food purchased at your location
- Perceived quality issues with food purchased at your location
- Report of your store's restroom being dirty or lacking supplies
- An item was missing from their delivery
- Delivery arrived an hour later than quoted when their phone order was placed
- You observe one of your in-store personnel not washing their hands before preparing food
- One of your in-store personnel, who will have food preparation duties, arrives at work visibly sick

## BEING PREPARED FOR A HEALTH DEPARTMENT INSPECTION

### INSTRUCTIONS

Consider working with your manager or above store leader to help understand what they expect from you during a visit from your local Health Department representative.

**Consider using this list to discuss with your manager or above store leader things that you may be asked to find and/or show the representative during a health department visit.**

- What or where is your organization's health and/or illness policy
- Where are your store's temperature log records
- Where are copies of any required Food Safety Training Certificates located
- What does your store have in place for handling an emetic event
- What is your store's procedure to clean up broken ceramic or glass
- Show a documented cleaning and sanitation plan or process
- Where are your store's Safety Data Sheets and training log
- \_\_\_\_\_
- \_\_\_\_\_





**KEEP FOOD SAFE  
ENSURE ACCURATE TEMPS**

**Walk-in Required Temperature**



**33°F to 38°F (.6°C-3.3°C)**

Walk-in temp is required to be monitored and a temp log maintained.

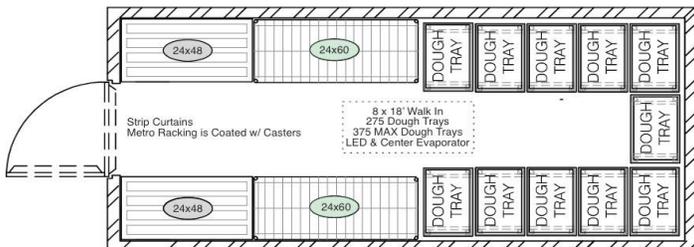
**Danger Zone Temperature**



Any product with internal temp of **41°F (5°C)** for 2+ hours must be discarded.

**STORE DOUGH PROPERLY**

- All dough tray labels should face forward for easy identification and rotation.
- All dough trays must have a top cover to prevent dough from drying out.
- All dough trays should be stored in the back of the walk-in away from the door.

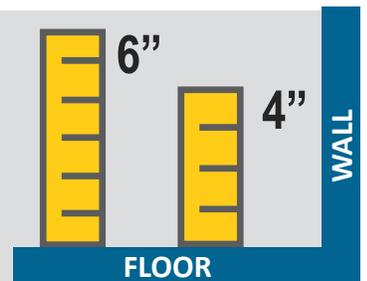


**STORE FOOD  
OFF THE FLOOR AND  
AWAY FROM WALLS**

All dough trays and food should maintain 3" space from the wall.



All food must be on approved shelving 6" off the floor.



(4" off the floor when on approved casters)

APPROVED RACKING: Green Coated Metro® Racking on 4" Casters is strongly recommended.

**STORE FOOD PROPERLY**

**OPENED/PREPPED FOOD**



Must be covered or properly sealed and dated according to the Shelf-Life Guide.

**UNOPENED FOOD**



Must be dated according to the Shelf-Life Guide with the date facing forward.

**UNAPPROVED PRODUCTS**



Absolutely NO GLASS, ALCOHOL, RAW FOOD (including eggs) or NON-FOOD items stored in the walk-in.

**PERSONAL FOOD**



May be stored on the bottom shelf, in a food safe bin/container, must be labeled, and covered/sealed.

# RECEIVED PRODUCT

Use this for dating food delivered from the SCC or unopened product.

Ensure all items are dated according to the shelf life guide. Received dates must not exceed the manufacturer's use-by-date, except for frozen products, whose shelf life surpasses the manufacturer's.

REFRIGERATED		
Symbol	Product Name	Shelf Life
	Alfredo	7 days
	American Cheese, Slices	3 months
	Anchovies, 1 Can (In Oil)	1 year
	Bacon	Use-by-date
	Beef	11 days
	Blue Cheese Dipping Cup	Use-by-date
	Cheddar Cheese, Shredded	6 months
	Chicken, Boneless	8 days
	Chicken, Grilled Strips	7 days
	Chicken, Wings	8 days
	Chocolate Lava Crunch Cakes	10 days
	Feta Cheese Crumbles	6 months
	Garlic Parmesan Sauce	Use-by-date
	Gluten Free Crusts	20 days
	Green Chilies (Pouch)	7 days
	Green Peppers	Use-by-date
	Ham	Use-by-date
	Light Mozzarella, Shredded	14 days
	Marbled Cookie Brownie	10 days
	Mushrooms	Use-by-date
	Nacho Cheese Dipping Cup	Use-by-date
	Onions	Use-by-date
	Parmesan Shake-On	Use-by-date
	Parmesan/Asiago, Shredded	Use-by-date
	Pasta	7 days
	Pepperoni	Use-by-date
	Pepperoni, Reduce Fat & Sodium	6 months
	Philly Steak	9 days
	Pizza Cheese, Shredded	9 days
	Potato Tots	8 days
	Provolone Cheese, Shredded	14 days
	Provolone Cheese, Sliced	120 days
	Retail Parmesan Shaker	6 months
	Salads	Use-by-date
	Sausage, Italian	11 days
	Spinach	Use-by-date
	Thin Crust Shells	20 days

DRY STORAGE		
Symbol	Product Name	Shelf Life
	Banana Peppers	Use-by-date
	Black Olives	Use-by-date
	Buffalo (Mild , Hot)	Use-by-date
	Butter Flavored Oil (BFO)	9 months
	Cinna Magic Pouch	90 days
	Cornmeal	3 months
	Crushed Red Pepper Shaker	Use-by-date
	Dipping Cups & Salad Dressings	Use-by-date
	Garlic, Chopped	Use-by-date
	Garlic & Herb Shake-On	Use-by-date
	Garlic Oil Blend	Use-by-date
	Green Olives	Use-by-date
	Honey BBQ Pouch	Use-by-date
	Jalapeno Peppers	Use-by-date
	Oregano	Use-by-date
	Parmesan Cheese Packets	4 months
	Pineapple	Use-by-date
	Pizza Sauce	Use-by-date
	Powdered Sugar	1 year
	Ranch Pouch	Use-by-date
	Sandwich Bread	6 days
	Soda	Use-by-date
	Sweet Mango Habanero Pouch	Use-by-date
	Tomatoes, Pouch (Diced)	Use-by-date

SYMBOL KEY					
	Frozen		In Brine		Refrigerate Overnight
	Use-By		Drained		Keep Date From Previous Stage
	Optional		School Lunch		

# PREPPED / OPENED PRODUCT

Use this for dating prepped items or items that have been opened.

Prepped items include any items that are prepped into new containers, refill bags for carryover process, and any original bag that has been opened. **Prepped expiration dates should not exceed received expiration dates or use-by-dates.**

REFRIGERATED		
Symbol	Product Name	Shelf Life
	Alfredo	Keep received expiration date
	American Cheese, Slices	7 days
	Bacon	7 days
	Banana Peppers	10 days
	Beef	7 days
	Black Olives	7 days
	Buffalo (Mild  , Hot)	7 days
	Cheddar Cheese Blend*	7 days
	Cheddar Cheese, Shredded	10 days
	Chicken, Boneless (Whole & Cut)	3 days
	Chicken, Grilled Strips	Keep received expiration date
	Chicken, Wings	3 days
	Chocolate Lava Crunch Cakes	7 days
	Feta Cheese Crumbles	7 days
	Garlic, Chopped	30 days
	Garlic Parmesan Sauce	4 days
	Green Chilies (Pouch)	Keep received expiration date
	Green Olives	14 days
	Green Peppers	Use-by-date
	Ham	7 days
	Honey BBQ Pouch	7 days
	Jalapeno Peppers	10 days
	Light Mozzarella, Shredded	7 days
	Marbled Cookie Brownie (Case Opened/ Product Uncut)	7 days
	Mushrooms (Never store in airtight container)	Use-by-date
	Onions	Use-by-date
	Parmesan Shake-on	21 days
	Parmesan/Asiago, Shredded	10 days
	Pasta	Keep received expiration date
	Pepperoni	7 days
	Pepperoni, Reduce Fat & Sodium	7 days
	Philly Steak	7 days
	Pineapple	7 days
	Pizza Cheese, Shredded	7 days
	Pizza Sauce	7 days
	Potato Tots	5 days

\*Cheddar Cheese Blend is a 50/50 mixture of Cheddar Cheese and Pizza Cheese

REFRIGERATED		
Symbol	Product Name	Shelf Life
	Provolone Cheese, Shredded	7 days
	Provolone Cheese, Sliced	7 days
	Ranch Pouch	7 days
	Sausage, Italian	7 days
	Spinach	Use-by-date
	Sweet Mango Habanero Pouch	7 days
	Thin Crust Shells	Keep received expiration date
	Tomatoes, Pouch (Diced)	7 days

ROOM TEMP		
Symbol	Product Name	Shelf Life
	Butter Flavored Oil (BFO) (Original Container)	60 days
	Cinna Magic	4 days
	Cornmeal	30 days
	Crushed Red Pepper Shaker	30 days
	Garlic Oil Blend	4 days
	Powdered Sugar	30 days
	Retail Parmesan Shaker	30 days
	Sandwich Bread (Bag Opened, Bread Uncut)	Keep received expiration date

SYMBOL KEY		
	Frozen	
	Use-By	
	Optional	

# IN-USE PRODUCT

Use this as reference for items that are being used to actively make product.

In-use expiration dates should not exceed received or prepped expiration dates or use-by-dates.

REFRIGERATED		
Symbol	Product Name	Shelf Life
	Alfredo	2 days
	American Cheese, Slices	2 days
	Anchovies, 1 Can (In Oil) +	2 days
	Bacon	2 days
	Banana Peppers	2 days
	Beef	2 days
	Black Olives	2 days
	Cheddar Cheese Blend	2 days
	Chicken, Boneless (Whole & Cut)	2 days
	Chicken, Grilled Strips	2 days
	Chicken, Wings	2 days
	Chocolate Lava Crunch Cakes	2 days
	Feta Cheese Crumbles	2 days
	Garlic, Chopped +	2 days
	Green Chilies (Pouch) +	2 days
	Green Olives +	2 days
	Green Peppers	2 days
	Ham	2 days
	Jalapeno Peppers	2 days
	Light Mozzarella, Shredded 	2 days
	Marbled Cookie Brownie (Cut)	2 days
	Mushrooms	2 days
	Onions	2 days
	Parmesan/Asiago, Shredded	2 days
	Pasta	2 days
	Pepperoni	2 days
	Pepperoni, Reduce Fat & Sodium 	2 days
	Philly Steak	2 days
	Pineapple	2 days
	Pizza Cheese, Shredded	2 days
	Potato Tots	2 days
	Provolone Cheese, Shredded	2 days
	Provolone Cheese, sliced	2 days
	Sausage, Italian	2 days
	Spinach	2 days
	Tomatoes, Pouch (Diced)	2 days

ROOM TEMP		
Symbol	Product Name	Shelf Life
	Blue Cheese Dipping Cup	8 total hours
	Buffalo (Mild +, Hot)	4 days
	Butter Flavored Oil (BFO)	2 days
	Cinna Magic	Keep Prepped Expiration Date
	Cornmeal	End of Day
	Crushed Red Pepper Shaker	30 days
	Garlic & Herb Shake-On	30 days
	Garlic Oil Blend	Keep Prepped Expiration Date
	Garlic Parmesan Sauce	Keep Prepped Expiration Date
		
	Gluten Free Crusts**	8 total hours
	Honey BBQ Pouch	4 days
	Oregano	60 days
	Parmesan Shake-On	3 days
	Pizza Sauce	8 total hours
	Powdered Sugar	Keep Prepped Expiration Date
	Prepped Bread Sides & Pan Pizza	Dough days 1-4: 4 total hrs / 5-6: 2 total hrs
	Ranch Pouch	4 days
	Sandwich Bread	Once cut, End of day
	Sweet Mango Habanero Pouch	Keep Prepped Expiration Date
	Thin Crust Shells	8 total hours

\*\*Gluten Free Crusts can be prepared from refrigeration or at room temperature. Store them based on usage

SYMBOL KEY					
	Frozen		In Brine		Refrigerate Overnight
	Use-By		Drained		Keep Date From Previous Stage
	Optional		School Lunch		

# UNDERSTANDING THE SHELF LIFE GUIDE

The Shelf Life Guide is divided into three pages: “Received Product”, “Prepped / Opened Product”, and “In-Use Product”. Each page should be used to date product in that phase of shelf-life. Let’s take a look at some brief descriptions to help you better understand each of these phases:

## IF YOUR STORE USES THE CARRYOVER PROCESS

- **Received Product:** Food received from the SCC or product that has not yet been opened.
- **Prepped/Opened Product:** This includes items prepped into new containers, open refill bags for carryover process, and any original bag that has been opened. **Prepped expiration dates should not exceed received expiration dates or use-by-dates.**
- **In-Use Product:** Items that are in-use and/or being used to actively make product. This includes items on the makeline rail, items stored under the makeline being used to make product, and items in-use at the cut table. This does NOT include refill bags for carryover process, as those are considered “Prepped / Opened” product. **In-use expiration dates should not exceed received expiration dates, prepped expiration dates, or use-by-dates.**

## IF YOUR STORE DOES *NOT* USE THE CARRYOVER PROCESS

- **Received Product:** Food received from the SCC or product that has not yet been opened.
- **Prepped/Opened Product:** This includes items prepped into new containers and any original bag that has been opened. **Prepped expiration dates should not exceed received expiration dates or use-by-dates.**
- **In-Use Product:** Items that are in-use and/or being used to actively make product. This includes items on the makeline rail, items stored under the makeline being used to make product, and items in-use at the cut table. **In-use expiration dates should not exceed received expiration dates, prepped expiration dates, or use-by-dates.**

# SYMBOL KEY DEFINITIONS

The symbols of the Shelf Life Guide offer a quick-glance way to identify characteristics of certain items that can impact their shelf life. Let’s take a dive into the Symbol Key to provide some explanation on what each symbol means.



**FROZEN:** Items that arrive frozen from the SCC. See section to the right for further instructions on how to date frozen product.



**USE-BY:** Items with a shelf life that must follow the “use-by” or “best-by” date printed on the packaging by the manufacturer.



**IN BRINE:** Items prepped and stored in their brine



**DRAINED:** Products that should be drained of brine before being in-use.



**REFRIGERATE OVERNIGHT:** Items that are in-use and must be refrigerated overnight



**KEEP:** Items that keep the same shelf life from a previous stage. For Example, Cinna Magic:

- Prepped / Opened: 4-Day Shelf Life
- In-Use: Keep Prepped Expiration Date



**OPTIONAL:** Items that are optional for stores to carry



**SCHOOL LUNCH:** Items for School Lunch programs. *Optional for stores to carry.*

# THE “HOW-TO” OF DATING PRODUCT

**USE-BY PRODUCT:** Any item that is designated as “Use-by” should come from the manufacturer with an expiration or “best-by” date on the product packaging. That “use-by” or “best-by” date provided is the expiration date for the product.

**FROZEN PRODUCT:** When dating frozen product from the SCC, use the expiration dates on the paperwork provided by your SCC driver. The paperwork provided by the SCC driver will depend on the system the local SCC uses. You will either receive a “Packing List” or a “Store Delivery Sheet” with an invoice. The expiration dates on this paperwork use the date your food order was due as “day 1” in the shelf life. Consider using the “Understanding Your SCC Delivery and Dating Frozen Product” job aid for more information on understanding your SCC paperwork.

**ALL OTHER PRODUCT:** Product that does not have a “use-by” symbol or a frozen product symbol, should be dated according to the days (or time period) listed on the Shelf Life Guide. Day 1 is always the day that you are dating the product – see below for an example. This applies to in-use items, prepped / opened items and received items that are not marked “use-by” or frozen.

**When dating product,** it is important to note that the day you date the product counts as “day 1”. For example, an item has a Prepped / Opened shelf life of 7 days. When prepping/opening that item, you would add 6 days on to the current date because “day 1” is the current date of preparation.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Day 1 Item is Prepped / Opened	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7 Discard by EOD
Add 6 Days						

If your organization has elected to implement the Carry-over Prep Process, you can consider using this resource as part of your organization's Launch. Each franchise owner is responsible for determining the necessary prep amounts and selecting the storage bins.

### Definitions

- **CARRY-OVER BIN** – The **colored** bins used exclusively to store unexpired carry-over product at close of business in your store for first use next day (Black or Clear)
- **REGULAR USE BIN** – The usual color of bins used on the makeline rail throughout the day that is different than the carry-over bin color
- **LARGE BIN** – Containers or bins used for pre rush prep for toppings determined best prepped in large batches for use throughout the shift to refill makeline top rail bins
- **ORIGINAL PACKAGED BAGS** – Product left in original packaging stored in makeline cabinet used to refill regular use bins on makeline rail as needed
- **CARRY-OVER PRODUCT** – A term used to describe remaining unexpired product that will be removed from makeline at close and stored in carry-over bin for first use next day

## TIPS FOR IMPLEMENTING THE PROCESS AT OPENING SHIFT AND THROUGHOUT THE DAY

### STEP 1

- Remove the carry-over bins from the walk-in and place in makeline top rail
- Products that had no carry-over from the night before should be placed into properly dated regular use bins and into the makeline top rail
- Stock the makeline cabinet with each product as directed
- All products in regular use bins and in the makeline cabinet should be dated in accordance with the shelf life guide
- It is recommended you have your package opening, sealing, and dating tools stored near the makeline area so they are readily available when needed

### STEP 2

- Date a set of regular use bins to replace carry-over bins as they are emptied, for quick access when needed at the makeline
- Regular use bins can be refilled throughout the day
- Carry-over bins are NEVER refilled. Once emptied, they should be sent to the sink to be washed

### STEP 3

- Determine which products are best prepped in bins, and which are best prepped in larger containers to refill the makeline top rail
- Products stored in original packaging need to be sealed once open with approved bag clips to keep closed between refills

### NOTE

Carry-over bins do not need to be dated.

All regular use bins should be dated following the shelf-life guide

## TIPS FOR IMPLEMENTING THE PROCESS DURING CLOSING SHIFT

### STEP 1

- At close of business any product that remains in the carry-over bin from the prior day **MUST** be discarded

### STEP 2

- Take each regular use bin with remaining product out of the top rail and transfer product into clean and sanitized carry-over bins
- Clean and sanitize all regular use bins that have been emptied

### STEP 3

- Verify expiration dates are clearly identified on all products in the makeline cabinet and marked "use first", then return to the walk-in for storage overnight
- Discard any products that have expired
- Products in original packaging must be sealed OR placed in NSF container before returning to the walk-in
- Properly clean and sanitize the makeline

# Understanding Dough: How it works

## Dough proofs (matures)

- As a result of time and temperature
- Continuously during its life cycle
- Slower where it is cold (in the walk-in)
- Faster where it is warm (outside the walk-in)

Within the first 3 usable days of dough life, it needs to be stored at room temperature to PROOF before use. The amount of time for proofing will vary, based on the temperature of your store and the age of the dough.

## Yeast is a living organism

- By feeding on sugars, releasing gas as it grows:
  - Dough rises.
  - Flavor develops.
- Yeast continues to feed and grow during dough's shelf life.
- Once past the window of use, the yeast is less active and the dough is no longer usable.

## To proof, keep the dough...

- Outside the walk-in
- Away from drafts
- Away from windows
- Away from ovens

## Preparing dough for the rush

- Use Hourly Sales and Product Mix Reports to determine amount needed.
- Check dough tray label for days of use.
  - Use oldest dough that is not expired.
  - Don't use dough that is too young.
- Remove only the amount needed from the walk-in.

## Proofing guidelines

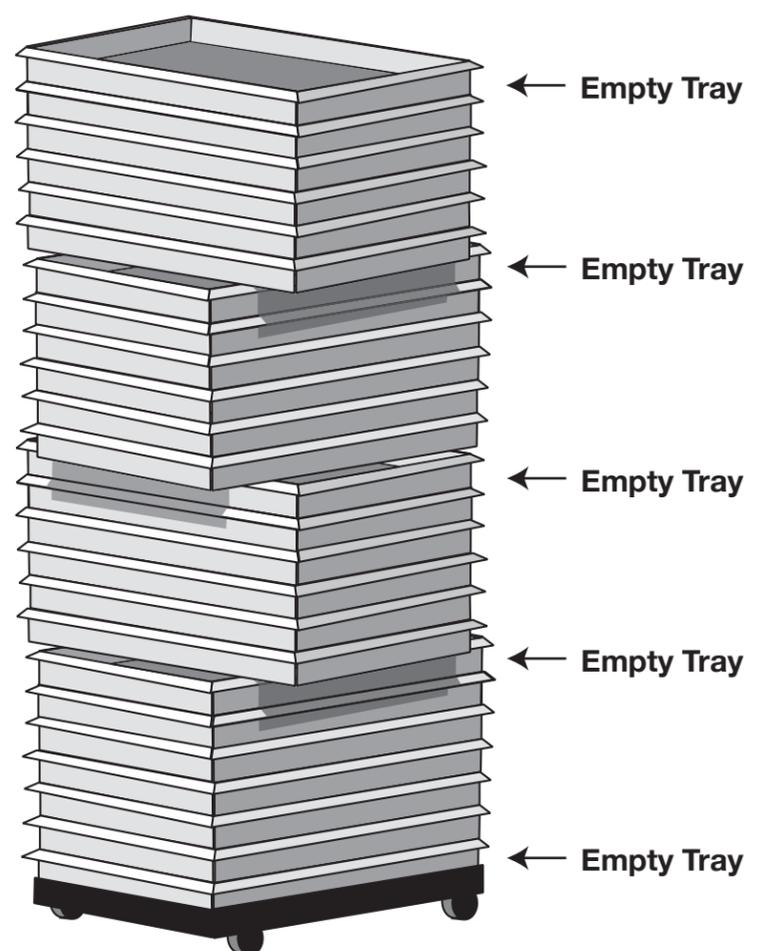
- Dough performs best when proofed and used the same day.
- But if pre-proofing is necessary, follow the guidelines listed below.

## Pre-proofing guidelines

- **For dough needed the following morning:**
  - Proof dough outside the walk-in, trays in the cross-stacked position, for ½ the indicated proof hours, knowing that the dough will continue proofing when placed back in the walk-in.
  - To ensure proper use and rotation, identify these trays with a dough tray clip. (see photo)
  - As dough in the stack is used, the dough tray clip must remain on the cover tray, so other team members will know to use them first.
  - The pre-proofed dough can be used **AFTER** the chill has been taken off the dough (typically, 15 minutes or more).
  - Dough must be discarded after it is no longer usable, even if the dough tray label says it is still within shelf life. *Refer to the photos on the Dough Proofing poster (#Prep-20).*

## Proofing for high volume

- Only proof as much as you project you need.
- Cross-stack trays as shown on a dough dolly, maximum 25 trays high (empty and full).
- Leave 3" of air space on every side.



Tags for small, medium, large extra large, and buttered pan dough trays are available for purchase through Direct-4-Stores. (#TAG-S, #TAG-M, #TAG-L, #TAG-XL, #TAG-BP)



Consider using this optional guide that provides information on the optional Dough Proofing Projection Report.

The Dough Proofing Projection Report can help tell you how many trays/patties of dough you will need to pull out each hour (or every few hours) to ensure that it is proofed when you need it.

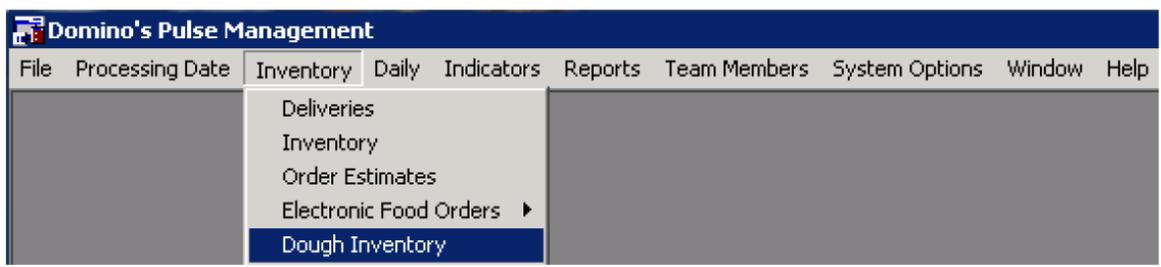
**STEP 1:** At the start of your shift, accurately count how many trays of dough you have for each size of dough and note how many trays are in each age range.

*Example:* 32 trays of 14" 5/4 dough, 2 trays of 14" 1/1 dough, etc.

**STEP 2:** Multiply your total tray counts by the number of patties in each tray.

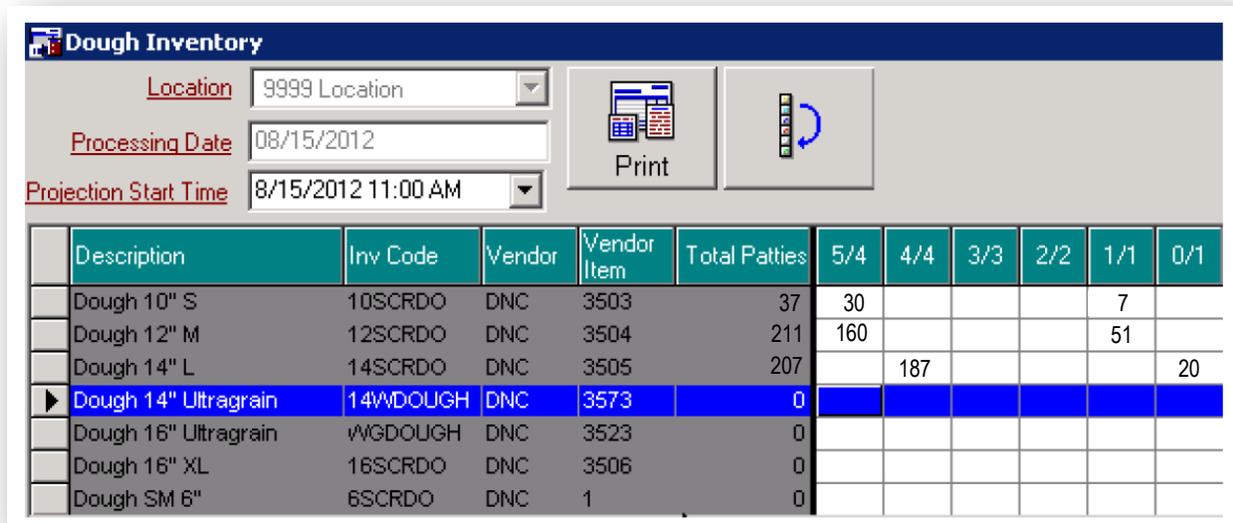
*Example:* 20 trays of 12" dough x 8 patties per tray = 160 total patties.

**STEP 3:** Go to the **Dough Inventory** report in Pulse.



NOTE: Before you begin, it may have to pull data which could take up to 15 minutes. This will ONLY happen the first time you use this report.

**STEP 4:** Change the Projection Start Time to reflect the time you are actually entering your daily dough inventory.



**STEP 5:** Enter the total number of patties for each size & age of dough.

*Example:* This store has 30 patties (3 trays) of 10" of day 1 (5/4) and 7 patties (< 1 tray) of day 5 (1/1).

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Consider using this optional guide that provides information on the optional Dough Proofing Projection Report.

**STEP 6:** Print the report. One page will be printed for each size of dough that you entered into your dough inventory.

<b>Dough Proofing Projection</b>									
Team Member:					Domino's # 1117				
<b>Dough 14" L - (14SCRDO)</b>									
Time To Pull Dough	Dough Proofing Projection						Forecast		
	5/4	4/4	3/3	2/2	1/1	0/1	Patties/Hr	Trays/Hr	
Pre-Proof									
9:00 AM									
10:00 AM						0 tray + 1 (1)	1	0.17	
11:00 AM						0 tray + 3 (3)	3	0.50	
12:00 PM						0 tray + 1 (1)	1	0.17	
1:00 PM		4 trays (24)				0 tray + 3 (3)	3	0.50	
2:00 PM						0 tray + 1 (1)	1	0.17	
3:00 PM						0 tray + 1 (1)	1	0.17	
4:00 PM							0	0.00	
5:00 PM		1 tray + 1 (7)				1 tray + 3 (9)	9	1.50	
6:00 PM						0 tray + 1 (1)	8	1.33	
7:00 PM							10	1.67	
8:00 PM							7	1.17	
9:00 PM							2	0.33	
10:00 PM							3	0.50	
11:00 PM							2	0.33	
12:00 AM							0	0.00	

**STEP 7:** Use the report! The Dough Proofing Projection columns on the left tell you how many trays/patties of dough you will need to pull out each hour (or every few hours) to ensure that it is proofed when you need it. The Forecast columns on the right show how many patties/trays of dough you are projected to sell during each hour. The Proofing Projection will automatically factor in the age of dough that you will be using first and adjust accordingly.

*Example:* This store will run out of 0/1 dough sometime between 5:00 – 6:00 PM. The Projection tells you that you must start proofing 4/4 dough at 1:00 PM to be ready for use at 5:00 PM.

**NOTE:** If your store will run out of dough before the end of the day, this report will still forecast the amount of patties/trays that you need. But, after you run out, it will NOT project when you need to pull more dough. The projection is based on the total patties that you entered into your dough inventory, not your forecasted sales.

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# Prep Forecast Report



This optional Prep Forecast Report can be used to determine how many Bread Twists, Parmesan Bread Bites, Stuffed Cheesy Breads, and Pan Pizzas to prep by hour based on the weekly sales forecast in Pulse.

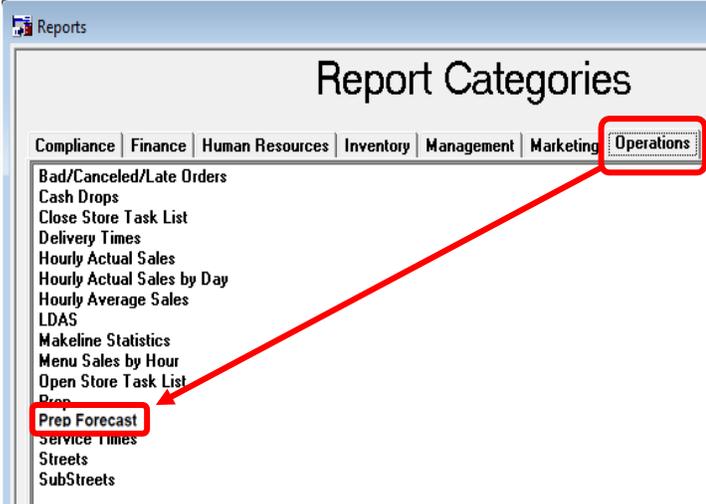
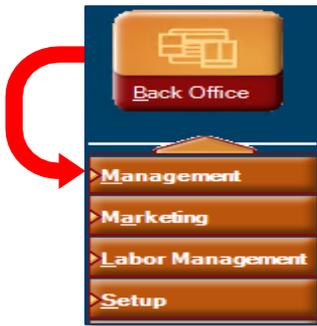
The Prep Forecast details the number of bread and pan pizza products expected to sell per hour. The report is calculated by comparing the current business day's sales forecast against an average product mix of bread and pan pizza products.

The Prep Forecast Report can be found in

**Back Office → Management → Reports → Operations → Prep Forecast**



**PRO TIP**  
Projections are based on the last 4-week history and can't be adjusted in the system so be sure to consider unusual product mix changes such as local events, large orders, seasonal changes, etc. and adjust by crossing out the system projection and writing in your adjusted quantity.



Team Member: Wally Adams      Prep Forecast      Begin Date: 6/12/2021  
Demo Location      End Date: 6/12/2021

Time	Bpc Twists	12" Pan Dough	16pc Parm Bites	12" Pan	14" Hand Tossed Dough
12:00 AM	0	0	0	0	0
1:00 AM	0	0	0	0	0
2:00 AM	0	0	0	0	0
3:00 AM	0	0	0	0	0
4:00 AM	0	0	0	0	0
5:00 AM	0	0	0	0	0
6:00 AM	0	0	0	0	0
7:00 AM	0	0	0	0	0
8:00 AM	0	0	0	0	0
9:00 AM	0	0	0	0	0
10:00 AM	0	0	0	0	0
11:00 AM	(3)	0	0	0	(5)
12:00 PM	1	1	1	0	(2)
1:00 PM	1	1	1	0	2
2:00 PM	0	0	0	0	1
3:00 PM	1	1	1	0	2
4:00 PM	1	0	0	0	2
5:00 PM	2	3	0	0	4
6:00 PM	3	2	0	0	4
7:00 PM	2	1	0	0	3
8:00 PM	2	1	0	0	3
9:00 PM	2	2	0	0	4
10:00 PM	1	2	0	0	2
11:00 PM	1	1	0	0	1
<b>Total</b>	<b>19</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>35</b>

Values in parentheses have been modified by a team member in the mobile version of the report.

## MOBILE INVENTORY

### PREP FORECAST JOB AID FOR OPTIONAL iOS MOBILE INVENTORY APP

**LOG IN WITH PULSE CREDENTIALS**

**SELECT PREP FORECAST**

**SELECT EDIT BUTTON TO MODIFY VALUES**

**ENTER UPDATED VALUE(S)**

**SELECT THE APPROPRIATE BUTTON TO SAVE OR CLEAR EDITS**

**A CONFIRMATION SCREEN WILL APPEAR WHEN SELECTING THE SAVE BUTTON**

**UPDATED VALUE(S) WILL BE SENT TO YOUR PULSE SYSTEM AND DISPLAY IN THE INVENTORY APP**

**A CONFIRMATION SCREEN WILL APPEAR WHEN SELECTING CLEAR EDITS**

Available to download in the App store (The Domino's Experience)

App usage can be tracked in PWR. Go to: **KEYS > Inventory > Inventory App**



Consider using this optional guide to understand how to access and use the optional Prep Report in Pulse.

## THE OPTIONAL PREP REPORT CAN BE USED TO HELP:

- Determine how much product to prep each day based on your store's average usage from the last 4 weeks (Monday - uses last 4 Mondays, Tuesday – uses last for Tuesdays, etc.)
- Determine if you have enough ingredients to complete your prep for the day. Notify your manager of any shortages.
- Make sure you have adequate prep levels to stock your makeline and cabinet so you're ready to rock!

The optional Prep Report can be found in **Back Office → Management → Reports → Reports → Operations → Prep**

1. Select the **beginning** and **end date** for your report
2. Select **Day**
3. Click **View** to view your prep report

Team Member: Tony Pepperoni

**Prep**  
Domino's #1234

Begin Date: 8/19/2024  
End Date: 8/19/2024

Inventory Item	Unit	Quantity On Hand	Maximum Used (Last 4 weeks)	Minimum Used (Last 4 weeks)	Quantity to Prep	Quantity Short	Order Amount
Cheese - Pizza	POUND	196.1600	104.3300	64.7100	85.7656		
Thin Crust 12" 30 Shells	SHELL	43.0000	20.0000	11.0000	14.0000		
Banana Peppers Sliced	BAG	1.0130	0.2005	0.1050	0.1441		
Ranch Dipping Cups	CUP	417.0000	90.0000	53.0000	76.2500		
Cheese White American	POUND	27.4487	2.0313	0.3750	1.0313		
Philly Steak Topping	POUND	7.9450	3.7750	1.1900	2.1863		
Garlic Parmesan Pouch	POUCH	15.6562	2.4062	1.5620	2.0684		
Parm Asiago Blend	BAG	3.8344	1.1688	0.3680	0.6890		
Buttermilk Ranch Pouches	BAG	5.7292	0.6042	0.2917	0.4479		



- Don't forget to adjust for factors like a Boost Week that may have impacted your sales in the last 4 weeks. This could throw off your Quantity to Prep.
- Key items to focus on to avoid over-prepping:
  - Sandwich bread (only good until EOD)
  - Marble Cookie Brownie (2-day shelf life once cut)
  - Bottles of Sauces
  - "In the brine" veggies
  - Dough
- Ensure you have enough cheese in the thaw process
- Check for adequate levels of beverage inventory

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# ACES IN PLACES POSITION CHART

# LOAD

# & GO



Name	Primary Role	Flex Role	Side Work
	Load Captain <b>2</b>		
	Dough <b>3</b>		
	Makeline 1 <b>6</b>		
	Makeline 2 <b>8</b>		
	Makeline 3 <b>10</b>		

Name	Primary Role	Flex Role	Side Work
	Go Captain <b>1</b>		
	Cut Table <b>4</b>		
	Front Counter <b>5</b>		
	Runner <b>7</b>		
	Cut Table 2 <b>9</b>		

**PRIMARY ROLE:** Your primary job responsibility for the start and majority of your shift.  
**FLEX ROLE:** Your secondary position that your captain may ask you to move to

## LABOR 101 – WHAT TO DO IF...

Optional Activity | Activity Time: **10 minutes**

### GOAL:

Understand your store's process and be able to respond to various scenarios regarding your team's timeliness for their shifts.

### INSTRUCTIONS:

Work with your manager or above store leader to understand your store's process for the various scenarios below.

A member of your team is late for their shift.

Example: Call or text them to determine an arrival time \_\_\_\_\_

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A member of your team calls out or does not show up for their shift.

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A member of your team arrives early for their shift.

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A member of your team is consistently on time and ready to work.

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# Portions - Rapid Fire Recipe Challenge

How good are you? And by good, we mean fast *and* accurate! Take this document to your trainer duty and ask them to follow these instructions.

**Tools needed:** Stopwatch

**Manager:** Call out the size of the pizzas in the grid below, along with the toppings, then **start the stopwatch**

**Trainee:** Communicate the correct portions (do not make the pizzas)

- If the trainee is correct, manager calls out another pizza (going in random order makes it more challenging for the trainee)
- If the trainee is incorrect:
  - Manager says “no,” and trainee has to try again
  - Manager can give clues (“*Very close! It is the same portion as.....*”) or not, depending on how challenging they want to make it

When the trainee completes every pizza correctly, stop the clock and record the time below. Add all the times together, to reveal the grand total time. Reminder, the following groups all have the same portions:

- Sausage, beef, chicken, mushroom, pineapple, and tomato
- Onion, green pepper, olives, banana pepper, jalapeno
- Pepperoni and ham
- Philly steak and bacon

<b>Large (3-Topping)</b>	<b>Medium (3-Topping)</b>	<b>Large (4-Topping)</b>
<input type="checkbox"/> Pepperoni = 32 <input type="checkbox"/> Green Peppers = 2oz <input type="checkbox"/> Mushroom = 3.5oz	<input type="checkbox"/> Chicken = 2.5oz <input type="checkbox"/> Mushroom = 2.5oz <input type="checkbox"/> Tomato = 2.5oz	<input type="checkbox"/> Spinach = 1.5oz <input type="checkbox"/> Mushroom = 2.0oz <input type="checkbox"/> Chicken = 2.0oz <input type="checkbox"/> Onion = 1.5oz
<b>Time:</b>	<b>Time:</b>	<b>Time:</b>
<b>Medium Meatzza</b>	<b>Large (2-Topping)</b>	<b>Small (1-Topping)</b>
<input type="checkbox"/> Pepperoni = 18 <input type="checkbox"/> Ham = 18 <input type="checkbox"/> Sausage = 1.5oz <input type="checkbox"/> Beef = 1.5oz <input type="checkbox"/> Extra Cheese = 2.5oz	<input type="checkbox"/> Pepperoni = 32 <input type="checkbox"/> Sausage = 3.5oz	<input type="checkbox"/> Pepperoni = 20
<b>Time:</b>	<b>Time:</b>	<b>Time:</b>
<b>Large (2-Topping)</b>	<b>Medium (2-Topping)</b>	<b>Large (2-Topping)</b>
<input type="checkbox"/> Ham = 32 <input type="checkbox"/> Pineapple = 3.5oz	<input type="checkbox"/> Sausage = 2.5oz <input type="checkbox"/> Green Peppers = 1.5oz	<input type="checkbox"/> Chicken = 3.5oz <input type="checkbox"/> Jalapeno = 2.0oz
<b>Time:</b>	<b>Time:</b>	<b>Time:</b>

**Rankings:**      (under 3:00) **Recipe Expert**      (3:00-4:00) **Recipe Blaster**      (above 4:00) **Recipe Novice**

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# Calibrating Your Hands

Weigh individual ingredient portions, then hold them in your hand. Get a feel for the weight. Make a mental note about how “full” your hand feels. Close your eyes—become one with the ingredient and the portion.

**WEIGH  
THEN  
GRAB**

## Step #1: Set up the scale



Use parchment paper. If you're doing this on the makeline, place a pizza screen underneath

## Step #2: Select an ingredient

Practice with the following:

- Sausage: 2.5oz, 3.5oz
- Mushroom: 2.5oz, 3.5oz
- Onion: 1.5oz, 2.0oz
- Green Pepper: 1.0oz, 2.0oz
- Spinach: 1.5oz, 2.0oz

## Step #3: Weigh the ingredient



## Step #4: Become one with the ingredient

- Pick up the ingredient and hold it in your hand
- Get a good “feel” for the weight
- Put the ingredient down and pick it up a few times



## Step #5: Repeat with “The Counts”

These portions are by “count,” not weight. Simply count out the portion, then repeat **Step #4**.

- Pepperoni: 40, 32
- Ham: 32, 24

**GRAB  
THEN  
WEIGH**

See if you can reach into a bin and pull out the perfect portion. Again, get a feel for the weight and “fullness” in your hand. Use the scale to test your accuracy. Repeat the process until you're confident enough to yell “BAM!” every time you drop your portion on the scale. Be bold!

## Step #1: Set up the scale



## Step #2: Select an ingredient

Practice with the following:

- Sausage: 2.5oz, 3.5oz
- Mushroom: 2.5oz, 3.5oz
- Onion: 1.5oz, 2.0oz
- Green Pepper: 1.0oz, 2.0oz
- Spinach: 1.5oz, 2.0oz

## Step #3: Become one with the ingredient



## Step #4: Nail the weights (BAM!)

- Drop the ingredient on the scale
- Don't worry about distribution (this is about calibrating your hands)
- Check the scale to see if you nailed it



## Step #5: Nail “The Counts”

Grab the portion, slam it down, then count for accuracy:

- Pepperoni: 40, 32
- Ham: 32, 24

## Step #6: Rinse and repeat

- Repeat until you're fast, accurate, and comfortable
- Practice with other frequently ordered ingredients in your store (ask your manager)

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# Grab & Weigh Challenge



## GRAB THEN WEIGH

These are challenges!  
Follow the steps below.

Complete 1 or all 3.

### STEP 1

#### SET UP THE SCALE and FACE IT AWAY FROM THE PARTICIPANT

The manager should be able to read the scale, but the participant should not.

Parchment paper  
(a tub lid also works!)



### STEP 2

#### MANAGER CALLS OUT AN INGREDIENT AND PORTION

Example: "Sausage: 3.5oz!"

If you want to make it more challenging, call out the ingredient, then the "item" instead of the weight. "Items" are indicated in ( ).

(L3T)=Large, 3-Top. (M1T)=Med, 1-top)

Example: "Sausage: Large, 3-top!"

### STEP 3

#### PARTICIPANT NAILS IT! (BAM!)

Participant throws the proper amount on the scale in one motion.



### STEP 4

#### MANAGER RECORDS RESULTS

- Bam!=YES; Nope!=NO
- Write down the actual weight so you can offer feedback
- Go fast—we're Domino's!
- Use a timer to add some fun!
- Don't say right/wrong after each ingredient.
- Review results after you complete the entire challenge.

## NEWBIE CHALLENGE

These are the same ingredients used in the "Calibrating Your Hands" OJT.

#### 5 ingredients. 10 BAMs!

		Bam!	Nope!	Actual
Sausage:	2.5 (M2T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
	3.5 (L3T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
Mushroom:	2.5 (M2T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
	3.5 (M1T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
Onion:	1.5 (M2T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
	2.0 (L3T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
Gr. Pepper:	1.0 (M4T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
	2.0 (L2T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
Spinach:	1.5 (L2T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
	1.0 (M4T)	<input type="checkbox"/>	<input type="checkbox"/>	_____

SCORE: /10

TIME:

#### 3 ingredients. 6 BAMs!

## COST CONTROL CHALLENGE

These are expensive ingredients that are often under/over portioned.

		Bam!	Nope!	Actual
Chicken:	2.5 (M2T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
	3.5 (L3T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
Philly Steak:	2.5 (L2T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
	2.0 (M2T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
Bacon:	2.0 (M2T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
	2.5 (M1T)	<input type="checkbox"/>	<input type="checkbox"/>	_____

SCORE: / 6

TIME:

## ULTIMATE CHALLENGE

Think you got what it takes? Nail these 10 BAMs! in under 2:20 and we'll call you a MASTER!

#### 10 ingredients. 10 BAMs!

		Bam!	Nope!	Actual
Tomato:	2.5 (M3T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
Spinach:	1.5 (L2T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
Mushroom:	2.5 (M2T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
Pineapple:	3.5 (M1T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
Onion:	1.5 (L4T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
Jalapeno	1.5 (M3T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
Feta:	1.5 (M2T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
Bacon	2.0 (M3T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
Beef:	3.5 (M1T)	<input type="checkbox"/>	<input type="checkbox"/>	_____
Black Olive:	2.0 (L2T)	<input type="checkbox"/>	<input type="checkbox"/>	_____

SCORE: /10

TIME:

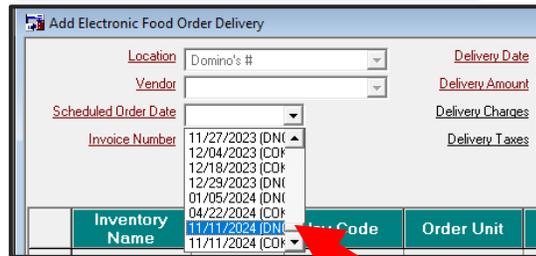
**1** Go to:  
**PULSE > Back Office > Management > Inventory > Electronic Food Orders > Deliveries**



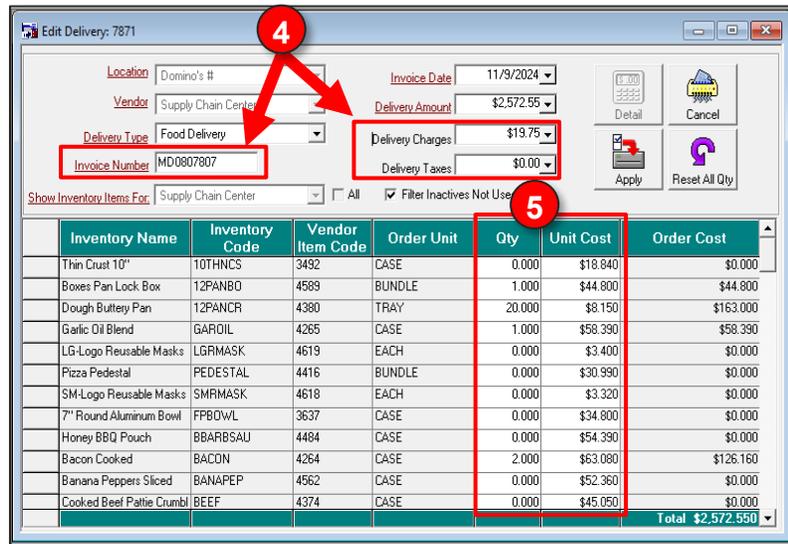
**2** CLICK **Add Delivery**



**3** Select **Scheduled Order Date** and CLICK on the option that matches your order date.  
*(DNC for SCC deliveries and COKE for beverage)  
 Note: The most recent will be at the bottom.*  
 The **Qty** and **Unit Cost** fields will populate.



**4** Enter **Invoice Number** and verify that the **Delivery Charges** and **Delivery Taxes** match the fees on the invoice.

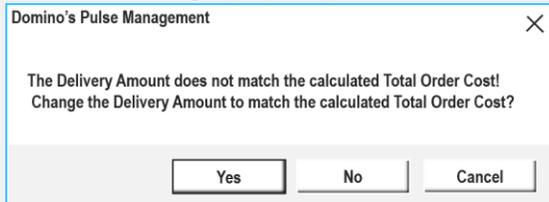


**5** If you had missing or extra items, you could adjust for these in the **Qty** column. Then verify that the unit prices in the **Unit Cost** column match the invoice and adjust any variances.



After making any changes, CLICK

If this message pops up:



there are still variances with your quantities and/or pricing that could cause discrepancies in the accuracy of your financial accounting. Ask your organization what their expectations are for this process.

**6** Once totals match, CLICK **Save**



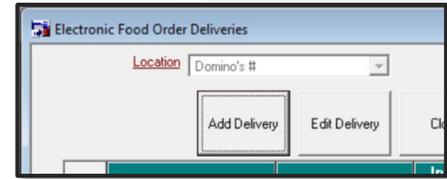
**If your invoice was not left with your delivery, other ways of viewing your invoice or obtaining correct pricing are:**

- The SCC portal in the 'Domino's Store Experience' app.
- An invoice could be accessed and shared by a Franchisee, or someone who has access.
- The SCC pricing list. *This is available on PieNet and is also emailed to the Franchisee at the beginning of each period. (Search 'SCC Price List' on PieNet. The first letters on the Price List will have the abbreviation of your commissary, i.e., CT for Connecticut.)*

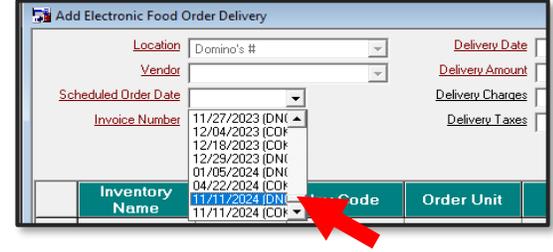
**1** Go to:  
**PULSE > Back Office > Management > Inventory > Electronic Food Orders > Deliveries**



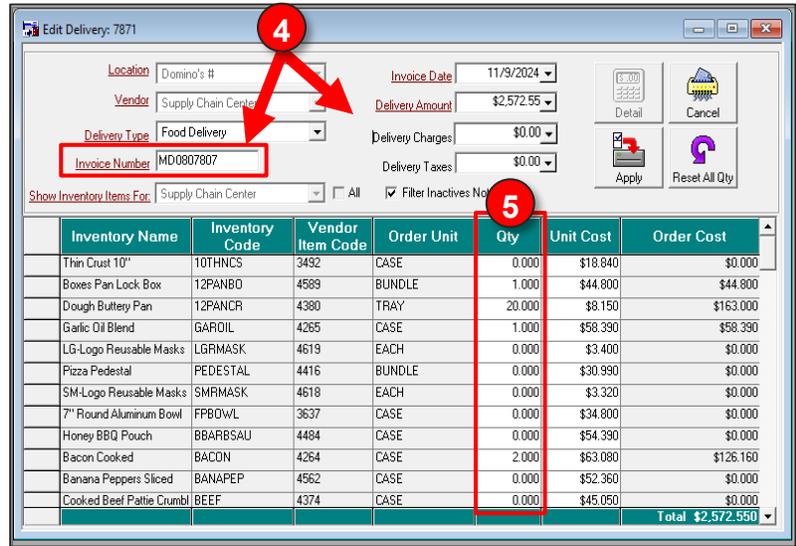
**2** CLICK



**3** Select **Scheduled Order Date** and CLICK on the option that matches your order date. (DNC for SCC deliveries and COKE for beverage)  
*Note: The most recent will be at the bottom.*  
The **Qty** and **Unit Cost** fields will populate.

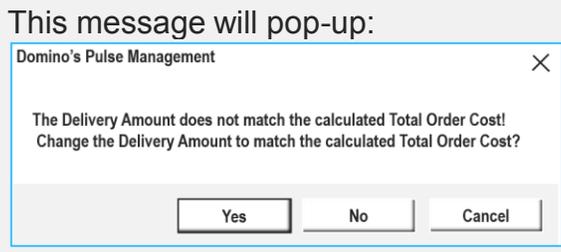


**4** Select **Invoice Number** and enter either the **Sales Order** or **Delivery** number from your packing list. (Ask your organization which of these numbers they wish to use for tracking purposes.)  
**Delivery Charges** are not available on a packing list.



**5** If you had a missing or extra item, you could adjust for this in the **Qty** column. A PACKING LIST does not include pricing so you will not be able to identify any pricing variances.

CLICK



Selecting 'Yes' will adjust your Total Order Cost and enable you to continue to post your delivery, though there may be discrepancies in the accuracy of your financial accounting. Ask your organization what their expectations are for this process.

**6** Once totals match, CLICK

**Options for viewing invoice or obtaining correct pricing:**

- The SCC portal in the 'Domino's Store Experience' app.
- An invoice could be accessed and shared by a Franchisee, or someone who's been granted access.
- The SCC pricing list. *This is available on PieNet and is also emailed to the Franchisee at the beginning of each period. (Search 'SCC Price List' on PieNet. The first letters on the Price List will have the abbreviation of your commissary, i.e., CT for Connecticut.)*

# LOAD ZONE

## Pre-Rush Prep & Seconds Savers



### Save Seconds in the Load Zone with these PRP and store layout best practices

Reduce Steps • Reduce Touches • Reduce Clutter • Reduce Mistakes • Reduce In-Store Turnaround Times

#### MAKELINE PRE-RUSH PREP

- When the screen is clear, fill makeline bins and clean the pits
- If possible, store Pizza Cheese at the end of the makeline rail to reduce cross over
- Have tools to manage the Carry-Over Process available and near the makeline for easy access
- Organize toppings in this order: flat meats, flat veggies, bulky veggies, bulky meats, cheeses
- Thaw and temper cheese prior to use
- Pre-weigh portions of Philly meat and chicken for sandwiches
- Stock makeline cabinets with most popular toppings, along with chicken wings, boneless chicken, lava cakes etc.
- Put your “aces in their places” during peak periods and a Load Captain at the end of the makeline for quality checks
- Cross-train your Load Zone team during down times to build their skills
- Have your store team calibrate their hands for different product portions – one grab perfect portion
- Have enough bread cutters available at the end of the makeline for SCBs
- Have aprons clean and ready for anyone flexing to the makeline
- Have screens within easy reach at the end of the makeline for wings and to cover pans
- Have screens prepped with sandwich mats and parchment paper to easily prep a sandwich
- Have an approved container available for dirty dishes during rush, taking the container back to dish area when time permits
- When prepping American and Provolone Cheese slices, separate and cross stack each slice so they are easy to pull apart
- Break up clumps of bacon for easier placement on pizzas

#### DOUGH STATION PRE-RUSH PREP

- Use Pulse Prep Report to determine needs: Pan Pizzas, Parm Bites, Stuffed Cheesy Bread Skins, and Bread Twists
- Store sufficient supply of properly proofed room temperature dough below dough table for easy access
- Store sufficient supply of prepped room temperature sauce at dough table
- Store extra clean and sanitized utensils at dough table for proper sanitation and to replace utensils as needed
- Place cornmeal directly on the dough table for stretching dough faster
- Condense your dough station set up to eliminate taking extra steps, keeping items as close to you as possible
- Store medium and large pizza screens on top of upside-down bread pans to keep out of cornmeal
- Place all dough trays on the table with the size labels facing forward for quick reading
- Have several dough scrapers available to avoid having to search for one

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# Save seconds in the store in the moment with these optional actions and *Pro-tips!*

Reduce steps, reduce touches, reduce clutter, and mistakes to increase efficiencies.

## DOUGH STATION SECOND SAVERS

- Communicate any product quality issues, missing items, or items needing to be remade to the Load Captain
- Utilize Digital Shoulder Surfing (DSS) for Carryout and DCD orders. Have the Load Captain determine when to use DSS for delivery orders
- If stretching multiple like size skins, remove the total number needed from blue tray at the same time to avoid picking up and putting down the scraper multiple times

## MAKELINE SECOND SAVERS

- Use two hands to grab cheese and scatter toppings whenever possible
- Call out Load times for awareness and urgency when needed
- Move product, not people! Slide products down the makeline to those with nothing in front of them. If you don't have a product in front of you to prepare, pull the item from the person next to you from the dough table side
- Grab the correct portion of pepperoni and use the scatter method to quickly place topping
- Use the Carry-Over Process to avoid empty dishes from cluttering up on the makeline
- Makeline orders have a small number on the left side of the screen (1-9). You can hit that number on the keyboard to jump to that specific order and eliminate scrolling

## LOAD CAPTAIN SECOND SAVERS

- Communicate to the Go Captain when more dough, sauce, or makeline toppings are needed
- Perform a quality check on every product prior to loading to ensure proper build and placement of toppings. Remakes to avoid Rebakes!
- Load complete orders before starting a new one
- Bump products from makeline in the order they are loaded until a full order is complete
- Snake Load each product into the correct numbered space
- Stagger items the distance of 2 to 4 links of the conveyor belt to give the Oven Tender time to catch, finish and box products most efficiently
- Load products two at a time, when possible, to reduce steps for the person tending the oven

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# GO ZONE Pre-Rush Prep & Seconds Savers



## Save seconds in the Go Zone with these PRP and store layout best practices!

Reduce Steps • Reduce Touches • Reduce Clutter • Reduce Mistakes • Reduce In-Store Turnaround Times

### CUT TABLE AND READY STATION PRE-RUSH PREP

- Store extra boxes of all sizes under the cut table
- Remove plastic packaging around bundles to make restocking quick and easy
- Store all sauce bottles and shakers (with back-ups) within easy reach of Oven Tender
- Move cut table as close as feasible to the oven to save steps for the Oven Tender
- Have proper utensils on both the left and right side of the cut table to easily handle sandwiches and breads
- Keep supply of hot bags below ready table for easy access
- Always keep 1-2 hot bags on top of Ready table — facing oven position with bag open for easy loading by the Oven Tender

### SET STATION PRE-RUSH PREP

- Use the optional Set Station Planogram to determine set-up. All extras offered, such as dip cups, paper products, salads, dressing packets, parmesan and red pepper flakes, bags, etc. are stocked at the Set Station
- Place the Coke cooler near the Set Station to reduce steps and save time when assembling each order
- Hang plastic bags in a manner that allows you to grab and pull the next bag open with one hand
- Arrange Set Station to flow from Ready to Set, moving towards the direction of the Go Station to ensure the fewest steps possible when moving an order along (Ready-Set-GO)

### GO STATION PRE-RUSH PREP

- Place a receipt printer on or near the delivery Go Station for easy access
- Place the delivery Go Station as close to the delivery expert door as possible. Go Station should not be located in the lobby
- Consider keeping the Go Station on wheels to allow flexibility throughout the day
- Consider the number of Go Stations needed based on flow of store (carryout, pick-up window, delivery)

# GO ZONE Pre-Rush Prep & Seconds Savers



## CUT TABLE AND READY STATION SECOND SAVERS

- Communicate any product quality issues, missing items, or items needing to be remade to the Load Captain (via headset if used)
- Use the CTT remake feature to quickly send remakes to the makeline screen
- After pulling a product from the oven, place the pizza peel under the next pizza exiting the oven. This avoids putting it down just to pick it up again
- When 2 people are working at the cut table, the person cutting the product can place the rocker blade on the next box to “catch” the product from the Oven Tender and avoid the item sliding. This also makes it quick and easy for the Oven Tender to see in which box the next product goes without reviewing the receipt or CTT Screen
- Use visual cues, such as pan grips hanging on the end of the oven deck, to mark where the next item will be exiting the oven
- Stock hot bags at the Ready Station and load each delivery order directly into a hot bag before moving it to the Set Station
- If delivery experts are in the store, communicate when their delivery is 2 minutes away from being ready so they can prepare to go on the road
- For items on a screen with parchment (wings, Stuffed Cheesy Bread, sandwiches, tots, Loaded Chicken), take the box to the oven and pull it into box by grabbing corner of parchment paper to eliminate the need to handle the peel to reduce motions. Peels are for pizzas!
- When possible, take 2 products out of the oven at one time. This will reduce the time it takes to go back to the oven, also creating less of a need to pick up and put down sauces and utensils. Example: Pull two pizzas before setting down the peel, cut both, garlic oil both, box both
- Bend a stack of all side item boxes to loosen tabs and creases, making it easier to fold them as product exits the oven

## SET STATION SECOND SAVERS

- Use a bottle liner for dip cups for visibility
- Place the receipt in the hot bag pocket with the delivery location and instructions displayed
- Once an order is set, if a delivery expert is returning, utilize any available team member to take it out to their car and skip the Go Station for non-cash orders.

## GO STATION SECOND SAVERS

- If multiple orders are placed on the Go Rack, place them onto the rack in the order they will be dispatched
- When possible, utilize any available team member to take the order to the delivery expert's vehicle upon their return on non-cash orders

# DELIVERY EXPERT BEST PRACTICES

## Optional HTA and In-Store Seconds Savers



## Save seconds on your feet, not on the street, with these optional best practices!

Reduce In-Store Turnaround Times • Reduce Door-to-Door Times • Reduce Steps • Reduce eADT

*Load & Go is an optional set of operational best practices that include modifications to a store's physical layout and operational procedures. Several top franchisees have implemented these best practices and seen great operational results and Team USA plans to adopt it in all its stores. Each organization should strongly consider whether implementing all or part of these best practices in their stores would be beneficial. Each organization that elects to use Load & Go must ultimately determine how it implements Load & Go in its store(s).*

### TIPS TO CONSIDER WHEN PUTTING HTA INTO PRACTICE THROUGHOUT YOUR SHIFT

HTA stands for Heightened Time Awareness. Always prioritize following your organization's safety and security policies to keep everyone as safe as possible. Everything else you do should focus on providing an overall great customer experience while reducing eADT.

Utilization of technologies, strong team communication, and improved in-store efficiencies combined with HTA can save not just seconds, but minutes of in-store Delivery Expert turnaround time thus improving eADT.

### VEHICLE READINESS

- Arrive in a clean and clutter-free vehicle with a designated spot for runners to place your orders in your vehicle
- Park in closest designated space closest to your store's Delivery Expert door
- Back into parking spots to save time when leaving for your next delivery.
- Know where you should park when a runner is bringing your next delivery
- If your store has a pick-up window, be sure you know when to use it to grab your next delivery
- Consider a mount to help you safely view your mobile device while using the Delivery Expert App

### DELIVERY EXPERT APP USAGE AND COMMUNICATIONS (GPS)

- Utilize the Driver App consistent with your organization's policies and procedures
- Keep the phone you are using fully charged and have a charge cord available
- Keep the Driver App updated with the most current version
- Know how your store uses Driver App messaging to know when to come inside or stay in your vehicle

### IN-STORE COMMUNICATIONS

- Make cash drops as quickly as possible, wash hands, listen for instruction from your store's Go Captain for next run status
- When in-store, listen for a 2-minute warning from the oven tender letting you know your next delivery will be ready in 2 minutes so you can be ready to take the delivery
- When in-store, be prepared if the Go Captain instructs you to go to your car immediately and wait for a runner that will bring out your next delivery
- Be familiar with flex positions you may be asked to move to if your next run is not ready

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# DELIVERY EXPERT BEST PRACTICES

## Optional HTA and In-Store Seconds Savers



### IN-STORE COMMUNICATIONS (CONT)

- When assigned to in-store jobs such as prep, have a plan to transition to your priority (reducing eATD for each delivery). Ex. Prepping Marbled Cookie Brownies and your next run is up? Handoff the prep to another person or quickly pause prep by returning product to walk-in if needed. Head out on your run, return to finish the prep if needed.
- Ask your manager to share reports available in PWR for Delivery Expert in-store hustle times
- If waiting for your next run, know how to identify Security Callbacks prior to orders leaving the store
- Conduct any New Customer or Security Calls while the order is being assembled
- If your store uses an apartment or multi-unit map book, locate the delivery order's specific unit number on the map
- Review delivery instructions before the order is ready (i.e., specific entrance, gate code, parking lot, etc.)

### SET STATION

- During down times, help keep Set Station fully stocked with dip cups, extras, salads, etc.
- If you are setting your own orders, gather dip cups, extras, salads, etc. before the order exits the oven. Ensure 100% perfect assembly to avoid re-deliveries. No extras left behind!

### GO STATION

- During down times, help rotate and stock beverages
- Be prepared to flex to a runner for your fellow Delivery Experts when you are in-store with no deliveries pending

### HOT BAG HANDLING

- Know where and how to store and/or rotate hot bags when returning from deliveries
- Help rotate hot bags from storage to Ready Table, keeping at least two available for Oven Tender
- During down times, make sure hot bags are clean, sanitized, and ready for use

## SERVICE 101 – ANALYZING SERVICE

Optional Activity | Activity Time: 25 minutes

### GOAL:

Understand your store’s process for analyzing current service results and setting service improvement goals.

### INSTRUCTIONS:

Work with your manager or above store leader to complete this optional activity.

### ASK YOUR MANAGER:

- What are my store’s service goals?
- Where can I find my store’s service goals?
- What reports does our organization use to analyze service goals?
- How does our organization determine our service goals?
- Where can I find our organization’s current service results?
- Where does our organization post our current service results compared to our organization’s goals?
- What tips or best practices can you share to help lead great service in our store?

### COMPLETE THE CHART BELOW FOR EACH SERVICE METRIC USED BY YOUR ORGANIZATION:

Service Metric	Goal	Actual
eADT		
Load		
Wait		
Club		
% Singles		
% Extremes		
Hustle Out		
eDTD		
eOTC		
In-Store Turnaround Time <30 sec.		

Manager Development Program — Service Analyzing Service Optional Activity | JW Sep 2024



**FILL IN THE INFORMATION YOU LEARNED DURING THIS ACTIVITY AND CONSIDER PUTTING THE TACTICS IN PLACE TO HELP YOUR STORE ACHIEVE ITS SERVICE GOALS:**

Which of the components of service are top opportunities to improve in our store that need additional focus?

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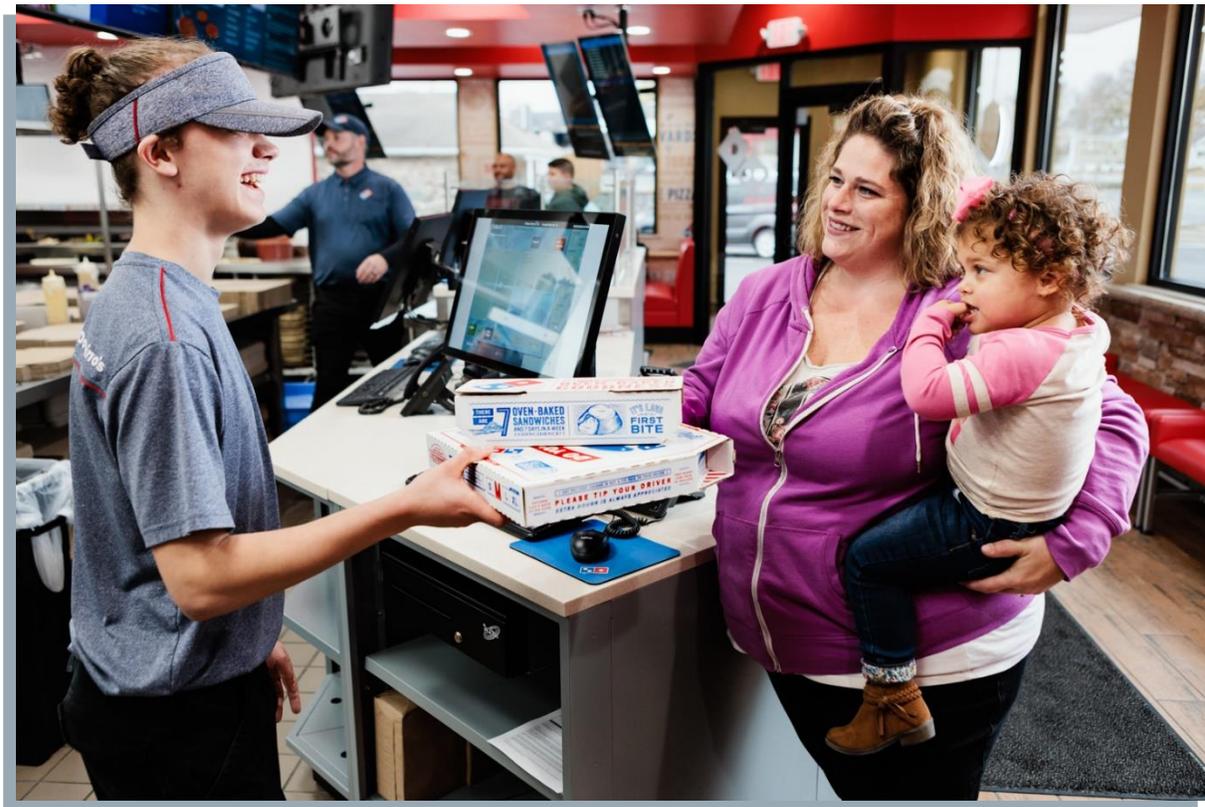
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What tactics can you suggest I use when leading my shift to impact the areas we are working to improve?

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# Upselling



Believe it or not, customers want to be offered additional items, which seems strange considering that no one likes a pushy salesperson. Upselling is great for your customers and great for the business, but you must think of upselling as being helpful, not just selling. After all, reminding your customers that you carry 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, “Would you like 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
- Goopy
- 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:

- Honey BBQ Wings
- Coke
- Lava Crunch Cakes
- Chicken Bacon Ranch Sandwich
- Parmesan Bread Bites
- Bacon Jalapeno Stuffed 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 easy to recommend the items in a helpful way.

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

- Drinks:
  
  
- Desserts:

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# Upselling



## ➤ STEP 2 ➤ Practice Upselling Simple Add-ons

**Manager:** Good upselling fills the gaps in your customer’s order. Just think of what Domino’s products may *complete* your customer’s meal:

- Drink
- Appetizer
- Entree
- Dessert

If you notice one of these “courses” missing in an order, offer to fill the gap.

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 would recommend helping me create a complete meal.

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

Remember that you’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 2Lt of Coke
- 8-piece Garlic Parmesan Wings and a 20oz Diet Coke
- Bacon Jalapeno Stuffed Cheesy Bread, Medium Pepperoni pizza, and Cinnamon Bread Twists
- 2 Medium Philly Cheese Steak pizzas, a 2Lt Diet Coke, and an order of Lava Crunch Cakes

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

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# Easy Upsells



Consider using this guide to teach your customer service experts how to upsell and help complete your customer's meal. This can increase the ticket total and provide more options for your customers to try. Complete this exercise to practice upselling! Use these 3 items on the Brand's menu that are **easy** to upsell:

ICY COLD COKE

DIP CUPS

CHOCOLATE LAVA  
CRUNCH CAKES

## EXERCISE 1 - FIND THE OPPORTUNITY

Read through the orders below and match it with the best upsell on the right. Listening to your customers' orders can help you find opportunities to upsell. Some upsells are more complimentary to your customer's order, but there is no wrong answer!

**If the customer orders:**

- 2 Medium, 2-Topping Pizzas
- An order of Loaded Chicken and Parmesan Bread Bites
- 1 Large Pepperoni Pizza and a Salad
- 8-piece Garlic Parmesan Wings and an order of Stuffed Cheesy Bread
- 2 Large Cheese Pizzas and 1 Deluxe Pizza

**You could say:**

- a. "Icy cold Coke with that?"
- b. "How about a Ranch Dip Cup with that?"
- c. "Any hot Chocolate Lava Crunch Cakes for dessert?"
- d. "Would you like a refreshing Coke to wash it all down?"
- e. "Something sweet for dessert?"

## EXERCISE 2 - TIME TO PRACTICE!

**Part 1 – Have your manager role play being a customer and place the orders below.** Practice your upselling skills by offering something extra. Have your manager note any feedback that they can share with you to improve your skills!

**Order 1:** "May I have, 1 Large Hand Tossed Pepperoni and Ham pizza and an order of Stuffed Cheesy Bread?"

Note any feedback: \_\_\_\_\_

**Order 2:** "I would like, 1 Small Pepperoni Pizza and a 16-piece order of Parmesan Bread Bites."

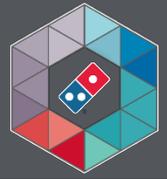
Note any feedback: \_\_\_\_\_

**Order 3:** "Can I have, 1 Large Pepperoni and Sausage Pizza and an 8-piece order of Wings?"

Note any feedback: \_\_\_\_\_

**Part 2 - Manager:** Tell your store team of any other upsells that work great in your store!

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# What Is vs. How Is

**Customers ask 2 types of questions:**

**“WHAT IS...”**

If they want a menu description



**“HOW IS...”**

they want a positive personal opinion that reaffirms their desire to try that item

## EXERCISE 1 - ANSWERING WHAT IS VS. HOW IS QUESTIONS

**Part 1 - Team member:** Complete the grid below on your own. You have to rely on your menu knowledge to answer “What is” questions, so try to fill this out without looking at a menu. If you get stuck, feel free to use a menu, job aid or another team member.

WHAT IS:	<b>KNOW YOUR MENU!</b> Write the description
1) Chicken Habanero Sandwich:	<i>Grilled chicken breast, pineapple, jalapeños, sweet mango habanero sauce, provolone and cheddar cheeses on artisan bread. Baked to a golden brown.</i>
2) Italian Sandwich:	
3) Loaded Chicken:	
4) Stuffed Cheesy Bread:	
5) The different crust types:	
6) <i>(Fill in your favorite menu item)</i>	

**Part 2 - Team member:** If a customer is asking about an item, it means they’re interested in buying it! Use descriptive & reassuring language to let the customer know they’re making a good choice! If you need help with descriptive words because you haven’t tried the item yet, see if you can figure out the flavors by reading the menu description, or *asking a team member or GM.*

HOW IS:	<b>GIVE A POSITIVE OPINION!</b> Use descriptive words
1) Chicken Habanero Sandwich:	<i>A GREAT choice if you like things a little spicy!</i>
2) Italian Sandwich:	
3) Loaded Chicken:	
4) Stuffed Cheesy Bread:	
5) The different crust types:	
6) <i>(Fill in your favorite menu item)</i>	

## EXERCISE 2 - Time to PRACTICE!

**Manager:** Pick any of the items above to quiz the team member with a few “what is” and “how is” questions.

- See if they can accurately describe the item for “what is” questions.
- If you ask them a “how is” question, make sure they use positive, descriptive words and give an opinion.

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# FINANCIAL ACUMEN 101 – SCORING SHEET

Optional Activity | Activity Time: 5 minutes



Working as a manager in your store requires a **lot** of different skills, and that includes some **business math**. This assessment will help you understand your knowledge of in-store math skills and take steps to prepare you to manage a business.

**GOAL:** Understand your knowledge of in-store math. Work with your store leadership to improve upon areas identified as an opportunity.

## INSTRUCTIONS:

- Complete the Financial Acumen 101 course
- As you complete each Level, capture your score and note it below
- Share your scores with your manager to understand what your leadership may want you to work to improve, or determine if you have a solid understanding of math used to manage a business.

LEVEL 1 SCORE

LEVEL 2 SCORE

LEVEL 3 SCORE

**AVERAGE SCORE:**

*Add all 3 level scores together  
and divide by 3*

**Ask your manager about your score and what your organization may consider passing.**

Your manager may determine your score indicates you have the skills they deem necessary. If not, ask what opportunities there are for you to work to level up your math skills and how they can help you work towards your goal. Then, ask your leadership when you are ready to complete the optional Financial 201 course.

**Manager sign-off + date**  
*Consider having your learner continue to the optional  
Financial Acumen 201 course*

Manager Development Program — Financial Acumen 101 – Scoring Sheet | Jan. 2025 CB



# LEVEL 1 SKILL EVALUATION

## MANAGER DEVELOPMENT PROGRAM

Optional Activity



### GOAL:

This guide is made of two parts. **Part One** is a skill guide and **Part Two** is a performance evaluation.

**Part One** provides an overview of each leadership skill and the behaviors the trainee should be able to exhibit and perform at Level 1.

**Part Two** evaluates the trainee's readiness to successfully and consistently perform each leadership skill, provides an overall score for the category, and indicates how effectively the trainee applies each skill.

## Part One – Leadership Skills Overview

Customer Experience	
Leads and role models great customer experiences	<ul style="list-style-type: none"> <li>Creates an environment that delivers exceptional customer experiences by role modeling, coaching and leading your store team.</li> <li>Strives to turn ordinary customer experiences into the extraordinary.</li> <li>Helps everyone understand their role in providing memorable customer experiences.</li> <li>Remains vocal throughout the shift and inspires greatness by acknowledging the good things.</li> <li>Provides feedback in a positive and respectful manner.</li> <li>Uses WOW to handle customer concerns.</li> <li>Understands that not all concerns should be treated the same.</li> </ul>
Provides energy and ongoing communication to maintain a fun and engaging environment	
Effectively resolves customer concerns	
Financial Acumen	
Understands basic math regarding store operations	<ul style="list-style-type: none"> <li>Can complete basic math commonly used in the store.</li> </ul>
Food	
Understands how food cost impacts the profitability of your store	<ul style="list-style-type: none"> <li>Knows the 3 things that can contribute to waste:                             <ul style="list-style-type: none"> <li>Customer ate it, garbage ate it, team ate it.</li> </ul> </li> <li>Leads behaviors that can reduce waste and create product consistency:                             <ul style="list-style-type: none"> <li>Has team prep only what is needed.</li> <li>Follows up on proper dating and rotating.</li> <li>Monitors correct portioning and scale use.</li> <li>Follows your store's meal policies.</li> <li>Follows all prep procedures and standards.</li> <li>Effectively utilizes prep forecast reports and projection guides.</li> </ul> </li> </ul>
Understands how waste occurs and how to help reduce it	
Understands the importance of product build and portion consistency	
Food Safety	
Role models, leads, and coaches proper food safety practices	<ul style="list-style-type: none"> <li>Understands their role in leading the habits, behaviors, and procedures that are in place to ensure food is handled safely.</li> <li>Follows brand standards and protocols that guide the receiving, storing, preparing, packaging, and ultimately serving finished products.</li> <li>Has awareness of how to facilitate a Health Department visit.</li> </ul>
Can successfully complete a temperature recording log	
Is prepared to handle customer concerns	
Is prepared for a local Health Department inspection	

Manager Development Program — SKILL EVALUATION – LEVEL 1 / CB Apr. 2025

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<b>Image</b>	
Role models the brand image standards	<ul style="list-style-type: none"> <li>Upholds perfect personal image, holds store team accountable to image standards, recognizes those who do a great job following image standards, and leads a strong image culture.</li> <li>Ensures all areas of your store's interior and exterior are well maintained.</li> <li>Assigns cleaning tasks to members of your store team as needed.</li> </ul>
Assesses and maintains your store's image standards for cleanliness during their shift	
<b>Labor</b>	
Manages the schedule by adjusting staffing levels based on sales shifts	<ul style="list-style-type: none"> <li>Executes the schedule as written, only making adjustments if sales shifts occur.</li> <li>Holds team members accountable for following their schedule.</li> <li>Is proactive when sales are lower or higher than expected.</li> <li>Fills out the position chart every shift and communicates roles and responsibilities to everyone working.</li> <li>Preps stations for the next shift by ensuring team members are given tasks to help recover after the rush.</li> </ul>
Assigns and communicates position assignments and side tasks	
Maintains your store team's efficiency and productivity	
<b>Safety &amp; Security</b>	
Prepared to keep team safe in your store, on the road and at the door	<ul style="list-style-type: none"> <li>Follows key concepts concerning safety and security principles.</li> <li>Leads in creating a safe working environment for team and customers as a primary focus.</li> <li>Role models and leads safe behaviors that can reduce or eliminate common injuries.</li> <li>Accurately checks out delivery experts per organization's policies.</li> <li>Exhibits heightened cash handling and robbery prevention awareness when handling monies (safe, cash drawer, driver banks, etc.).</li> </ul>
Maintains a high level of awareness for reducing the possibility of robberies	
Knows who to contact and your organization's policies and procedures in the event of an emergency	
Handles all cash according to your organization's policies	
<b>Leadership</b>	
Transitions from peer to leader in your organization	<ul style="list-style-type: none"> <li>Responds appropriately to conflict, leads by example, keeps employee information confidential.</li> <li>Sets the tone on the shift by exhibiting a positive attitude and energy, promotes the store and brand, empowers team members and communicates effectively, while championing customers.</li> <li>Understands the importance of motivation and communication and how they can help improve teamwork.</li> </ul>
Recognizes leadership characteristics	
Finds their coaching voice	



People	
Helps create and support a positive in-store environment	<ul style="list-style-type: none"> <li>Establishes and maintains a strong foundation of training to help create a culture of learning where your team can feel comfortable and confident to learn, grow and stay.</li> <li>Communicates with management to understand how they can impact your store's ability to attract strong candidates.</li> <li>Drives people to <i>jobs.dominos.com</i> and treats every customer as a future potential team member.</li> <li>Creates an effective learning experience by utilizing the 5 steps of on-the-job training.</li> <li>Is flexible with your organization's training methods to match your team member's preferred learning style.</li> </ul>
Knows your organization's application process and their responsibilities	
Recognizes your organization's ideal qualities of a strong candidate	
Understands learning styles and the 5 steps of on-the-job training	
Product Quality	
Follows your store's receiving, dating, and storage system	<ul style="list-style-type: none"> <li>Can properly receive a food order ensuring all items are dated, FIFO is demonstrated, and any missing or damaged items are recorded.</li> <li>Utilizes the prep report and has all prep for their shift complete.</li> <li>Uses the dough proofing projection report to determine shift needs.</li> <li>Adheres to proper thawing/proof time guidelines to ensure usable ingredients.</li> <li>Reinforces quality checks and ensures all team members on shift know what to look for when making, baking and taking every order.</li> </ul>
Determines their shift prep needs to "Crush the Rush" during their shift	
Follows the 3-point quality check to role model and lead delicious product quality	
Sales	
Understands the importance of the brand's 'value equation'	<ul style="list-style-type: none"> <li>Identifies which parts of the brand's value equation are within their control and how the value equation can impact your store's sales growth.</li> <li>Understands how "completing the meal" through upselling can improve a customer's overall ordering experience and create more profit for your store.</li> <li>Works to quickly become an expert when new products rollout or advertising initiatives are launched.</li> <li>Becomes familiar with any optional resources offered by the brand along with your organization's resources to help support your store's training plans.</li> </ul>
Supports your team to have strong menu knowledge and upselling skills	
Assists management in implementing new product rollouts or marketing initiatives	
Service	
Understands how service performance affects your customers and team members	<ul style="list-style-type: none"> <li>Fosters a positive service culture by clearly communicating store goals and leading the team with enthusiasm each shift, ensuring a fun and engaging work environment.</li> <li>Teaches, role models, and leads behaviors that impact each component of overall service.</li> </ul>
Understands Heightened Time Awareness (HTA)	
Recognizes the individual components that make up overall Service (eADT)	



## Part Two – Performance Evaluation

### INSTRUCTIONS:

In the Score box, fill in the appropriate score. Every topic that is marked as **"READY"** counts as **1 point**.

Passing grades are determined by your organization.

<b>Customer Experience</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Leads and role models great customer experiences			
Provides energy and ongoing communication to maintain a fun and engaging environment			
Effectively resolves customer concerns			
<b>Financial Acumen</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Understands basic math regarding store operations			
<b>Food</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Understands how food cost impacts the profitability of your store			
Understands how waste occurs and how to help reduce it			
Understands the importance of product build and portion consistency			
<b>Food Safety</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Role models, leads, and coaches proper food safety practices			
Can successfully complete a temperature recording log			
Is prepared to handle customer concerns related to product			
Is prepared for a local Health Department visit			
<b>Image</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Role models the brand image standards			
Assesses and maintains your store's image standards for cleanliness during their shift			
<b>Labor</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Manages and adheres to the schedule, only adjusting based on sales shifts			
Assigns and communicates positions assignments and any side tasks			
Maintains your store team efficiency and productivity			



<b>Safety &amp; Security</b>	Ready	Not Ready	Not Trained
Prepared to keep team safe in your store, on the road and at the door			
Maintains a high level of awareness for ways to reduce the possibility of robberies			
Knows who to contact and your organization's policies and procedures in the event of an emergency			
Handles all cash according to your organization's policies			
<b>Leadership</b>	Ready	Not Ready	Not Trained
Transitions from peer to leader in your organization			
Recognizes leadership characteristics			
Finds and utilizes their coaching voice			
<b>People</b>	Ready	Not Ready	Not Trained
Effectively trains and coaches those in non-management positions			
Addresses performance opportunities as set by your organization			
Follows role expectations to support recruiting efforts			
<b>Product</b>	Ready	Not Ready	Not Trained
Follows your store's receiving, dating, and storage system			
Determines prep needs to "Crush the Rush" on their shift			
Follows the 3-point quality check (Load, Oven, Assembly) to reduce mistakes			
<b>Sales</b>	Ready	Not Ready	Not Trained
Understands the importance of the brand's 'value equation'			
Supports your team to have strong menu knowledge and upselling skills			
Assists management in implementing new product rollouts or marketing initiatives			
<b>Service</b>	Ready	Not Ready	Not Trained
Understands how service affects your customers and team members			
Role models and understands Heightened Time Awareness (HTA)			
Understands the individual components that make up overall Service			
<b>Total Score</b>	_____ / <b>35</b>		





# LEADERSHIP 201 – SUPPORTING STORE PERFORMANCE GOALS

Optional Activity | Activity Time: 10 minutes

## GOAL:

Work with your leadership to understand your role in leading your shift to support achieving your store’s SMACable goals.

## INSTRUCTIONS:

Work with your manager to complete this optional activity.

## STORE GOALS:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## ASK YOUR MANAGER:

- What is the plan to achieve these goals?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- What role do I play to support achieving these goals during my shifts?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- How do you keep track of our progress towards these goals?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- How often do you review and communicate progress towards these goals?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## WORK WITH YOUR MANAGER:

- Consider selecting one goal that you can lead for your next 5 shifts. Schedule time after those 5 shifts to discuss your results and receive feedback.



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# STORE INCIDENT ACTIVITY – SAFETY & SECURITY 201

Optional Activity | Activity Time: 25 minutes

## GOAL:

In your role with your organization, you are encouraged to learn and understand your organization's policies, procedures, and expectations for potential emergency situations.

## INSTRUCTIONS:

**Consider working with your manager or above store leader to understand your organization's expectations if you experience an emergency safety or security event.**

## Scenarios:

- Power outage
- Store robbery
- Customer injury
- Store personnel injury
- No hot water
- Extreme weather event
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



## IMAGE 201 - STORE CLEANLINESS

Optional Activity | Activity Time: 20 minutes

Learn about your store's cleaning system so you can plan to assign and complete tasks during your shifts to help maintain your store's perfect image.

### INSTRUCTIONS

Work with your manager or above store leader to complete this activity.

### CONSIDER ASKING YOUR MANAGER THE BELOW QUESTIONS:

- What system do we use daily to maintain our store's cleanliness?

---

- What system do we use weekly to maintain our store's cleanliness?

---

- How do we report maintenance needs in our store?

---

- How do we check delivery vehicles image?

---

- Who is responsible for checking our delivery expert's delivery vehicles?

---

- What else should I know about maintaining our store's cleanliness and image standards?

---

---

---



Manager Development Program — Store Cleanliness Optional Activity | Jan 2025 JW





# Store Related Quality Concerns – How to Report

## Stores report to SCCs via Delivery Hub...

- Any food safety or quality issue found after items are delivered and BEFORE sold to customers:
  - Product quality concerns (examples) “Quality”
    - Dough performance, cheese not melting, sticky pepperoni, slimy peppers, etc.
    - Miscut boxes
  - Food safety concerns (examples) “Quality”
    - Foreign material/object in food
  - Damaged related concerns (examples) “Damage”
    - Broken bag of corn meal, damaged dipping cups, etc.

## Stores to call WRC Hotline...

### Consumer Finished Product Line:

US: (1-800-616-0018)

Canada: (1-866-903-1151)

- Any finished product food safety or quality concern AFTER product is sold to customers:
  - Food safety concerns (examples)
    - Foreign material/ object in food
    - Illness or injury from food
    - Suspected tampering
  - Finished product quality concerns (examples)
    - Taste, color, texture, etc.

REQUIRED applicable information: Photos, Product Category, Lot Code, Product Issue, Manufacture Date, Use by Date, Expiration Date, Julian Date and Best Before Date

# CUSTOMER ILLNESS REPORTING RESOURCE GUIDE



## Background

Suspected customer illnesses should be handled per the franchise's company policy. Correctly documenting and reporting the information should be handled according to your local jurisdiction requirements.

## Responsibilities

**Person in Charge in the Store:** Every customer complaint should be documented properly. A documentation form should be used to gather information (see example on page 2).

**Store Personnel:** An employee receiving a customer complaint should immediately direct the call to the person in charge.

## How to Prep

It's recommended to have a policy and a standard form to document as much information as possible.

## Procedure

Within the food service operation, proper procedures should be followed when a customer complains of a suspect foodborne illness or food-related injury. The customer complaint should always be handled by a trained manager. Possible contributing factors to the suspected foodborne illness or suspected food-related injury should be identified, and the proper documentation and procedures should be reviewed.

If multiple customers complain of foodborne incidents within a short period and/or are related to similar food items, follow your franchise protocol and your local jurisdiction requirements.

## Additional Information

A food regulatory program (Department of Health) will use a systematic approach for the detection, investigation, response, documentation and analysis of alleged food related outbreaks that involve illness, injury, unintentional or deliberate food contamination.

## References

- U.S. FDA Food Code
- Voluntary National Retail Food Regulatory Program Standards
- Centers for Disease Control and Prevention

*See the next page for a sample Foodborne Illness Complaint Report.*

# FOODBORNE ILLNESS/COMPLAINT REPORT

Complainant: Name \_\_\_\_\_ Phone (Day) \_\_\_\_\_

Address \_\_\_\_\_ Phone (Eve) \_\_\_\_\_

Others in party? (get names, address and phone, \_\_\_\_\_  
use back of form if necessary) \_\_\_\_\_

Time and date of meal \_\_\_\_\_ Unit location \_\_\_\_\_

Staff member serving meal or otherwise involved \_\_\_\_\_

Onset of symptoms: Date \_\_\_\_\_ Time \_\_\_\_\_ Symptoms \_\_\_\_\_

Medical treatment / doctor \_\_\_\_\_

(Hospital) Name \_\_\_\_\_ Address \_\_\_\_\_ Phone \_\_\_\_\_

Suspect meal \_\_\_\_\_ Amount eaten \_\_\_\_\_

Identification (brand name, lot number) \_\_\_\_\_

Description of meal \_\_\_\_\_

Did others in the party have the same food? \_\_\_\_ If so, who? \_\_\_\_\_

Leftovers \_\_\_\_\_ (refrigerate, do not freeze)

Other foods or beverages consumed before or after suspect meal	Date	Time	Location	Description
_____				
_____				
_____				

Other agencies notified? \_\_\_\_\_

Complainant's attitude \_\_\_\_\_

Remarks \_\_\_\_\_

Complaint received by \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

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# TIPS AND BEST PRACTICES FOR REPORTING A FOODBORNE ILLNESS COMPLAINT – FOOD SAFETY 201

Optional Activity | Activity Time: 20 minutes

## GOAL

Learn your organization’s policies and procedures for how to handle a Customer Foodborne Illness Complaint

## INSTRUCTIONS

**Work with your manager or above store leader to complete this optional activity. Identify resources related to your organizations policies and procedures related to customer concerns.**

- What form do I use if I receive a call regarding illness or injury?
- What do I do with the completed form after handling the call?
- What are tips you can share with me on handling customers that may be angry or upset?
- Is there anything I should avoid doing or saying when speaking with a customer about a complaint?
- What local regulations are in place, if any, that I should be aware of?
- What else should I know about handling calls of potential illness/injury?
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_





# LOAD ZONE OPTIONAL FRANCHISE STORE OPERATIONAL ASSESSMENT

Load & Go is an optional set of operational best practices that include modifications to a store's physical layout and operational procedures. Several top Franchisees have implemented these best practices and seen great operational results and Team USA has adopted it in all its stores. Each organization should strongly consider whether implementing all or part of these best practices in their stores would be beneficial. Each organization that elects to use Load & Go must ultimately determine how it implements Load & Go in its store(s).

Consider using this optional Store Operational Assessment to track your store team's operational capabilities related to tasks that you may assign when implementing Load & Go in your store.

DOUGH	<b>Dough Tray:</b> Able to identify size, type, proof time, use by time, and expiration date	0	0	0	0	0	0	0	0	0
	<b>Product knowledge:</b> Knows available crust types and sizes offered	0	0	0	0	0	0	0	0	0
	<b>Makes a Great Pizza:</b> Proper rim, size, and placement on screen	0	0	0	0	0	0	0	0	0
	<b>Pan Pizza:</b> Follows proper prep procedures	0	0	0	0	0	0	0	0	0
	<b>Stuffed Cheesy Bread:</b> Follows proper stretch and pre-prep procedures	0	0	0	0	0	0	0	0	0
	<b>Parmesan Bread Bites and Twists:</b> Preps correctly and follows pre-prep procedures	0	0	0	0	0	0	0	0	0
	<b>Pasta Bread Bowls:</b> Follows proper stretch procedures (where offered)	0	0	0	0	0	0	0	0	0
	<b>Dough Expert</b>	☆	☆	☆	☆	☆	☆	☆	☆	☆
SAUCE	<b>Has knowledge of proper portions or quickly references any available job aids</b>	0	0	0	0	0	0	0	0	0
	<b>Applies all sauces per standard</b>	0	0	0	0	0	0	0	0	0
	<b>Properly stores all sauces per standard</b>	0	0	0	0	0	0	0	0	0
		<b>Sauce Expert</b>	☆	☆	☆	☆	☆	☆	☆	☆
CHEESE	<b>Cheese Recipe Knowledge</b> (Including: New York Style, Pan, Specialty Pizzas)	0	0	0	0	0	0	0	0	0
	<b>Cheese Portions:</b> Has knowledge of proper portions or quickly references any available job aids	0	0	0	0	0	0	0	0	0
	<b>Cheese Placement:</b> Properly cheeses all pizzas	0	0	0	0	0	0	0	0	0
	<b>Scale Use:</b> Consistently and correctly uses scale for cheesing	0	0	0	0	0	0	0	0	0
		<b>Cheese Expert</b>	☆	☆	☆	☆	☆	☆	☆	☆
TOPPING	<b>Builds:</b> Has knowledge of proper builds or quickly references job aids or quickly references any available job aids	0	0	0	0	0	0	0	0	0
	<b>Portions:</b> Has knowledge of proper portions or quickly references job aids or quickly references any available job aids	0	0	0	0	0	0	0	0	0
	<b>Scale Use:</b> Consistently and correctly uses scale for toppings	0	0	0	0	0	0	0	0	0
	<b>Placement:</b> Follows proper placement procedures (evenly distributed, no center loading)	0	0	0	0	0	0	0	0	0
	<b>Stuffed Cheesy Bread, Sandwiches, Pastas:</b> Follows proper build and evenly distributes toppings (end to end or corner to corner)	0	0	0	0	0	0	0	0	0
	<b>Tots and Specialty Chicken:</b> Follows proper build, evenly distributes toppings, no naked bites	0	0	0	0	0	0	0	0	0
		<b>Toppings Expert</b>	☆	☆	☆	☆	☆	☆	☆	☆
LOAD CAPTAIN	<b>Manages Load Zone:</b> Directs activities of those positioned in the Load Zone	0	0	0	0	0	0	0	0	0
	<b>Quality Control:</b> Ensures all items are prepared with quality, speed, and accuracy (calls 'remakes' to avoid 'rebakes')	0	0	0	0	0	0	0	0	0
	<b>On the Button:</b> Loads only perfect product following the Snake Loading process with precision and speed	0	0	0	0	0	0	0	0	0
	<b>Loading:</b> Loads two items at a time when able to increase speed	0	0	0	0	0	0	0	0	0
	<b>Snake Loading:</b> Loads complete orders and clears in the exact order loaded	0	0	0	0	0	0	0	0	0
	<b>Communication:</b> Works with Go Captain to reduce bottlenecks	0	0	0	0	0	0	0	0	0
	<b>PRP:</b> Confirms Pre-Rush Prep completed to ensure availability of product and toppings	0	0	0	0	0	0	0	0	0
		<b>Load Captain</b>	☆	☆	☆	☆	☆	☆	☆	☆

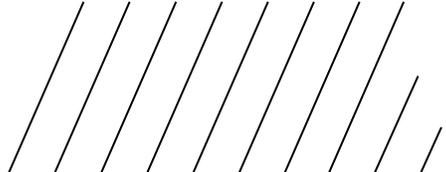
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Performs Quality Checks post bake and when boxing to support accuracy:  
**BAKE IT ONCE, BOX IT ONCE, TAKE IT ONCE!**



OVEN	<b>Perfect Product:</b> Has strong recipe knowledge and can identify great product criteria	<input type="radio"/>	<input type="radio"/>								
	<b>Remakes:</b> Calls for a Remake when needed to avoid a rebake!	<input type="radio"/>	<input type="radio"/>								
	<b>Boxes:</b> Knowledge of which box each product is packaged in	<input type="radio"/>	<input type="radio"/>								
	<b>Pie cuts:</b> Correctly and evenly cuts all pizza types and sizes ( <b>ALL</b> slices are the <b>BEST</b> slice)	<input type="radio"/>	<input type="radio"/>								
	<b>Post Bake Applications:</b> Knows which products receive post bake applications and properly applies all end bake applications	<input type="radio"/>	<input type="radio"/>								
	<b>Perfect Post Bake:</b> Before closing box ensure 100% accuracy to avoid redeliveries!	<input type="radio"/>	<input type="radio"/>								
	<b>Remake:</b> Identifies and calls remakes BEFORE they become rebakes	<input type="radio"/>	<input type="radio"/>								
	<b>Sanitation:</b> Practices proper sanitation procedures	<input type="radio"/>	<input type="radio"/>								
	<b>Communication:</b> Informs Delivery Experts when their next order is <b>almost</b> ready and again <b>when ready</b>	<input type="radio"/>	<input type="radio"/>								
<b>Oven Expert</b>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
ROUTING	<b>Delivery Area:</b> Familiar with the store's delivery area	<input type="radio"/>									
	<b>Delivery Area:</b> Knows how to use Advanced Dispatch to view delivery area map	<input type="radio"/>									
	<b>Routing:</b> Ability to route and knows when to route smart doubles	<input type="radio"/>									
	<b>Staging Orders:</b> Knows how to use Advanced Dispatch to stage orders to plan routes and coordinate smart doubles before Delivery Experts return	<input type="radio"/>									
	<b>Delivery Expert Location Awareness:</b> Knows where to find estimated return time	<input type="radio"/>									
	<b>Pre-assigning Orders:</b> Knows how to use Advanced Dispatch to pre-assign orders to returning Delivery Experts	<input type="radio"/>									
	<b>Messaging:</b> Knows how to use Advanced Dispatch to message Delivery Experts	<input type="radio"/>									
	<b>Dispatching:</b> Can effectively use Advanced Dispatch (only uses Pulse dispatch when there is a tech issue)	<input type="radio"/>									
<b>Routing Expert</b>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>		
RUNNER	Team Members know when they are expected to flex to run orders to Delivery Experts returning from non-cash deliveries & DCD customers	<input type="radio"/>									
	<b>Accuracy:</b> Ensures orders have the correct receipt, if C/O, folds receipt so their name clearly shows	<input type="radio"/>									
	<b>Customer Service:</b> Provides a great experience when interacting with customers	<input type="radio"/>									
	<b>Runner Expert</b>	<input checked="" type="radio"/>									
FRONT COUNTER	<b>Customer Service:</b> Able to assist and interact with customers providing a great experience	<input type="radio"/>									
	<b>Order Entry:</b> Able to independently take orders, upsell, and process transactions	<input type="radio"/>									
	<b>Menu Knowledge:</b> Able to describe menu items, desserts, sides, and beverages offered	<input type="radio"/>									
	<b>Customer Experience:</b> Conveys a friendly demeanor with customers	<input type="radio"/>									
	<b>Processing Transactions:</b> Able to process final transactions of all types including coupons	<input type="radio"/>									
	<b>WOW:</b> Can handle customer concerns and can use WOW when needed	<input type="radio"/>									
<b>Front Counter Expert</b>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>		

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**BAKE IT ONCE, BOX IT ONCE, TAKE IT ONCE!**

		/	/	/	/	/	/	/	/	/	/	/	/	/
<b>GO CAPTAIN</b>	<b>Dough Expert</b>	<input type="radio"/>												
	<b>Sauce and Cheese Expert</b>	<input type="radio"/>												
	<b>Toppings Expert</b>	<input type="radio"/>												
	<b>Runner Expert</b>	<input type="radio"/>												
	<b>Front Counter Expert</b>	<input type="radio"/>												
	<b>Follows and champions safe delivery procedures</b>	<input type="radio"/>												
	<b>Customer Experience:</b> Promotes great customer service and uses WOW with any concerns	<input type="radio"/>												
	<b>Ready-Set-Go Stations:</b> Ensures stations are consistently and completely set up and ready	<input type="radio"/>												
	<b>Communication:</b> Manages Load Captain and Go Zone to balance operations	<input type="radio"/>												
	<b>Training:</b> Provides the training your organization has developed or elected to use and feedback when needed	<input type="radio"/>												
	<b>Driver App:</b> Encourages usage of the App with all Delivery Experts	<input type="radio"/>												
	<b>Works to reduce/prevent bottlenecks</b> during production and order assembly by flexing your store personnel	<input type="radio"/>												
	<b>Utilizes any available store personnel</b> to flex to run orders to Delivery Experts returning from non-cash deliveries	<input type="radio"/>												
	<b>HTA:</b> Exhibits, encourages, and maintains a sense of in-store efficiency	<input type="radio"/>												
<b>Go Captain</b>	☆	☆	☆	☆	☆	☆	☆	☆	☆	☆	☆	☆	☆	

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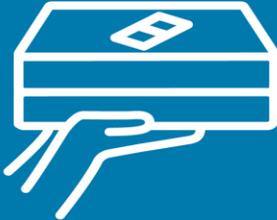
# OPERATIONS INNOVATION & SUPPORT

## OPTIONAL RESOURCES FOR IMPROVING PRODUCT QUALITY EXECUTION

Focus on creating perfect product the first time using a **3-point quality check**.  
Reduce or **eliminate remakes, rebakes, and redeliveries!**



**MAKE IT ONCE**



**BOX IT ONCE**



**DELIVER IT ONCE**

# PRODUCT QUALITY PLAYBOOK



*Consider using these resources as part of your organization's training plan for product quality execution.*

**THIS BOOKLET BELONGS TO:** \_\_\_\_\_

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# Product Quality Playbook Overview

Consider using this Playbook to determine your store teams' current level of product quality execution. You will find optional resources in this booklet and/or on PieNet that you can consider incorporating into your training plan when addressing operational opportunities you want to improve.

The Brand is obsessed with perfect, delicious product. That's why you are encouraged to ensure everyone in your store is a Quality Captain. Whether someone is prepping ingredients, working the makeline, finishing product at the cut table, assembling orders or assisting customers – they are a critical part in creating a delicious experience for your customers!

Every order can be a family or group dinner, and every slice or portion of any product is someone's meal. Every meal should be crafted with care ensuring products are:

- Built with the best quality ingredients including perfectly proofed dough.
- Assembled with the correct toppings, with the correct portions placed perfectly, resulting in masterpieces.
- Properly baked product should then receive the correct post bake applications, applied correctly, and pizzas cut through with even slices.

Finished products should look and taste delicious, making them craveable. When every slice is the perfect slice, you have created a true masterpiece. Your customers expect great product, and this optional resource can you help you deliver just that.

The Brand will be running a new initiative, the **Quality Captain** campaign beginning August 19th. By working with your store team to become obsessed with product quality, you can deliver on the brand's promise. What does it even mean to be a Captain? Being a captain is a great honor and a great responsibility. A captain is caring, courageous, and consistent. They perform "in the clutch" and lead others to victory. A captain is accountable after a good outcome as well as a bad outcome. Captains are a model of excellence while coaching those around them.

## The 3-Point Quality Check for Product Quality Perfection

Execute quality checks to reduce or eliminate remakes, rebakes, and redeliveries. One way to ensure everyone is a Quality Captain is to consider this process:

### LOAD QUALITY CHECK

Make it ONCE



**STEP #1: LOAD QUALITY CHECK:** Perfectly prepared product that is snake loaded with NO remakes due to build or placement issues. If an item can't be fixed before loading, call a remake BEFORE it becomes a REBAKE.

### OVEN QUALITY CHECK

Box it ONCE



**STEP #2: OVEN QUALITY CHECK:** Every slice, piece, or bite is the perfect one. Even toppings placement and even cuts. Product exiting the oven prepared and baked to perfection with accurate post bake procedures. Call a remake BEFORE it becomes a REDELIVERY!

### ASSEMBLY QUALITY CHECK

Deliver it ONCE



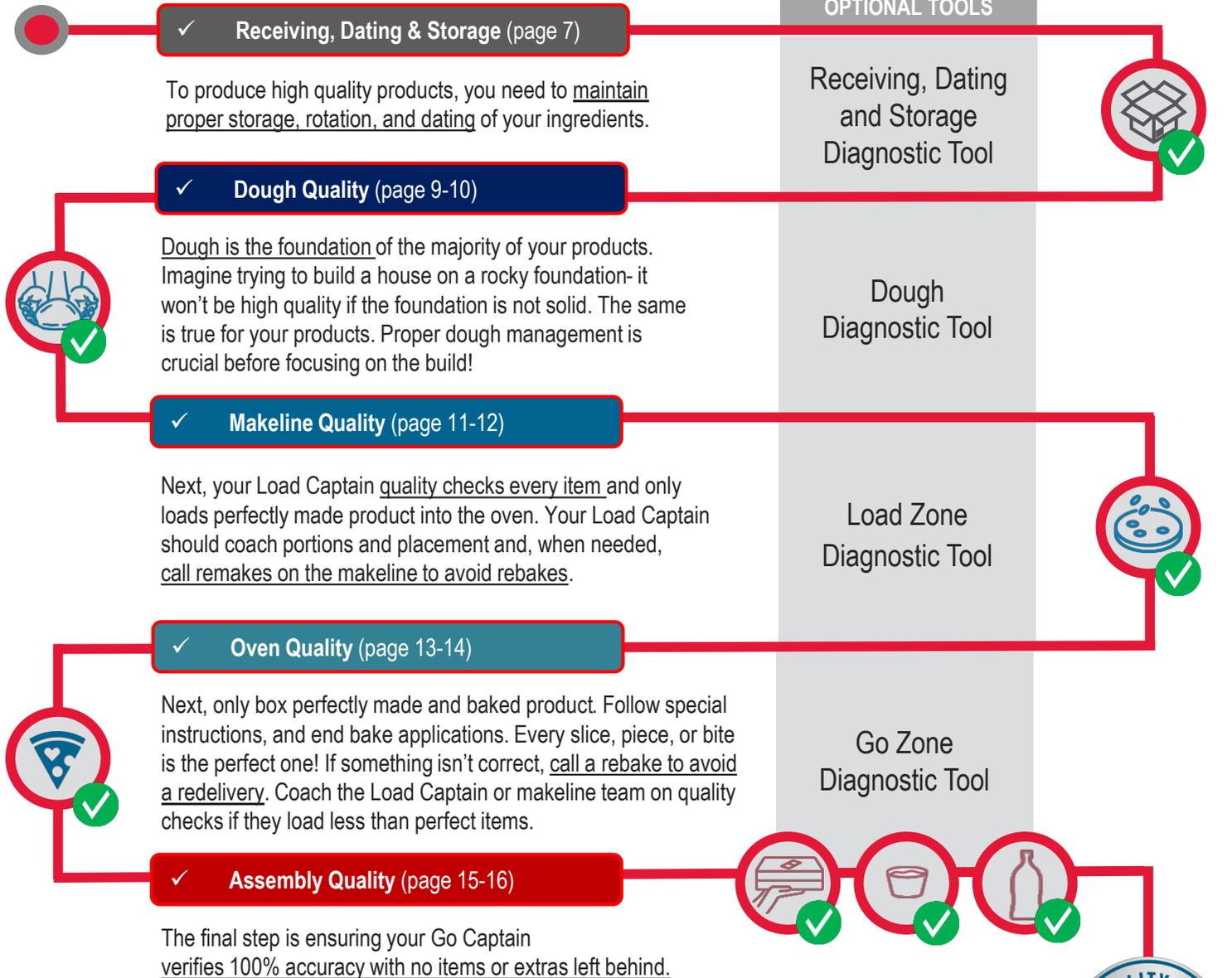
**STEP #3: ASSEMBLY QUALITY CHECK:** Complete orders are assembled with NO ITEMS or EXTRAS left behind! 100% accuracy to AVOID EXTREME LATE redeliveries.



# How To Use The Playbook

You can elect to use this Playbook along with any additional resources your organization provides to help you transform your team into true Quality Captains, obsessed with perfect product! Consistent product quality requires excellence at every step. Consider evaluating quality execution in your store. In the Playbook you'll find optional Diagnostic Tools to help assess each quality checkpoint and identify any areas that need improvement. You will find lists of training resources to help address any gaps you may discover. Follow this process below to quality check your store:

## START



**You can build a team obsessed with serving perfect product when they consistently meet your expectations of each quality checkpoint!**





# PieNet Login Troubleshooting

Within this playbook are four **OPTIONAL DIAGNOSTIC TOOLS** you can consider using to help assess your product quality. These tools include lists of optional training resources available on PieNet to view, download and print:

- Receiving, Dating & Storage Diagnostic Tool
- Dough Management Diagnostic Tool
- Load Zone Diagnostic Tool
- Go Zone Diagnostic Tool

If you are having trouble logging into PieNet follow the steps shown here to have the team reset your access.

Domino's  
OPERATIONS INNOVATIONS & SUPPORT

## OPTIONAL PieNet Access Guide

Consider using this optional resource when logging into PieNet.

### Accessing PieNet

1. Visit [pienet.dominos.com](http://pienet.dominos.com) on a computer or mobile device
2. Log into PieNet with your [login.dominos.com](http://login.dominos.com) credentials
3. If you do NOT have a [login.dominos.com](http://login.dominos.com) account, use your Pulse ID and System Password as shown below:

### Difficulty Accessing PieNet

1. If you do not have a [login.dominos.com](http://login.dominos.com) account and it has been more than 90 days since the last time you logged into PieNet, your access will need to be refreshed
2. **To refresh your PieNet access, visit [pienet.dominos.com](http://pienet.dominos.com) on a computer or mobile device**
3. **Select "Having trouble logging in?"** from the PieNet login page (shown below)
4. **Complete all required fields**
5. For the "Describe your issue" field, select "Login error"
6. Select "Submit" and the Service Desk will begin working to refresh your PieNet access

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# Receiving, Dating & Storage Diagnostic Tool

OPERATIONS INNOVATION  
& SUPPORT



**STEP #1:** Begin with your ingredients. Consider using this optional tool to assist your organization in managing the flow of food through the Receiving, Dating, and Storage process. Refer to the list of optional tools to help address any gaps in execution. Once your team has a strong product system in place you can move to the optional Dough Diagnostic Tool.

<b>DATE</b>		<b>STORE #</b>	
<b>FRANCHISEE</b>		<b>MANAGER</b>	

PREPARING FOR A DELIVERY	✓	✗	OPTIONAL TOOLS
Walk-in temperature in proper range of 33°-38°F (0°-3°C)			Temp Log, Global Food Safety Standards Guide
Working thermometers in walk-in cooler			Global Food Safety Standards Guide
Product storage areas are clean and organized			Cleaning Schedule & Log
Dough dollies collected and ready for SCC Delivery Driver			Pro Tip/ Best Practice
No obstructions from delivery door to walk-in door			Pro Tip/Best Practice
Current products rotated following FIFO			My Core 4: Food Handling Expert
Updated Shelf Life Guide posted			Shelf Life Guide from PieNet
RECEIVING, DATING & STORING A DELIVERY	✓	✗	OPTIONAL TOOLS
Incoming packaging checked for condition			Pro Tip/Best Practice
Verify minimum quality shelf life of product being delivered			Pro Tip/Best Practice
Verify accuracy of quantities delivered			Pro Tip/Best Practice
Report delivery discrepancies if needed			Pro Tip/Best Practice
Incoming product rotated following FIFO			Pro Tip/Best Practice
All product stored on approved shelving is ≥6" off the floor. All product stored on approved dollies is ≥4" off the floor.			Global Food Safety Standards Guide, My Core 4: Walk In Setup
Dough stored properly:			My Core 4: Walk In Setup
<input type="checkbox"/> Tray labels facing forward - easy reading & rotation			My Core 4: Walk In Setup
<input type="checkbox"/> Trays with top cover to prevent dough drying out			My Core 4: Walk In Setup
<input type="checkbox"/> Trays stored in back of walk-in away from the door			My Core 4: Walk In Setup
<input type="checkbox"/> Trays are at least 3 inches from cooler wall			My Core 4: Walk In Setup
All products dated according to Shelf Life Guide, dates facing forward			Global Food Safety Standards Guide
Cheese stored properly:			Domino's Product Standards
<input type="checkbox"/> Stored closest to walk-in door and rotated properly			Pro Tip/ Best Practice
<input type="checkbox"/> Thawed under refrigeration, never at room temperature			Domino's Product Standards
<input type="checkbox"/> At least 1-2" (3-5 cm) space between stacks			Domino's Product Standards
No glass, alcohol, raw food (esp. eggs) or non-food items in walk-in			My Core 4: Walk In Setup
Personal food stored on bottom shelf, away from product			My Core 4: Walk In Setup
MONITORING PRODUCT EXPIRATIONS	✓	✗	OPTIONAL TOOLS
Evidence of product expiration monitoring in place			Pro Tip/Best Practice
Evidence of Coke cooler rotation system			Pro Tip/Best Practice
Evidence of proper rotation of dip cups			Pro Tip/Best Practice
Any expired product is properly discarded promptly			Domino's Product Standards

ACTION ITEMS	TIMELINE

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# My Core 4: Walk-in Setup Guide

This optional job aid highlights some keys to success for setting up your walk-in properly for ideal product organization and storage.

## KEEP FOOD SAFE ENSURE ACCURATE TEMPS

### Walk-in Required Temperature



**33°F to 38°F (.6°C-3.3°C)**

Walk-in temp is required to be monitored and a temp log maintained.

### Danger Zone Temperature



Any product with internal temp of **41°F (5°C)** for 2+ hours must be discarded.

## STORE FOOD OFF THE FLOOR AND AWAY FROM WALLS

All dough trays and food should maintain 3" space from the wall.



3"

All food must be on approved shelving 6" off the floor.



6"

4"

WALL

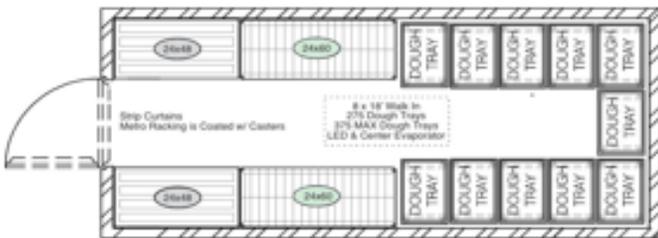
(4" off the floor when on approved casters)

FLOOR

APPROVED RACKING: Green Coated Metro® Racking on 4" Casters is strongly recommended.

## STORE DOUGH PROPERLY

- All dough tray labels should face forward for easy identification and rotation.
- All dough trays must have a top cover to prevent dough from drying out.
- All dough trays should be stored in the back of the walk-in away from the door.



## STORE FOOD PROPERLY

### OPENED/PREPPEd FOOD



Must be covered or properly sealed and dated according to the Shelf-Life Guide.

### UNOPENED FOOD



Must be dated according to the Shelf-Life Guide with the date facing forward.

### UNAPPROVED PRODUCTS



Absolutely **NO GLASS, ALCOHOL, RAW FOOD** (including eggs) or **NON-FOOD** items stored in the walk-in.

### PERSONAL FOOD



May be stored on the bottom shelf, in a food safe bin/container, must be labeled, and covered/sealed.



# Dough Management Diagnostic Tool

OPERATIONS INNOVATION & SUPPORT



**Step #2:** Assess your dough management processes inclusive of ordering, proofing, and usage. Refer to the list of optional resources to find tools to help you address any gaps in your current system. Once your team has a strong dough management system in place you can move to the optional Load Zone Diagnostic Tool.

<b>DATE</b>		<b>STORE #</b>	
<b>FRANCHISEE</b>		<b>MANAGER</b>	

<b>INVENTORY AND ORDERING</b>	✓	✗	<b>OPTIONAL TOOLS</b>
Completing daily accurate dough inventory			Inventory Guide Job Aid
Using or aware of Mobile Inventory App vs PULSE inv.			Inventory Guide Job Aid
Shows knowledge of calculating sales projections			EFO Sales and Mix Projection Guide Job Aid
Shows knowledge of tools to calculate product mix			EFO Sales and Mix Projection Guide Job Aid
Has margins set in EFO for all product			EFO Margin Visual View Guide
Displays knowledge of 'visual view' tab in EFO			EFO Margin Visual View Guide
All offered sizes of usable dough in stock			Dough Proofing Projection Report Guide
Currently using days 2-4 dough			Dough Proofing Projection Report Guide
<b>WALK-IN STORAGE</b>	✓	✗	<b>OPTIONAL TOOLS</b>
Dough trays stored in back of walk-in away from door			My Core 4: Walk-in Setup
Dough stored 3" from walk-in walls			My Core 4: Walk-in Setup
Dough tray labels facing forward			My Core 4: Walk-in Setup
All trays in walk-in have a top cover			My Core 4: Walk-in Setup
Oldest properly proofed dough used first			Understanding Dough Job Aid
Dough rotation system in place (can easily tell what dough to use first)			Understanding Dough Job Aid
Walk-in temp monitoring process in place			Temperature Log
<b>DAILY PROJECTIONS AND PROOFING</b>	✓	✗	<b>OPTIONAL TOOLS</b>
Clearly identified dough proofing projection system in use			Dough Proofing Projection Report Guide
Dough in walk-in shows no signs of "pre-proofing"			Understanding Dough Job Aid
Evidence of monitoring proof time			Understanding Dough Job Aid
Dough proofing outside of walk-in away from oven and drafts"			Understanding Dough Job Aid
Dough being proofed is correctly cross stacked outside of walk-in			Understanding Dough Job Aid
<b>DOUGH TABLE</b>	✓	✗	<b>OPTIONAL TOOLS</b>
No cold dough in use on dough table			Understanding Dough Job Aid, My Core-Dough Proofing Expert
No over proofed dough present or in use			Dough Proofing Guidelines Job Aid, My Core 4-Dough Proofing Expert
No expired dough present or in use			Dough Proofing Guidelines Job Aid, My Core 4-Dough Proofing Expert
No extremely under proofed dough being used			Dough Proofing Guidelines Job Aid, My Core 4-Dough Proofing Expert

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# Dough Management Diagnostic Tool

DOUGH TABLE	✓	✗	OPTIONAL TOOLS
No dough being used before first day of use			Dough Proofing Guidelines Job Aid
Makeline dough stored with tray labels facing forward			My Core 4: Dough Proofing Expert
All offered sizes of dough available at dough table			Product Standards
No dough docker present or in use			Product Standards
All trays at dough table have a top cover			Product Standards
Prepped skins or "floats" not cheesed or sauced			Product Standards
Prepped skins or "floats" not dried out			Product Standards
Prepped skins or "floats" not over-proofed			Product Standards
Prepped skins or "floats" not stored under refrigeration			Product Standards
Prepped skins or "floats" not covered or wrapped in anything			Product Standards
BREAD PREP	✓	✗	OPTIONAL TOOLS
Utilizing bread sides and pan prep report			Pulse Inv App Prep Forecast Report Guide
Aware of report availability in Mobile Inventory App			Pulse Inv App Prep Forecast Report Guide
Enough prepped bread sides and pans prepared for rush			Pulse Inv App Prep Forecast Report Guide
Prepped dough product properly dated			Product Standards, SCB Procedures Resource Guide
Prepped dough product never refrigerated			Product Standards, SCB Procedures Resource Guide
BAKE	✓	✗	TOOLS
Pizzas have no excessive bubbling			Pizza Making Coaching & Troubleshooting Guide
Pizzas not shrinking during bake			Pizza Making Coaching & Troubleshooting Guide
Bottom bake is consistent golden brown			Pizza Making Coaching & Troubleshooting Guide

ACTION ITEMS	TIMELINE

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# Load Zone Diagnostic Tool



**Step #3:** Now that you have a solid dough management process in place you are ready for the third step, assessing your makeline -or- Load Zone team. You can determine how well they are executing product quality before loading items into the oven. Once your team is building high quality products in the Load Zone you can move to the optional Go Zone Diagnostic Tool.

Every pizza could be a family's dinner, every slice is someone's meal.

<b>DATE</b>		<b>STORE #</b>	
<b>FRANCHISEE</b>		<b>MANAGER</b>	

DOUGH	✓	✗	OPTIONAL TOOLS
Using only properly proofed - unexpired dough			Dough Proofing Poster, Dough Proofing CG
Dough in use is day 2-4 dough			My Core 4: Dough Management System
All offered dough sizes at dough table, no cold dough in-use			My Core 4: Dough Proofing Expert
TC and GF properly stored and dated			Shelf Life Guide, Product Standards
HT Stretch: Proper rim, size, screen placement			Tutorial Video, Pizza Making Coaching & Troubleshooting GC
NYS Stretch: Proper rim, size, placement			Tutorial Video, Pizza Procedures Job Aid
Pan: Prepped correctly and time-dated			Tutorial Video, Pizza Procedures Job Aid
Bread Twists: Prepped correctly and time-dated			Tutorial Video, Bread Sides CG
SCB: Skins prepped correctly and time-dated			Tutorial Video, Bread Sides CG
PBB: Prepped correctly and time-dated			Tutorial Video, Bread Sides CG
SAUCE	✓	✗	OPTIONAL TOOLS
Knows correct sauce portions or can quickly locate job aid or other training aids used by your organization			Portion Job Aid
Sauce applications applied per product standards			Saucing & Cheesing CG, Tutorial Videos
No in-use cold pizza sauce (minimum temp of 50°F/10°C)			My Core 4: Product Expert
Prepped squeeze bottle used to apply pizza sauce to Pan Pizzas			Pizza Procedures Job Aid
Sandwiches: BFO applied correctly, correct portion and placement of sauces			Tutorial Video, Sandwich Build Job Aid
Tots: Correct portions and placement of Alfredo			Tutorial Video, Loaded Tots Job Aid
Loaded Chicken: Correct portion and placement of base sauce			Tutorial Video, Loaded Chicken Portion and Recipe Cards
CHEESE	✓	✗	OPTIONAL TOOLS
Prepped cheese properly tempered			My Core 4: Product Expert
Knows correct cheese portions or can locate on job aids			Sudoku Study Guides, Product Job Aids
Scales in use when cheesing			Pro Tip/Best Practice
Cheese techniques provide proper even placement			Saucing & Cheesing CG, Video Tutorials
SCB: Built with equal pizza cheese distribution from end to end			Tutorial Video, Product Job Aids
New York Style: Built with correct portions of Pizza Cheese and Shredded Provolone			Tutorial Video, New York Style Procedures and Portions Job Aid
Pan Pizza: Built with correct portions using 4-3-3 to the wall			Tutorial Video, Pizza Procedures Job Aid
Loaded Chicken: Cheese portions correct with even coverage			Tutorial Video, Loaded Chicken Portion & Recipe Cards
Loaded Tots: Cheese portion correct with even coverage			Tutorial Video, Loaded Tots Portion and Build Card

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# Load Zone Diagnostic Tool

PIZZA TOPPINGS	✓	✗	OPTIONAL TOOLS
1 Topping pizzas built to have <b>some</b> of the topping in <b>every bite</b>			Product Build Job Aids
2-3 Topping pizzas built to have <b>some</b> of each topping in <b>every other bite</b>			Product Build Job Aids
4+ Topping pizzas built to have <b>some</b> of each topping on <b>every slice</b>			Product Build Job Aids
No center loading, all toppings even from edge to center			Product Build Job Aids
BYO pizzas built in correct order (ex: flat meat, veg, bulky meat)			Itemization Order for Toppings CG
OTHER PRODUCT TOPPINGS	✓	✗	OPTIONAL TOOLS
Pizza makers have portions memorized			Portion Sudokus
Pizza makers have quick access to portion and build job aids			Portion and Build Job Aids
Scales consistently used for accurate portioning			Pro Tip/Best Practice
½ & ½ pizzas reflect each half of equal size with proper placement			Product Build Job Aids
SCB: Correct portions, toppings, even distribution (corner to corner)			Tutorial Video, Product Build Job Aids
Loaded Tots: Correct portions, toppings, even distribution (no naked tots)			Tutorial Video, Tots Portion and Build Cards
Loaded Chicken: Correct portions, toppings, even distribution (no naked bites)			Tutorial Video, Loaded Chicken Portion & Build Cards,
Pastas: Correct portions, toppings, even distribution			Tutorial Video, Pasta Portion & Build Cards
Sandwiches: Correct portions, toppings, even distribution			Tutorial Videos, Sandwich Portion & Build Cards
Dips: Correct portions and even distribution			Tutorial Videos, Oven-Baked Dips Portion & Build Cards
SNAKE LOADING			OPTIONAL TOOLS
All product checked for accuracy, corrected if needed before loading			Snake Loading CG, Load Captain CG
For product issues that can't be fixed on makeline, remakes are called before loading to avoid a rebake.			Snake Loading CG, Load Captain CG
Create consistency by Snake Loading all day at all times			Snake Loading CG, Load Captain CG

ACTION ITEMS	TIMELINE



**Optimizing in-store processes can allow time for quality checks without impacting service. Check out the optional Load Zone Seconds Savers on pages 17-18 for ways to boost your Load Zone efficiency!**



# Go Zone Diagnostic Tool



**Step #4:** Now that you have perfectly prepared product snake loaded into the oven you can focus on your cut table team -or- Go zone. Your cut table and/or Go Captain should apply post bake procedures and box only perfectly prepared products. At the oven remakes are called immediately. Remakes are called for product build, bake, or post bake issues to avoid redeliveries.

**Every pizza could be a family's dinner, every slice is someone's meal.**

**The Cut Table is often the last chance to check for quality! Call remakes to avoid Redeliveries!**

<b>DATE</b>		<b>STORE #</b>	
<b>FRANCHISEE</b>		<b>MANAGER</b>	

BUILD & BAKE	✓	✗	OPTIONAL TOOLS
Actively watches for and pops bubbles before pizzas are 1/2 way through the oven. Does not box pizzas with bubbles larger than 1/2 a pepperoni			Endbake Card Set, Oven Tending Coaching Guide
Allows products to fully exit the oven chamber before removing from oven			My Core 4: Oven Quality Check Expert
Completes visual check for proper bake of each product			Endbake Card Set
Follows procedures for 'well done' special instructions			Oven Tending Coaching Guide
Perfect Product: Strong recipe knowledge and can identify great product criteria			Tutorial Videos, Makeline Toppings Portion Stickers, Endbake Card Set, Sudokus
Confirms proper portions and placement of toppings are evenly distributed on each pizza:			Makeline Toppings Stickers
Confirms proper portions and placement of toppings are evenly distributed on SCB, Sandwiches, Tots, Loaded Chicken, and Pasta.			Bread Side Procedures Job Aid, Sandwiches/Tots/Loaded Chicken/Pasta Portion and Recipe Cards, Endbake Card Set, Sudokus, Tutorial Videos
Confirms special instructions are properly completed by the makeline team			Go Captain Coaching Guide
Communicates product quality with makeline team (both opportunities and celebrations)			My Core 4: Oven Quality Check Expert
Identifies and calls remakes to help avoid redeliveries			My Core 4: Oven Quality Check Expert
BOX, CUT, AND POST BAKE APPLICATION	✓	✗	OPTIONAL TOOLS
Rocker Blade sharpened to help ensure pizzas are cut all the way through			Rocker Blade Sharpening Video
Correctly and evenly cuts all pizza types and sizes ( <b>ALL</b> slices are the <b>BEST</b> slice)			Oven Tending Coaching Guide, Endbake Card Set, My Core 4: Oven Quality Check Expert
Cuts through bubbles when possible			Go Captain Coaching Guide
Uses tongs to reset displaced toppings after cut			Go Captain Coaching Guide
Knows which products receive end bake applications			Endbake Card Set
Properly applies all pizza end bake applications			Endbake Card Set, Buffalo Chicken Specialty Pizza Tutorial Video
Properly applies garlic oil to hand tossed pizzas			Endbake Card Set, Oven Tending Coaching Guide

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# Go Zone Diagnostic Tool

BOX, CUT, AND POST BAKE APPLICATION	✓	✗	OPTIONAL TOOLS
Properly cuts NY Style pizzas into 6 slices and does not apply garlic oil			Endbake Card Set, New York Style Tutorial Video
Calls remake on Pan pizzas (visible rim, sticking to pan, etc.) and coaches makeline team			Pizzas Procedures Job Aid, Pan Pizza Tutorial Video
Can locate and properly execute post bake special instructions			Endbake Card Set
Wings and Loaded Chicken: Properly applies end bake sauce, if applicable			Endbake Card Set, Bone-In Wings Tutorial Video, Loaded Chicken, Classic Hot Buffalo Video
Sandwiches: All toppings remain evenly distributed on sandwich, properly applies end bake sauce, if applicable, properly cuts at 45° angle			Endbake Card Set, Sandwich Tutorial Videos
SCB: Properly applies garlic oil			Endbake Card Set, Stuffed Cheesy Bread Tutorial Video
Tots: Properly applies end bake sauce, if applicable			Endbake Card Set, Loaded Tots Tutorial Video
Twists and Bread Bites: Properly applies end bake sauce and parm shake on			Endbake Card Set, Bread Twists and Parm Bites Tutorial Videos
Lava Cakes: Properly applies powdered sugar			Endbake Card Set, Lava Cakes Tutorial Video
No expired products at Cut Table			Shelf-Life Guide
ORDER ASSEMBLY	✓	✗	OPTIONAL TOOLS
100% accurate order assembly, no missing product			My Core 4: Oven Quality Check Expert
No extras left behind			My Core 4: Oven Quality Check Expert

ACTION ITEMS	TIMELINE



**PRO TIP**

Optimizing in-store processes can allow time for quality checks without impacting service. Check out the optional Go Zone Seconds Savers on pages 19-20 for ways to boost your Go Zone efficiency!



# My Core 4: Oven Quality Check Expert

## COMMIT TO PROVIDING HIGH QUALITY, ACCURATE, AND COMPLETE ORDERS

### ✓ PROPER BAKE



- ✓ Allow products to fully exit the oven chamber to allow for a proper bake
- ✓ No over or undercooked product
- ✓ No excessive or large bubbles
- ✓ No extremely greasy products
- ✓ Products baked "well done" upon request

Remember, every pizza could be a family's dinner, every slice is someone's meal

## COMPLETE A QUICK VISUAL CHECK

### ✓ PROPER PORTIONS AND BUILD



- ✓ Ensure every product has the right toppings and correct portions

### ✓ TOPPINGS PLACEMENT



- ✓ Even placement throughout the product with no center loading

Communicate any product quality or remake opportunities with the Makeline. Call remakes to avoid the need for redeliveries.

## COMPLETE YOUR MASTERPIECE! EXECUTE ACCURATE POST-BAKE PROCEDURES



- ✓ Cut all pizzas precisely and accurately so EVERY slice is the BEST slice
- ✓ Cut pizzas all the way through so customers can easily grab a slice



- ✓ Cut through bubbles when possible and use tongs to adjust displaced toppings for a better-looking pizza



- ✓ Apply post-bake applications per standard
- ✓ Validate special requests are followed (special cuts, no garlic oil, etc.)
- ✓ Quickly close perfectly prepared product boxes to maintain product temperature

## COMPLETE AN ASSEMBLY QUALITY CHECK

### ✓ ORDER ACCURACY



- ✓ Perfectly assemble all orders to avoid re-deliveries

### ✓ NO EXTRAS LEFT BEHIND



- ✓ Remember extras, such as dip cups and drinks

Make it ONCE, Box it ONCE, Deliver it ONCE!



# Assembly Bagging & Tagging Job Aid

**When bagging and tagging, focus on order accuracy and hustle!**

## BAGGING AND TAGGING

As orders exit the oven focus on assembling each delivery order **accurately**, then **load each item directly into a Hot Bag** at the Ready Station and include the customer receipt. Assemble all extras or load all non-oven items into an optional Cold Bag at the Set Station. Utilize any store personnel that is available to run the order to a Delivery Expert at their vehicle, when possible, to reduce in-store turnaround times. If no Delivery Experts are available, move the complete order to a Go Rack. Complete and accurate orders, brought to your Delivery Expert's vehicle gets them safely on the road which should lead to your customers getting their order while it's hot! The result could be a reduction in store service times! **In-store hustle is key!**

## HOW TO BAG AND TAG

Keep all product and boxes level to avoid toppings/product from sliding!

Delivery orders are loaded directly into a Hot Bag. Carry out orders are moved directly to a heat rack or PiePass Pickup Unit. Non-oven items can be assembled into an optional Cold Bag immediately and be stored on the Go Rack or Set Station.

### FOR DELIVERY ORDERS:



- Always keep 1-2 Hot Bags on top of the Ready Table – facing the oven position with the bag open for easy loading by the Oven Tender.
- Keep empty Hot Bags within reach of the Ready Table for easy access.
- When empty Hot Bags are returned to the store, place them under or near the Ready Table for easy access.
- If an order is waiting for a remake, place a 'Remake' Oven Communication Card on the Hot Bag to alert anyone handling the order to avoid confusion. The second matching color remake can be placed with that order's receipt on the receipt rail.



STEP 1

Place an open Hot Bag directly on the Ready Table next to the Cut Table. As product is boxed, load items directly into the Hot Bag.

STEP 2

Once the entire order exits the oven and you have accurately loaded it into a Hot Bag, close the Hot Bag and place the receipt in the receipt pocket.

STEP 3

Move the Hot Bag to the Set Station to gather all extras and service items to complete the order. Complete orders include everything the order needs to be delivered. Extras like dip cups and forks can be placed in the Hot Bag extra pouch. Cold extras like salads and sodas can be assembled into the optional Cold Bag immediately.

STEP 4

Double-check the order to ensure it is 100% accurate. Place the full and complete order at a Go Rack or skip the Go Rack and bring the order out to the Delivery Expert with Smart Hustle  
(NOTE - Delivery Experts returning from cash orders may need to come inside and make a drop).



STEP 5 Consider using any available members of your store team to run orders out to your Delivery Experts to help reduce in-store turnaround time and allow customers to get their orders while they are hot! Reference the optional *Delivery Hustle Process (Expeditor/Runner) Job Aid* to learn more about this next step related to in-store hustle!



# Load Zone Seconds Savers

## Save Seconds in the Load Zone with these PRP and store layout best practices

Reduce Steps • Reduce Touches • Reduce Clutter • Reduce Mistakes • Reduce In-Store Turnaround Times

### MAKELINE PRE-RUSH PREP

- When the screen is clear, fill makeline bins and clean the pits
- If possible, store Pizza Cheese at the end of the makeline rail to reduce cross over
- Have tools to manage the Carry-Over Process available and near the makeline for easy access
- Organize toppings in this order: flat meats, flat veggies, bulky veggies, bulky meats, cheeses
- Thaw and temper cheese prior to use
- Pre-weigh portions of Philly meat and chicken for sandwiches
- Stock makeline cabinets with most popular toppings, along with chicken wings, boneless chicken, lava cakes etc.
- Put your “aces in their places” during peak periods and a Load Captain at the end of the makeline for quality checks
- Cross-train your Load Zone team during down times to build their skills
- Have your store team calibrate their hands for different product portions – one grab perfect portion
- Have enough bread cutters available at the end of the makeline for SCBs
- Have aprons clean and ready for anyone flexing to the makeline
- Have screens within easy reach at the end of the makeline for wings and to cover pans
- Have screens prepped with sandwich mats and parchment paper to easily prep a sandwich
- Have an approved container available for dirty dishes during rush, taking the container back to dish area when time permits
- When prepping American and Provolone Cheese slices, separate and cross stack each slice so they are easy to pull apart
- Break up clumps of bacon for easier placement on pizzas

### DOUGH STATION PRE-RUSH PREP

- Use Pulse Prep Report to determine needs: Pan Pizzas, Parm Bites, Stuffed Cheesy Bread Skins, and Bread Twists
- Store sufficient supply of properly proofed room temperature dough below dough table for easy access
- Store sufficient supply of prepped room temperature sauce at dough table
- Store extra clean and sanitized utensils at dough table for proper sanitation and to replace utensils as needed
- Place cornmeal directly on the dough table for stretching dough faster
- Condense your dough station set up to eliminate taking extra steps, keeping items as close to you as possible
- Store medium and large pizza screens on top of upside-down bread pans to keep out of cornmeal
- Place all dough trays on the table with the size labels facing forward for quick reading
- Have several dough scrapers available to avoid having to search for one



# Load Zone Seconds Savers

## Save seconds in the store in the moment with these optional actions and *Pro-tips!*

Reduce steps, reduce touches, reduce clutter, and mistakes to increase efficiencies.

### DOUGH STATION SECOND SAVERS

- Communicate any product quality issues, missing items, or items needing to be remade to the Load Captain
- Utilize Digital Shoulder Surfing (DSS) for Carryout and DCD orders. Have the Load Captain determine when to use DSS for delivery orders
- If stretching multiple like size skins, remove the total number needed from blue tray at the same time to avoid picking up and putting down the scraper multiple times

### MAKELINE SECOND SAVERS

- Use two hands to grab cheese and scatter toppings whenever possible
- Call out Load times for awareness and urgency when needed
- Move product, not people! Slide products down the makeline to those with nothing in front of them. If you don't have a product in front of you to prepare, pull the item from the person next to you from the dough table side
- Grab the correct portion of pepperoni and use the scatter method to quickly place topping
- Use the Carry-Over Process to avoid empty dishes from cluttering up on the makeline
- Makeline orders have a small number on the left side of the screen (1-9). You can hit that number on the keyboard to jump to that specific order and eliminate scrolling

### LOAD CAPTAIN SECOND SAVERS

- Communicate to the Go Captain when more dough, sauce, or makeline toppings are needed
- Perform a quality check on every product prior to loading to ensure proper build and placement of toppings
- Load complete orders before starting a new one
- Bump products from makeline in the order they are loaded until a full order is complete
- Snake Load each product into the correct numbered space
- Stagger items the distance of 2 to 4 links of the conveyor belt to give the Oven Tender time to catch, finish and box products most efficiently
- Load products two at a time, when possible, to reduce steps for the person tending the oven
- Monitor Wait and Load times and communicate with the Go Captain to determine operational flexing needs to reduce bottlenecks and increase efficiency.



# Go Zone Seconds Savers

## Save seconds in the Go Zone with these PRP and store layout best practices!

Reduce Steps • Reduce Touches • Reduce Clutter • Reduce Mistakes • Reduce In-Store Turnaround Times

### CUT TABLE AND READY STATION PRE-RUSH PREP

- Store extra boxes of all sizes under the cut table
- Remove plastic packaging around bundles to make restocking quick and easy
- Store all sauce bottles and shakers (with back-ups) within easy reach of Oven Tender
- Move cut table as close as feasible to the oven to save steps for the Oven Tender
- Have proper utensils on both the left and right side of the cut table to easily handle sandwiches and breads
- Keep supply of hot bags below ready table for easy access
- Always keep 1-2 hot bags on top of Ready table — facing oven position with bag open for easy loading by the Oven Tender

### SET STATION PRE-RUSH PREP

- Use the optional Set Station Planogram to determine set-up. All extras offered, such as dip cups, paper products, salads, dressing packets, parmesan and red pepper flakes, bags, etc. are stocked at the Set Station
- Place the Coke cooler near the Set Station to reduce steps and save time when assembling each order
- Hang plastic bags in a manner that allows you to grab and pull the next bag open with one hand
- Arrange Set Station to flow from Ready to Set, moving towards the direction of the Go Station to ensure the fewest steps possible when moving an order along (Ready-Set-GO)

### GO STATION PRE-RUSH PREP

- Place a receipt printer on or near the delivery Go Station for easy access
- Place the delivery Go Station as close to the delivery expert door as possible. Go Station should not be located in the lobby
- Consider keeping the Go Station on wheels to allow flexibility throughout the day
- Consider the number of Go Stations needed based on flow of store (carryout, pick-up window, delivery)



# Go Zone Seconds Savers

## Save seconds in the Go Zone with these PRP and store layout best practices!

Reduce Steps • Reduce Touches • Reduce Clutter • Reduce Mistakes • Reduce In-Store Turnaround Times

### CUT TABLE AND READY STATION SECOND SAVERS

- Communicate any product quality issues, missing items, or items needing to be remade to the Load Captain (via headset if used)
- Use the CTT remake feature to quickly send remakes to the makeline screen
- After pulling a product from the oven, place the pizza peel under the next pizza exiting the oven. This avoids putting it down just to pick it up again
- When 2 people are working at the cut table, the person cutting the product can place the rocker blade on the next box to “catch” the product from the Oven Tender and avoid the item sliding. This also makes it quick and easy for the Oven Tender to see in which box the next product goes without reviewing the receipt or CTT Screen
- Use visual cues, such as pan grips hanging on the end of the oven deck, to mark where the next item will be exiting the oven
- Stock hot bags at the Ready Station and load each delivery order directly into a hot bag before moving it to the Set Station
- If delivery experts are in the store, communicate when their delivery is 2 minutes away from being ready so they can prepare to go on the road
- For items on a screen with parchment (wings, Stuffed Cheesy Bread, sandwiches, tots, Loaded Chicken), take the box to the oven and pull it into box by grabbing corner of parchment paper to eliminate the need to handle the peel to reduce motions. Peels are for pizzas!
- When possible, take 2 products out of the oven at one time. This will reduce the time it takes to go back to the oven, also creating less of a need to pick up and put down sauces and utensils. Example: Pull two pizzas before setting down the peel, cut both, garlic oil both, box both
- Bend a stack of all side item boxes to loosen tabs and creases, making it easier to fold them as product exits the oven

### SET STATION SECOND SAVERS

- Use a bottle liner for dip cups for visibility
- Place the receipt in the hot bag pocket with the delivery location and instructions displayed
- Once an order is set, if a delivery expert is returning, utilize any available team member to take it out to their car and skip the Go Station for non-cash orders.

### GO STATION SECOND SAVERS

- If multiple orders are placed on the Go Rack, place them onto the rack in the order they will be dispatched
- When possible, utilize any available team member to take the order to the delivery expert's vehicle upon their return on non-cash orders



# Delivery Expert Seconds Savers

## Save seconds on your feet, not on the street, with these optional best practices!

Reduce In-Store Turnaround Times • Reduce Door-to-Door Times • Reduce Steps • Reduce eADT

*Load & Go is an optional set of operational best practices that include modifications to a store's physical layout and operational procedures. Several top franchisees have implemented these best practices and seen great operational results and Team USA plans to adopt it in all its stores. Each organization should strongly consider whether implementing all or part of these best practices in their stores would be beneficial. Each organization that elects to use Load & Go must ultimately determine how it implements Load & Go in its store(s).*

### TIPS TO CONSIDER WHEN PUTTING HTA INTO PRACTICE THROUGHOUT YOUR SHIFT

HTA stands for Heightened Time Awareness. Always prioritize following your organization's safety and security policies to keep everyone as safe as possible. Everything else you do should focus on providing an overall great customer experience while reducing eADT. Utilization of technologies, strong team communication, and improved in-store efficiencies combined with HTA can save not just seconds, but minutes of in-store Delivery Expert turnaround time thus improving eADT.

### VEHICLE READINESS

- Arrive in a clean and clutter-free vehicle with a designated spot for runners to place your orders in your vehicle
- Park in closest designated space closest to your store's Delivery Expert door
- Back into parking spots to save time when leaving for your next delivery.
- Know where you should park when a runner is bringing your next delivery
- If your store has a pick-up window, be sure you know when to use it to grab your next delivery
- Consider a mount to help you safely view your mobile device while using the Delivery Expert App

### DELIVERY EXPERT APP USAGE AND COMMUNICATIONS (GPS)

- Utilize the Driver App consistent with your organization's policies and procedures
- Keep the phone you are using fully charged and have a charge cord available
- Keep the Driver App updated with the most current version
- Know how your store uses Driver App messaging to know when to come inside or stay in your vehicle

### IN-STORE COMMUNICATIONS

- Make cash drops as quickly as possible, wash hands, listen for instruction from your store's Go Captain for next run status
- When in-store, listen for a 2-minute warning from the oven tender letting you know your next delivery will be ready in 2 minutes so you can be ready to take the delivery
- When in-store, be prepared if the Go Captain instructs you to go to your car immediately and wait for a runner that will bring out your next delivery
- Be familiar with flex positions you may be asked to move to if your next run is not ready



# Delivery Expert Seconds Savers

**Save seconds on your feet, not on the street, with these optional best practices!**

Reduce In-Store Turnaround Times • Reduce Door-to-Door Times • Reduce Steps • Reduce eADT

## IN-STORE COMMUNICATIONS (CONT)

- When assigned to in-store jobs such as prep, have a plan to transition to your priority (reducing eATD for each delivery). Ex. Prepping Marbled Cookie Brownies and your next run is up? Handoff the prep to another person or quickly pause prep by returning product to walk-in if needed. Head out on your run, return to finish the prep if needed.
- Ask your manager to share reports available in PWR for Delivery Expert in-store hustle times
- If waiting for your next run, know how to identify Security Callbacks prior to orders leaving the store
- Conduct any New Customer or Security Calls while the order is being assembled
- If your store uses an apartment or multi-unit map book, locate the delivery order's specific unit number on the map
- Review delivery instructions before the order is ready (i.e., specific entrance, gate code, parking lot, etc.)

## SET STATION

- During down times, help keep Set Station fully stocked with dip cups, extras, salads, etc.
- If you are setting your own orders, gather dip cups, extras, salads, etc. before the order exits the oven. Ensure 100% perfect assembly to avoid re-deliveries. No extras left behind!

## GO STATION

- During down times, help rotate and stock beverages
- Be prepared to flex to a runner for your fellow Delivery Experts when you are in-store with no deliveries pending

## HOT BAG HANDLING

- Know where and how to store and/or rotate hot bags when returning from deliveries
- Help rotate hot bags from storage to Ready Table, keeping at least two available for Oven Tender
- During down times, make sure hot bags are clean, sanitized, and ready for use



# Notes



Lined area for taking notes.

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# LABOR 201 – IT’S NOT BUSY NOW BUT THE RUSH IS COMING

Optional Activity | Activity Time: **10 minutes**

## GOAL:

Consider identifying quick tasks you and your store team can complete during slower times to maintain productivity between rushes.

## INSTRUCTIONS:

**Create your list of tasks then review with your manager or above store leader for more ideas!**

### CUSTOMER SERVICE REPS

Examples: Pick catch trays, sweep floors

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

### DELIVERY EXPERTS

Examples: Restock Coke Cooler, Sort Screens

_____	_____
_____	_____
_____	_____

### YOUR MANAGER TASKS

Examples: Complete temp log, Communicate performance goals

_____	_____
_____	_____

*Manager Development Program — Labor It's not busy now but the rush is coming Optional Activity | JW Nov 2024*



# Optional Guide ENTERING INVENTORY



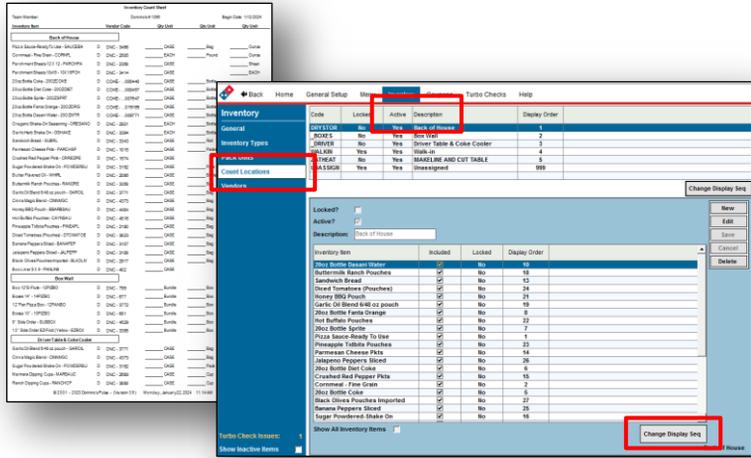
Domino's  
OPERATIONS INNOVATION  
& SUPPORT

## INVENTORY IN PULSE

Completing an accurate inventory each day is the first step to placing an accurate food order. Stores can choose to use the inventory function in **Pulse** by printing a daily count sheet and completing a count of product on hand. Counts are entered into Pulse to reflect in Ideal Food Costs as well as the Electronic Food Order System.

Count times can be reduced by changing the order in which items appear on a store's count sheet. Arrange items by storage area and shelf by shelf as stored to make the process much faster and reduce mistakes.

**Back Office Pulse>Inventory>Count Locations>Change Display Sequence**

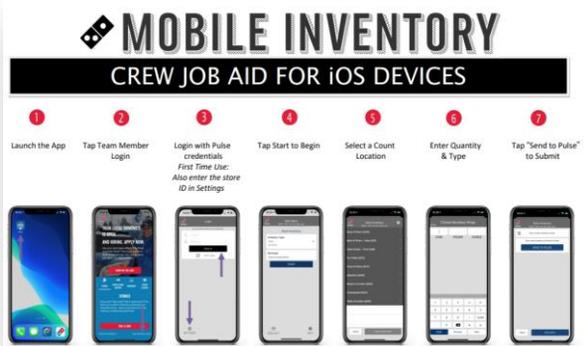


Description	5/4	4/4	3/3	2/2	1/1	0/1
Dough 10" S	30				7	
Dough 12" M	160				51	
Dough 14" L		187				20

Save time by capturing the **number of patties by size along with the 'age'** when counting. This information is not required to complete counts for Ideal Costs calculations but will be needed to create an accurate **Dough Projection Report**.

## MOBILE INVENTORY APP (iOS AND ANDROID)

Stores can choose to use the optional Mobile Inventory Device or a cell phone through the downloadable app for iOS and Android users. The below instructions are posted on PieNet for download.



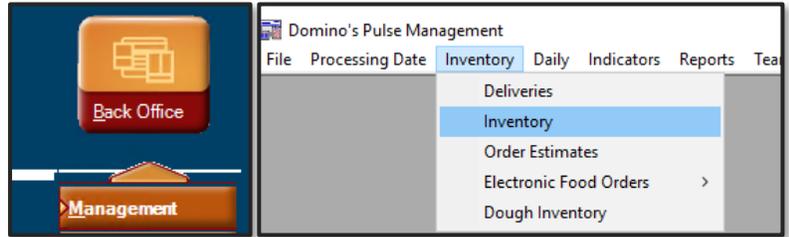
Android users can use Voice Commands! This allows hands free counts so you can rotate and organize while counting. If the store is noisy ear buds can be worn for voice commands.

**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.

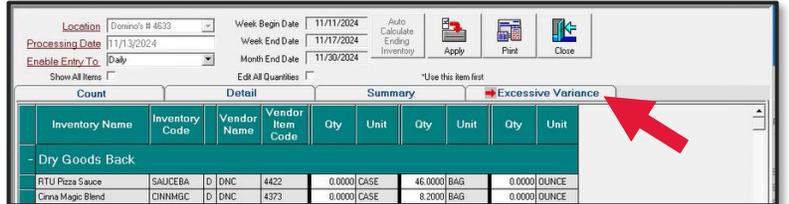
**REMEMBER:** Estimated Average Delivery Time ("eADT"), estimated Extreme Deliveries, estimated Oven to Customer ("eOTC"), and estimated Door-to-Door ("eDTD") metrics use a third-party web mapping service to estimate the time it should take to complete a delivery. Actual time on the road has no impact 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.

**1** To review excessive Variances, go to:  
**PULSE > Back Office > Management > Inventory > Inventory**



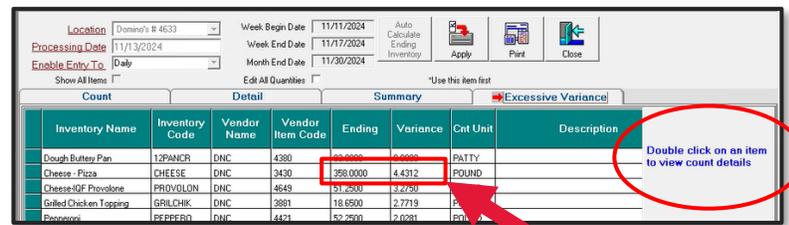
**2** Ensure Inventory counts have been entered. If mobile inventory app was used, counts will have imported.

Then **CLICK** **Excessive Variance**



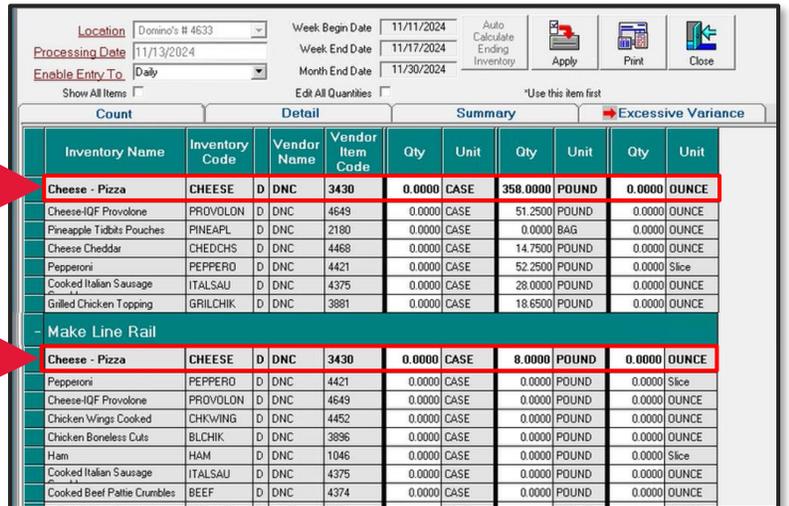
**3** Items with excessive actual-to-ideal variances will display here.

**Double click on an item to view count details**



**4** When you double click on an inventory item it will take you to the first location that inventory item is counted. Scroll down to each location where that inventory item can be found and verify the count.

**EXAMPLE:**  
Pizza Cheese has a total ending inventory of 358 and an excessive variance of 4.4312 pounds. You could investigate and recount in each of its locations.



### EXPLORE EACH VARIANCE:

- Is the count accurate? Check all count locations of this item.
- Does your store use a communication method for notes on inventory?
- Was the food delivery entered correctly? Are there any large variances?
- Was bought/sold (transfers) food entered correctly?
- Is this an item that is frequently over- or under-portioned in your store?

# FOOD 202 – IDEAL COSTS

Optional Activity | Activity Time: **10 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 the **IDEAL** and not generating an error

Take a few moments and complete the information.

What are some of the things you can do in your store to get items back to **IDEAL**?

## 1. Portions

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## 2. Waste

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## 3. Theft

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## 4. Remakes/Bad Orders

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## NOTES

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# PEOPLE 201 – RECRUITMENT READINESS ASSESSMENT

Optional Activity | Activity Time: 20 minutes

## GOAL:

Complete this checklist to assess your store's Recruiting Readiness. Understand how you can help your store stand out in your neighborhood as an employer of choice! If you have any reservations when answering a question, mark it 'no'. Work with your manager to determine action steps necessary to change the "no" to a **YES**.

## INSTRUCTIONS:

Work with your manager or above store leader to complete this optional activity.

## ASK YOUR MANAGER:

- How often should we use this checklist to assess our store?
- What do I do if the action is not something I can immediately complete?
- What else should I be assessing (use blank lines below to capture notes)?

## COMPLETE THE CHART BELOW FOR THE AREAS CANDIDATES MAY SEE OR OBSERVE:

Area to assess	Yes	No	Actions to take
Overall store environment is inviting			
Store culture appears positive			
Parking lot/lobby clean and well maintained			
Teamwork on display			
Team image and grooming looking great			
Customer view areas clean and well maintained			
Someone on duty able to answer questions from walk-in or phone applicants			
If actively hiring it is apparent (signage)			
Team can direct applicants to jobs.dominos.com to apply			
Delivery vehicles clean, well maintained			
Inviting area is available for interviews			
Store leaders display professionalism			

Manager Development Program — Service Analyzing Service Optional Activity | JW Sep 2024



*Speak with your supervisor (or franchisee) to understand the specific recruiting policies and procedures implemented by your organization and any applicable legal requirements that may impact the handling of recruiting issues in your store.*

## WORK WITH YOUR MANAGER TO ANSWER THESE QUESTIONS:

What are the top 1 or 2 things I can do for our store to be seen as an employer of choice in our neighborhood?

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What else should I know about supporting recruiting for our store?

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# FINANCIAL ACUMEN – GLOSSARY

Optional Activity | Activity Time: 10 minutes



## GOAL:

Become familiar with the meaning or definition of common terms used in finance and accounting to help you further understand how to analyze reports related to sales, budgeting, spending, and profitability of your store.

## INSTRUCTIONS:

Work with your manager or above store leader to complete this optional activity and provide further explanation of these terms along with any additional terms used by your organization.

## GLOSSARY: THE A – TO – Z OF FINANCE

Term	Definition
Accrual Accounting	A method of accounting that records costs when incurred, not when paid. This procedure uses the matching principle, which matches the cost to the period or month that it occurs.
Assets	A valuable possession. Tangible or intangible property of a person or business that can be applied to cover liabilities.
Balance Sheet	A snapshot of a company's business at a particular point in time. It includes all assets, liabilities, and equity. The fundamental relationship of the balance sheet is: $Assets = Liabilities + Equity$ .
Break-even Point	The sales level at which a store neither makes nor loses money.
Budget	An analysis estimating the revenues and expenses a business should experience over a given time span. The budget is used to monitor expenses, and then project profits. It is a means for planning for what might happen.
Cash Flow	The measurement of cash coming into a business over the cash going out of a business over a given time.
CPA	Certified Public Accountant. Someone who has completed the required courses to be certified by the state to handle accounting needs of a business.
Contribution Margin	The amount of dollars that the store contributes to the operation of the business after all variable expenses have been paid. From the contribution margin dollars, the business can pay all fixed and non-operational costs with the balance equaling profits. (Contribution margin ratio is these dollars shown as a percentage of total royalty sales.)

Manager Development Program — Service Analyzing Service Optional Activity | JW Sep 2024

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Controllable Costs	Any cost which can be affected by management (elimination of waste).
Depreciation	The loss in value of a tangible asset (i.e. equipment, ovens) over time. Depreciation is treated as a tax-deductible expense thereby enhancing the businesses immediate cash flow.
EBITDA	Earnings Before Interest, Taxes, Depreciation, and Amortization. From this number potential cash flow is estimated to determine the value of that business. From EBITDA a potential buyer or seller will be able to estimate the amount of pre-debt and pre-tax dollars available for the stockholders to use.
Fixed Costs	Costs that have no direct relationship with sales. Periodic costs may vary from month to month; however, they will not change simply because sales increase or decrease.
Forecasting	The process of projecting what might happen. This is a key element in the budgeting process.
General Ledger	A complete list of a company's financial transactions for the period. In essence, the checkbook of a business.
Interest	The cost of borrowing money. This is categorized as an expense associated with most long term, and some short-term debts.
Liability	A financial obligation, on an asset, of an individual or a business.
Net Cash Flow	An estimate of the true positive/negative cash that a business generates over a given period. New Cash Flow is determined by adding pre-tax profit plus depreciation and amortization less principal payments and estimated income tax expense.
Non-Controllable Costs	Any costs which cannot be reduced by effective management.
Owner's Equity	The amount of ownership a business or an individual has of its assets.
Principal	In respect to loans, the actual balance of dollars borrowed. Monthly debt service payments will include a portion of principal with interest.
Promotional Analysis	The process of determining how a marketing promotion will affect the profits of a business. It estimates the number of orders needed to generate the same amount of contribution margin as prior to the promotion.
Profits	The excess of revenues over business related expenses.
Statements of Cash Flow	A statement that tracks the increase and decrease of the company's cash based on results of previous period



Switchers	A term relating to promotional analysis, indicating the number of current customers that are expected to “switch” from their normal buying habits to the actual promotion.
Variable Costs	Those costs that tend to increase or decrease with sales volume fluctuations. These costs will not necessarily increase or decrease in direct proportion to sales.
Working Capital	The differences between Current Assets and Current Liabilities. This is a means of measuring a company’s ability to pay short term debts.

**NOTES:**

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**USEFUL FORMULAS AND INSIGHTS:**

- Sales DOES NOT EQUAL Profits
- Sales or Revenues – Variable Expenses = Contribution Margin (Variable Profit)
- Shareholder’s Equity = Assets – Liabilities
- Working Capital = Current Assets – Current Liabilities
- Weekly Fixed Costs / Contribution Margin Ratio = Break-Even AWUS
- YTD Fixed Costs from the P&L / # of Weeks reported on YTD P&L = Weekly Fixed Costs
- Royalty Sales – Variable Costs = Contribution Margin
- 100% - Variable Cost % = Contribution Margin Ratio
- YTD Operating Expenses + Administrative & Other Expenses = Weekly Cash Fixed Costs
- Pre-tax Profit/(Loss) + Depreciation and Amortization – Principal Portion of Debt Payment = Net Cash Flow
- P&L Profit DOES NOT EQUAL Cash



# LEVEL 2 SKILL EVALUATION

## MANAGER DEVELOPMENT PROGRAM

Optional Activity



### GOAL:

This guide is made of two parts. **Part One** is a skill guide and **Part Two** is a performance evaluation.

**Part One** provides an overview of each leadership skill and the behaviors the trainee should be able to exhibit and perform at a Level 2.

**Part Two** evaluates the trainee's readiness to successfully and consistently perform each leadership skill, provides an overall score for the category, and indicates how effectively the trainee applies each skill.

## Part One – Leadership Skills Overview

Customer Experience	
Reviews customer feedback, responds appropriately, and shares feedback with your team to improve future experiences	<ul style="list-style-type: none"> <li>• Shares customer feedback with your store team.</li> <li>• Celebrates positive feedback and uses areas to improve as a learning experience.</li> <li>• Reviews customer feedback in PWR and uses WOW during customer call backs to retain your customers.</li> <li>• Demonstrates the ability to turn negative experiences into positive ones.</li> </ul>
Uses PWR to conduct customer call backs and uses WOW to resolve concerns	
Financial Acumen	
Recognizes potential opportunities for cost savings	<ul style="list-style-type: none"> <li>• Differentiates between fixed and variable costs, controllable and non-controllable costs, and utilizes cost-saving methods that have high impact.</li> </ul>
Understands Fixed, Variable, Controllable and Non-controllable costs	
Food	
Completes a full and accurate inventory	<ul style="list-style-type: none"> <li>• Can accurately count and enter in all products into Pulse.</li> <li>• When identifying an excessive variance can determine the root cause, then create and communicate a plan on how to resolve the issue.</li> <li>• Can implement a plan, or corrective action, to address an excessive variance and prevent it from reoccurring.</li> </ul>
Identifies excessive variances by investigating and narrowing down the cause	
Determines corrective actions when an excessive variance exists	
Food Safety	
Understands the importance of protecting the safety and integrity of the flow of food through your operations	<ul style="list-style-type: none"> <li>• Protects your food throughout each step in the flow of food as it moves through your operation:                             <ul style="list-style-type: none"> <li>○ Receiving &amp; Storage</li> <li>○ Dating &amp; Rotating</li> <li>○ Ingredient Preparation</li> <li>○ Production &amp; Assembly</li> </ul> </li> <li>• Uses great care and urgency when handling reports of customer illness or injury and understands your organization's expectations for their role.</li> </ul>
Addresses and resolves customer concerns related to possible illness or injury caused by bacterial, physical, or chemical contamination	

Manager Development Program — SKILL EVALUATION – LEVEL 2 / CB Apr. 2025



<b>Image</b>	
Utilizes Cleaning Checklists to consistently maintain image standards	<ul style="list-style-type: none"> <li>Consistently uses Cleaning Checklists during shifts.</li> <li>Assigns cleaning tasks to members of your store team at the beginning of their shift.</li> <li>Follows up on assigned cleaning tasks to ensure completion.</li> </ul>
<b>Labor</b>	
Understands the importance of being Rush Ready with pre-rush prep planning	<ul style="list-style-type: none"> <li>Utilizes the prep report and ensures all stations are stocked prior to going into rush on every shift.</li> <li>Observes the team members throughout the shift and provides proper coaching when opportunities to improve efficiencies exist.</li> <li>Effectively communicates service time performance to the team at a regular cadence.</li> </ul>
Maximizes in-store efficiencies by providing feedback to maintain consistent operations	
Communicates your service goals and progress against goals throughout the shift	
<b>Safety &amp; Security</b>	
Is prepared to respond to and report emergency situations that may occur during their shift per your organization's guidelines	<ul style="list-style-type: none"> <li>Strives to prevent safety and security emergencies but is ready and knows what your organization's expectations are.</li> <li>Knows the key safety and security aspects in their store.</li> </ul>
Plays a key role in keeping your store and team safe	
<b>Leadership</b>	
Puts your "Aces in Their Places"	<ul style="list-style-type: none"> <li>Understands high priority positions and how those positions should be filled based on the skill levels of your store team.</li> <li>Calls for remakes as needed while recognizing great product during shift.</li> <li>Role models and leads strong execution of standards during the rush.</li> <li>Makes key decisions and prioritizes actions to facilitate efficient operations.</li> <li>Delegates tasks, when possible, to show trust in your store team and help them develop new skills.</li> </ul>
Communicates during their shift	
Delegates and assigns tasks and sets expectations	
<b>People</b>	
Assesses your store's recruitment readiness and can create a plan to address gaps	<ul style="list-style-type: none"> <li>Uses the optional Recruitment Readiness Assessment Checklist to help GM evaluate your store and address any gaps as needed.</li> <li>Uses existing store level recruitment plan and tactics to help identify where to find candidates outside of the typical methods.</li> <li>Completes assigned training in a timely manner.</li> <li>Acts as a role model and expert in all positions.</li> <li>Understands and executes your organization's training plans and systems for developing position experts.</li> <li>Provides effective feedback for improvement as well as positive reinforcement on training completed by team members.</li> </ul>
Supports General Manager's store level recruitment plan	
Executes your store level training plans	
Develops your position experts	



<b>Product Quality</b>	
Understands the importance of protecting the safety and integrity of the flow of food through your operation	<ul style="list-style-type: none"> <li>• Coaches and helps to correct any product quality issues on all their shifts.</li> <li>• Communicates product that's great and needs assessing.</li> <li>• Helps to create and implement plans to correct issues when product quality concerns arise.</li> </ul>
Addresses and resolves customer concerns related to possible illness or injury caused by bacterial, physical, or chemical contamination	
<b>Sales</b>	
Recognizes the 3 layers of the brand's marketing strategy	<ul style="list-style-type: none"> <li>• Understands how the 3 layers of the brand's marketing strategy can impact store sales, with an emphasis on local store marketing.</li> <li>• Understands your store's delivery and service area and can identify which core groups have a strong presence in your community.</li> <li>• Can identify basic local store marketing tactics and understands which tactics might be most impactful based on which core customer group(s) is being targeted.</li> </ul>
Understands the 5 core groups of potential customers	
Identifies some Local Store Marketing tactics	
<b>Service</b>	
Effectively deploys your store personnel to support achieving service goals	<ul style="list-style-type: none"> <li>• Clearly communicates primary positions and secondary duties to all shift members.</li> <li>• Fosters a collaborative environment where members of your store team support each other to be rush ready.</li> <li>• Regularly provides coaching and motivation to support achieving service goals.</li> <li>• Consistently leads and coaches Seconds Savers to maximize in-store efficiencies.</li> <li>• Adapts quickly to changes in the business.</li> <li>• Anticipates potential issues and addresses them before they impact service.</li> </ul>
Continually maximizes in-store efficiencies	
Reacts to business needs to drive service results	



## Part Two – Performance Evaluation

### INSTRUCTIONS:

In the Score box, fill in the appropriate score. Every topic that is marked as **"READY"** counts as **1 point**.

Passing grades are determined by your organization.

<b>Financial Acumen</b>	Ready	Not Ready	Not Trained
Understands Fixed, Variable, Controllable and Non-controllable costs			
Recognizes potential operational opportunities for cost savings			
<b>Food</b>	Ready	Not Ready	Not Trained
Completes a full and accurate inventory			
Identifies excessive variances, identifies potential causes, and narrow down the probable cause			
Determines corrective actions when an excessive variance exists based on cause			
<b>Food Safety</b>	Ready	Not Ready	Not Trained
Understands the importance of protecting the safety and integrity of the flow of food through your operations			
Able to address and resolve customer concerns related to possible illness or injury caused by bacterial, physical, or chemical contamination			
<b>Image</b>	Ready	Not Ready	Not Trained
Utilizes Cleaning Checklists to consistently maintain image standards			
<b>Labor</b>	Ready	Not Ready	Not Trained
Understands the importance of being Rush Ready with pre-rush prep planning			
Maximizes in-store efficiencies by providing feedback to maintain consistent operations			
Communicates your service goals and progress against the goal throughout the shift			
<b>Leadership</b>	Ready	Not Ready	Not Trained
Puts your "Aces in Their Places" for their shift			
Communicates goals and performance with team during their shift			
Delegates and assigns tasks and sets expectations to drive shift performance			



<b>People</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Assesses your store's recruitment readiness and can create a plan to address gaps			
Supports General Manager's store level recruitment plan			
Executes your store level training plans			
Develops your position experts			
<b>Product Quality</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Identifies product quality opportunities and the probable cause			
Assesses your team's product quality skills and creates plan to address gaps			
<b>Sales</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Recognizes the 3 layers of the brand's marketing strategy			
Understands the 5 core groups of potential customers			
Identifies some Local Store Marketing tactics			
<b>Service</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Effectively deploys your store personnel to support achieving service goals			
Continually maximizes in-store efficiencies			
Reacts to business needs to drive service performance			
<b>Total Score</b>	_____ / <b>26</b>		



# SMACable Goals & Tactics



Date: \_\_\_\_\_

GM Name: \_\_\_\_\_

**My Long-Term Objective is:**

**Considerations:**

**Potential Obstacles:**

## SMACABLE CRITERIA

**Specific:** State exactly what results you want to achieve.

**Measurable:** Clearly state how you will measure success. Ensure your goal includes a specific timeline.

**Achievable:** Ensure the person or business can realistically achieve the goal.

**Compatible:** Verify that the goal aligns with your store/organization goals and objectives.

SMAC Goal	
	<input type="checkbox"/> Specific <input type="checkbox"/> Achievable <input type="checkbox"/> Measurable <input type="checkbox"/> Compatible
<b>Tactic #1</b> <i>With Due Date</i>	
<b>Tactic #2</b> <i>With Due Date</i>	
<b>Tactic #3</b> <i>With Due Date</i>	

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# Communication Strategy



## COMMUNICATING YOUR PLAN AND TACTICS

**Message:**  
What it is you want to say in a way that is relevant to your audience

**Method:**  
Identify the best communication channel for your message

**Frequency:**  
How often should the message be communicated

<b>Key Message To Team</b>	
<b>What's In It For Employees</b>	
<b>Anticipated Resistance</b>	
<b>Managers</b> <i>Message, Method and Due Date</i>	
<b>Store Team</b> <i>Message, Method and Due Date</i>	

# Training Plan



<b>Changes or Updates to Store Team Expectations</b>	
<b>Skills &amp; Knowledge Required</b>	
<b>Materials &amp; Resources Needed</b>	
<b>Training Strategy Summary</b>	
<b>Training Date Managers:</b>	<b>Training Date Store Team:</b>
<b>Training Will Be Certified By:</b>	<b>Training Will Be Validated By:</b>

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# Reinforce & Follow-Up



<b>Commitments to your team:</b>					
<b>Follow-up Method</b>					
<b>Follow-up Owner</b>					
<b>Frequency</b>	Daily	Weekly	Per Period	Quarterly	Annually

<b>Reinforcement Plan</b>	
<b>Communication</b>	
<b>Reward/Recognition</b>	



# Sample Service Plan: SMACable Goals & Tactics



Date: \_\_\_\_\_

GM Name: \_\_\_\_\_

Organization: \_\_\_\_\_

**Service Assessment eADT period to date:**

**Service Assessment eADT optional goal:**

**Service Opportunity Identified in Double Down Report:**

**Actual:**

**Optional Goal:**

## SMACABLE CRITERIA

**Specific:** State exactly what results you want to achieve.

**Measurable:** Clearly state how you will measure success. Ensure your goal includes a specific timeline.

**Achievable:** Ensure the person or business can realistically achieve the goal.

**Compatible:** Verify that the goal aligns with your store/organization goals and objectives.

SMAC Goal	<input type="checkbox"/> Specific <input type="checkbox"/> Measurable <input type="checkbox"/> Achievable <input type="checkbox"/> Compatible
Tactic #1 <i>With Due Date</i>	
Tactic #2 <i>With Due Date</i>	
Tactic #3 <i>With Due Date</i>	

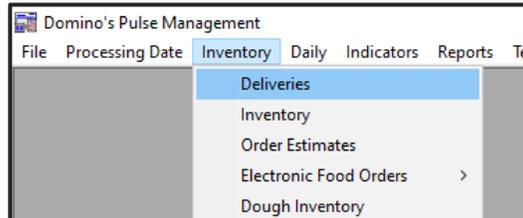
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**A CREDIT should be entered for any item(s) missing on a delivery.  
A DEBIT should be entered for any extra item(s) on a delivery.**

**1** Go to:  
**PULSE > Back Office > Management > Inventory > Deliveries**

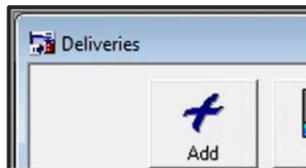


**2** CLICK



Then **Vendor**

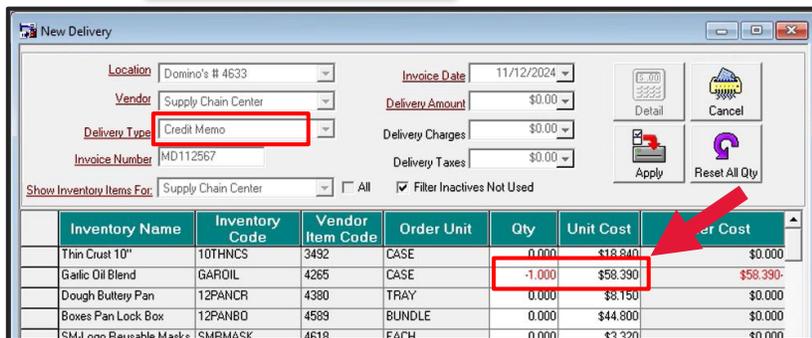
Enter the **Invoice Number**



**3** For a CREDIT, select

**Delivery Type**

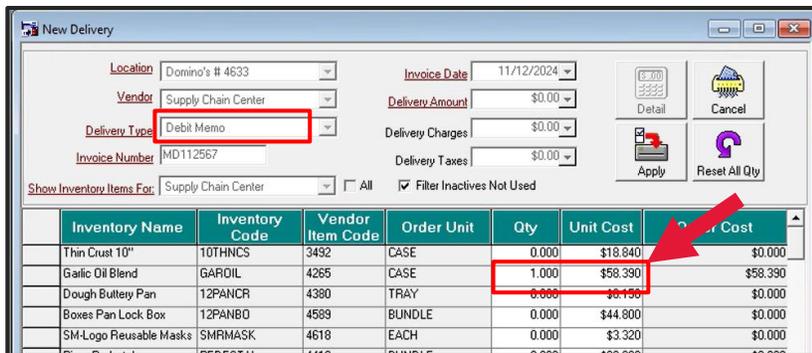
Enter a negative quantity by adding a minus in front of the number for each item you need credit for, as it appears on the invoice.



For a DEBIT, select

**Delivery Type**

Enter a positive quantity for each extra item you received.

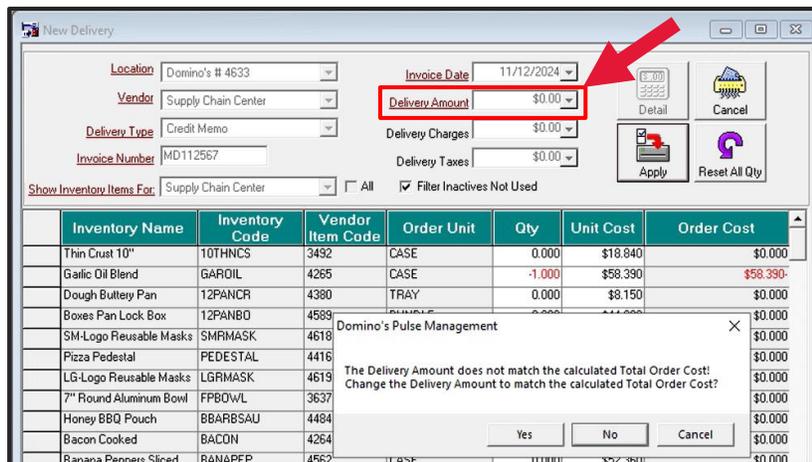


*NOTE: For SCC credits less than a full case (ex: 20 dip cups), you may not be able to get the totals to match precisely. If that's the case, enter whatever quantity results in the closest possible match between the totals. Otherwise, verify the quantities and unit prices as with deliveries.*

Adjust until **Delivery Amount** matches  
Once totals match,

**5** CLICK

Save



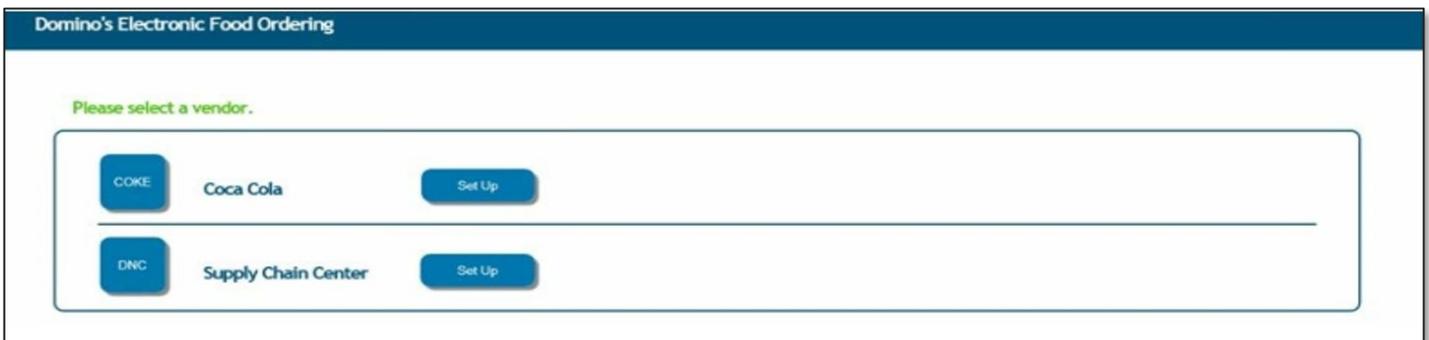
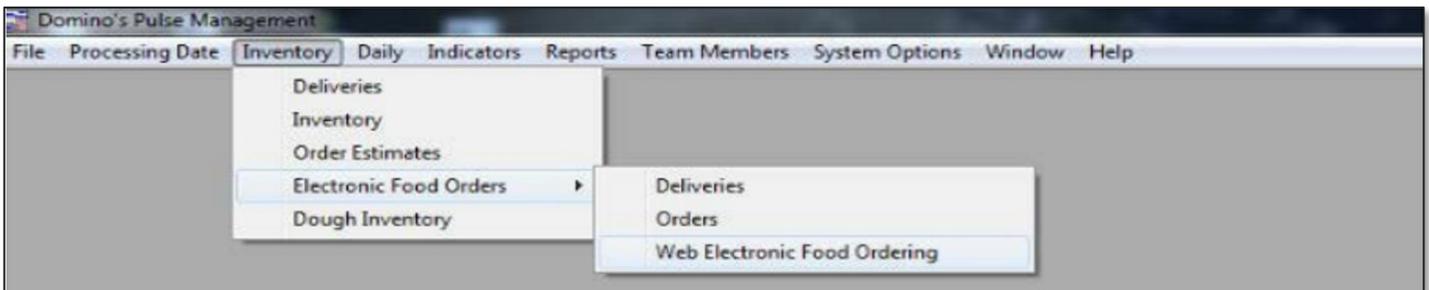


This bulletin should provide you with the necessary overview for Web EFO that now has the ability to place Coke Orders. If you would like additional information, please reference the resources on PieNet.

## Web EFO now can place your Coke orders, in addition to food ordering!

Once you receive the update, both Coke and Food ordering can be accessed via Web EFO. To access, open Back Office in your Pulse system and follow these steps:

Inventory > Electronic Food Orders > Web Electronic Food Ordering



### Coke Web EFO

Domino's Electronic Food Ordering for COKE Order by 7:00 pm September 18th. You have 0 days and 10 hours to order.

Order Now	Friday SEPTEMBER 18	Saturday SEPTEMBER 19	Sunday SEPTEMBER 20	Monday SEPTEMBER 21	Tuesday SEPTEMBER 22	Wednesday SEPTEMBER 23	Thursday SEPTEMBER 24	Friday SEPTEMBER 25	Saturday SEPTEMBER 26	Sunday SEPTEMBER 27	Monday SEPTEMBER 28	Tuesday SEPTEMBER 29
-----------	---------------------	-----------------------	---------------------	---------------------	----------------------	------------------------	-----------------------	---------------------	-----------------------	---------------------	---------------------	----------------------

Recent Orders

Status: Rejected \$655.76	Friday AUGUST 21	Saturday AUGUST 22	Sunday AUGUST 23	Monday AUGUST 24	Tuesday AUGUST 25	Wednesday AUGUST 26	Thursday AUGUST 27	Friday AUGUST 28	Saturday AUGUST 29	Show Flag Icon
Status: Confirmed \$925.29	Friday AUGUST 14	Saturday AUGUST 15	Sunday AUGUST 16	Monday AUGUST 17	Tuesday AUGUST 18	Wednesday AUGUST 19	Thursday AUGUST 20	Friday AUGUST 21	Saturday AUGUST 22	Show Flag Icon
Status: Delivered \$437.94	Friday AUGUST 7	Saturday AUGUST 8	Sunday AUGUST 9	Monday AUGUST 10	Tuesday AUGUST 11	Wednesday AUGUST 12	Thursday AUGUST 13	Friday AUGUST 14	Saturday AUGUST 15	Show Flag Icon
Status: Confirmed \$861.45	Friday JULY 31	Saturday AUGUST 1	Sunday AUGUST 2	Monday AUGUST 3	Tuesday AUGUST 4	Wednesday AUGUST 5	Thursday AUGUST 6	Friday AUGUST 7	Saturday AUGUST 8	Show Flag Icon

### DNC Web EFO

Domino's Electronic Food Ordering for DNC Order by 1:45 pm September 20th. You have 2 days and 5 hours to order.

Order Now	Friday SEPTEMBER 20	Saturday SEPTEMBER 21	Sunday SEPTEMBER 22	Monday SEPTEMBER 23	Tuesday SEPTEMBER 24	Wednesday SEPTEMBER 25	Thursday SEPTEMBER 26	Friday SEPTEMBER 27	Saturday SEPTEMBER 28	Sunday SEPTEMBER 29
-----------	---------------------	-----------------------	---------------------	---------------------	----------------------	------------------------	-----------------------	---------------------	-----------------------	---------------------

Recent Orders

Status: Confirmed \$3816.90	Friday SEPTEMBER 17	Saturday SEPTEMBER 18	Sunday SEPTEMBER 19	Monday SEPTEMBER 20	Tuesday SEPTEMBER 21	Wednesday SEPTEMBER 22	Thursday SEPTEMBER 23	Friday SEPTEMBER 24	Show Flag Icon
Status: Delivered \$2193.30	Friday SEPTEMBER 15	Saturday SEPTEMBER 16	Sunday SEPTEMBER 17	Monday SEPTEMBER 18	Tuesday SEPTEMBER 19	Wednesday SEPTEMBER 20	Thursday SEPTEMBER 21	Friday SEPTEMBER 22	Show Flag Icon
Status: Delivered \$2272.49	Friday SEPTEMBER 13	Saturday SEPTEMBER 14	Sunday SEPTEMBER 15	Monday SEPTEMBER 16	Tuesday SEPTEMBER 17	Wednesday SEPTEMBER 18	Thursday SEPTEMBER 19	Friday SEPTEMBER 20	Show Flag Icon
Status: Delivered \$4217.85	Friday SEPTEMBER 10	Saturday SEPTEMBER 11	Sunday SEPTEMBER 12	Monday SEPTEMBER 13	Tuesday SEPTEMBER 14	Wednesday SEPTEMBER 15	Thursday SEPTEMBER 16	Friday SEPTEMBER 17	Show Flag Icon

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Domino's Electronic Food Ordering for COKE Order by 2:30 pm December 3rd. You have 3 days and 20 hours to order.

Step 3: Choose your Items.

Monday DECEMBER 3 Tuesday DECEMBER 4 Wednesday DECEMBER 5 Thursday DECEMBER 6 Friday DECEMBER 7 Saturday DECEMBER 8 Sunday DECEMBER 9 Monday DECEMBER 10

Back Place Order

For special orders or off-day deliveries, please contact your bottler.

Grid View Visual View

Item	Item #	Inventory On Hand	Quantity	Should I Order?	Margin	Price	Total
20oz Water	16	1.21 CASE	0 CASE	No	0.5 CASE	\$11.29	\$0.00
Root Beer 2 Liter	8	5.50 CASE	2 CASE	Yes, 2 CASE	3 CASE	\$9.92	\$19.84
20oz Orange	1	1.54 CASE	0 CASE	No	0.5 CASE	\$15.59	\$0.00
2 Liter Orange	1	6.25 CASE	2 CASE	Yes, 2 CASE	3 CASE	\$9.92	\$19.84
20oz Dr. Pepper	1	1.38 CASE	1 CASE	Yes, 1 CASE	0.5 CASE	\$15.59	\$15.59
20oz Barq's Root Beer	1	1.29 CASE	0 CASE	No	0.5 CASE	\$15.59	\$0.00
2Liter Yellow Lemonade	999	2.13 CASE	2 CASE	Yes, 2 CASE	1 CASE	\$9.92	\$19.84
20 Ounce Coke Bottles	20	1.50 CASE	1 CASE	Yes, 1 CASE	1 CASE	\$15.59	\$15.59
20 Ounce Diet Coke Bottles	21	1.25 CASE	0 CASE	No	0.5 CASE	\$15.59	\$0.00
20 Ounce Sprite Bottle	22	1.79 CASE	1 CASE	Yes, 1 CASE	0.5 CASE	\$15.59	\$15.59
Total							\$245.17

\* One star plus red text indicates a user change that is different from what pulse suggested.

- Built to mimic the existing Web EFO user interface
- Stores can conveniently order anytime up to two days before delivery date.
  - Best practice is to place the order a day prior to your scheduled order cutoff
- Suggested order functionality to help manage inventory based on sales forecast (same as food orders)
- Email and makeline alerts
  - Makeline notifications will start 3 hours prior to the order cutoff, if no order has been placed
- Order dates will automatically be updated in EFO if a holiday interferes with your original order date

## Web EFO - Email Notification Setup

To set up email notifications for Web EFO orders, open your Web EFO application.

Inventory > Electronic Food Orders > Web Electronic Food Ordering

Domino's Electronic Food Ordering

Please select a vendor.

COKE	Coca Cola	Set Up
DNC	Supply Chain Center	Set Up

You will now see your Coke and Supply Chain Center EFO's, in addition to setup buttons for each.

Once you select the setup button, you will have the ability to enter the primary email address desired in the "Send To Email" field. Additional emails can be added in the "Copy To Email" field. Bottler/Outlet # can remain blank for COKE email setup. Email notifications will be sent for a confirmation of an order, if an order is rejected, or if there is an issue with the order status.

Domino's Electronic Food Ordering for COKE

Vendor Configuration

Send To Email: coke\_efo\_orders@dominos.com

Copy To Email: [dropdown]

Bottler/Outlet #: 2134337-1  
This field can only contain alpha-numeric characters.

Cancel Save

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# Optional Electronic Food Ordering (EFO) Guide

## MARGINS & VISUAL VIEW



Domino's  
OPERATIONS INNOVATION  
& SUPPORT

### SETTING MARGINS (Back Office → Inventory → Electronic Food Orders → Web Electronic Food Ordering)

A **MARGIN** is the additional quantity you want to keep in your store to ensure usable product is on hand. When calculating your suggested order quantity, it is recommended that you set a margin, or buffer, for products, especially those that require proof and thaw time such as dough and cheese.

**Example:** It takes 24-48 hours to thaw cheese and you expect to use 5 cases in that 24–48 hour window. You could set a margin of 5 cases to ensure you have enough thawed cheese on hand when your next truck arrives

Item	Inventory On Hand	School Lunch	Quantity	Should I Order?	Margin	Price	Total
Bacon Cooked	0.00 CASE		3 CASE	Yes, 2 CASE	1 CASE	\$48.94	\$146.82
Bag (clear) for Chocolates	2.00 CASE		0 CASE	No	0 CASE	\$23.95	\$0.00
Bag Parbake Prep 19.5 X 22	0.00 CASE		0 CASE	No	0 CASE	\$47.86	\$0.00
Bags - Paper Carry Out	3.49 CASE		0 CASE	No	0 CASE	\$40.23	\$0.00
Balsamic Vinaigrette	0.80 CASE		0 CASE	No	0 CASE	\$9.46	\$0.00
Banana Peppers Sliced	1.00 CASE		0 CASE	No	0 CASE	\$39.57	\$0.00
BBQ Sauce Classic Brown PTK	0.43 CASE		0 CASE	No	0 CASE	\$28.30	\$0.00
BBQ Sauce Brown Dip Cups	0.68 CASE		0 CASE	No	0 CASE	\$14.48	\$0.00
Beef Cooked	0.00 CASE		1 CASE	Yes, 1 CASE	0 CASE	\$31.80	\$31.80
<b>Total</b>							<b>\$2,593.05</b>



**Set MARGINS first and it will reflect in the quantity**

### UTILIZING VISUAL VIEW

In the Visual View, you can look ahead to see if you're ordering enough to make it to your next order. This factors in your current inventory along with your DAILY USE projections to identify potential ordering shortages.

The visual view key at the bottom of the screen displays color definitions:

**Blue** indicates how long your current inventory should last based on your projections.

**Red** indicates you will be out of stock before your next delivery.

**Green** shows how long your new inventory should last.

**Visual View Key**

Qty	Item	Price	# is daily use in order units							Total
			This Delivery	3/27	3/28	3/29	3/30	3/31	Next Delivery	
1 CASE	Sausage Italian Cooked	\$32.90	0.2	0.3	0.3	0.3	0.2	0.2	0.0	\$32.90
0 BAG	Sausage Sliced (bag)	\$7.80	0.6	0.8	0.5	0.7	0.0	0.5	0.0	\$0.00
0 BUNDLE	Shooters Choc & Strawberry	\$11.49	0.0	0.0	0.0	0.0	0.0	0.0	0.0	\$0.00
0 BUNDLE	Smart Slice Box		0.0	0.0	0.0	0.0	0.0	0.0	0.0	\$0.00
0 CASE	Square Tray 6x6		0.0	0.0	0.0	0.0	0.0	0.0	0.0	\$0.00
0 CASE	Square Tray Lid		0.0	0.0	0.0	0.0	0.0	0.0	0.0	\$0.00
0 CASE	Sugar Powdered-Shake On	\$2.73	0.0	0.0	0.0	0.0	0.0	0.0	0.0	\$0.00
0 CASE	Super Sanitizer	\$42.24	0.0	0.0	0.0	0.0	0.0	0.0	0.0	\$0.00
0 CASE	Sweet Icing 2.5 oz	\$21.47	0.1	0.1	0.1	0.1	0.0	0.1	0.0	\$0.00
0 CASE	Sweet Mango Habanero 6/16oz	\$11.42	0.0	0.0	0.0	0.0	0.0	0.0	0.0	\$0.00
<b>Total</b>									<b>\$2,873.79</b>	

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**REMEMBER:** Estimated Average Delivery Time ("eADT"), estimated Extreme Deliveries, estimated Oven to Customer ("eOTC"), and Estimated Door-to-Door ("eDTD") metrics 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.



## REVIEW SALES PROJECTIONS (Back Office → Inventory → Electronic Food Orders → Web Electronic Food Ordering)



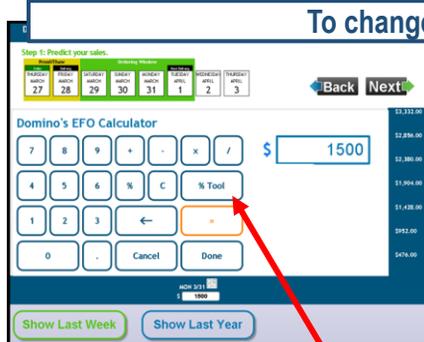
Your Sales projections from Labor Manager are imported into this screen to help you predict sales for your new order.

NOTE: Today's sales and product mix are included in your calculations IF you have NOT entered counts for current day. Once you enter counts, the EFO program thinks today is done and assumes that you are not going to use any more inventory and excludes today from your projections.

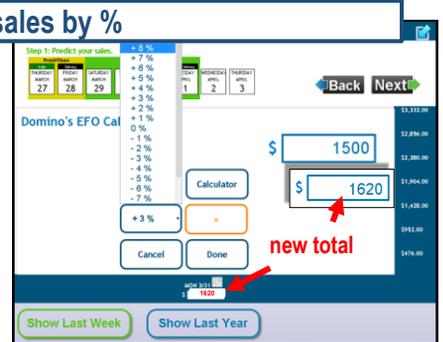
## USE SALES CALCULATOR TO ADJUST SALES PROJECTIONS



1. Enter amount
2. Click either  $+$   $-$   $\times$   $\div$
3. Click  $=$  then Done



You can also calculate by % using the % Tool



1. Select % amount on drop down
2. Click  $=$  then Done

Once you are satisfied with your sales projections, click **Next** to calculate your product mix projection

## ADJUST PRODUCT MIX

You need to choose one of the following:

- Last week's product mix sold
- An average of the last four weeks
- Create a custom date range

NOTE: An example for when you may want to create a **custom date range** would be for a boost week where you could select the dates of the last 50% off event to generate your product mix.



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# LABOR 301 – BUILDING A SCHEDULE

Optional Activity | Activity Time: 20 minutes



## GOAL:

Learn more about best practices to prepare for building effective schedules for your organization.

## INSTRUCTIONS:

Work with your manager or above store leader to complete this optional activity.

## ASK YOUR MANAGER:

What is our organization's process for collecting or updating each person's availability?

- \_\_\_\_\_

What is our organization's request off process?

- \_\_\_\_\_

What is our organization's deadline for request offs?

- \_\_\_\_\_

How does our organization handle multiple requests off for the same day or time-period?

- \_\_\_\_\_

What days does our organization consider 'all hands-on deck'?

- \_\_\_\_\_

How can I find information on local events that may impact sales?

- \_\_\_\_\_

According to our organization, when should the schedule be posted?

- \_\_\_\_\_

According to our organization, when is the best time to schedule time to build the schedule?

- \_\_\_\_\_

According to our organization, how much time should I dedicate to building the schedule?

- \_\_\_\_\_

What scheduling tips and best practices can you share?

- \_\_\_\_\_

Are there federal, state, or local laws that impact scheduling for the store?

- \_\_\_\_\_

## PRACTICE:

Ask your manager if time can be set up for you to practice building a schedule with them or your above store leader. Mastering the art of building an effective schedule can take a lot of practice. You may be provided a chance to better understand your organizations' process, or continue to practice and become a pro. Your manager can advise you on your next steps related to scheduling.



Manager Development Program — Building a Schedule Optional Activity | JW Sep 2024





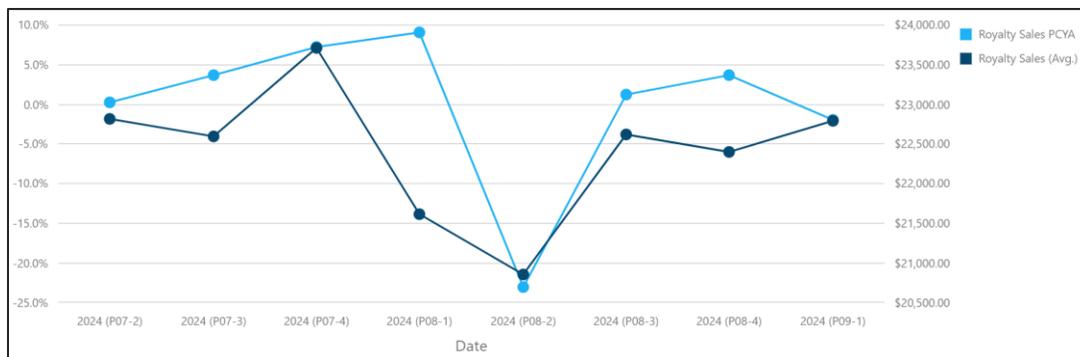
Consider using this optional guide to help determine your store's sales forecast.

## STEP 1: View and analyze your store's sales history and forecast

Listed are some optional tools available that you can consider using to help forecast your sales. Ask your manager or above store leader what tools your organization uses to forecast sales.

### PWR: View and analyze your store's sales from the last 8 weeks

- **Keys > Summary > Summary Trend**
- Change the date range to **Weeks – Custom 8 Weeks**
- Prefer a visual report? Select **Summary Trend Graph**
  - Select the Report Filter – **Uncheck Food Cost % and Labor Cost %**
  - Select **Royalty Sales PCYA** and **Royalty Sales (Avg.)**
  - Click **Apply**
- Analyze your report for trends or anything that deviates from what's forecasted



### PULSE: View and analyze your store's sales forecast

- **Back Office > Labor Management > Forecast**
- The Forecast screen is where you'll view and adjust your forecast information



Scheduling for an upcoming Boost Week or another event? Adjust your history date range to include these historic sales.

### FORECAST SCREEN

Day	Delivery	Cherry-Out	Totals
Mon 31st	282	1,801	\$2,083
Tue 1st	484	1,274	\$1,758
Wed 2nd	402	1,093	\$1,495
Thu 3rd	538	2,100	\$2,638
Fri 4th	786	3,365	\$4,151
Sat 5th	1,268	2,836	\$4,105
Sun 6th	650	1,838	\$2,488
<b>Totals</b>	<b>4,411</b>	<b>14,407</b>	<b>\$16,256</b>

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## STEP 2: Identify any outside variables that may impact in your sales, including:

- Boost Weeks
- Customer Appreciation Days
- TV Advertising
- Product Promotions
- Special Events
- Holidays
- Local events such as parades, festivals, prom, etc.
- Weather forecast (rain or snow may increase sales)

Determine if the events identified would increase or decrease your projected sales. Consider using a past occurrence of that event to assess sales volume.

## STEP 3: Adjust your forecast

Select the cell on your forecast grid that needs adjusting, enter a new value, then press enter.

When you make a manual change to data in your forecast the text will bold, and the forecast will read "Mgr Forecast"

Order Type	Date	Morning	Lunch	Dinner	Totals
Delivery	Mon 31st	0	282	1,801	\$ 2,083
Carry-Out	16	65	256		\$ 337
Day Totals	16	347	2,057		\$ 2,420
Delivery	Tue 1st	30	484	1,274	\$ 1,788
Carry-Out	0	118	428		\$ 546
Day Totals	30	602	1,702		\$ 2,334
Delivery	Wed 2nd	0	402	1,093	\$ 1,495
Carry-Out	0	60	235		\$ 295
Day Totals	0	462	1,328		\$ 1,790
Delivery	Thu 3rd	0	538	2,100	\$ 2,638
Carry-Out	10	183	322		\$ 515
Day Totals	10	721	2,422		\$ 3,153
Delivery	Fri 4th	0	786	3,365	\$ 4,151
Carry-Out	0	207	1,139		\$ 1,346
Day Totals	0	993	4,504		\$ 5,497
Delivery	Sat 5th	50	1,269	2,836	\$ 4,155
Carry-Out	25	319	807		\$ 1,151
Day Totals	75	1,588	3,643		\$ 5,306
Delivery	Sun 6th	0	650	1,938	\$ 2,588
Carry-Out	0	159	319		\$ 478
Day Totals	0	809	2,257		\$ 3,066
Delivery	Totals	80	4,411	14,407	\$ 18,898
Carry-Out	51	1,111	3,506		\$ 4,668
Week Total	131	5,522	17,913		\$ 23,586

Date	Morning	Lunch	Dinner	Totals
Mon 28th	0	<b>296</b>	<b>1,622</b>	<b>\$ 1,920</b>
	0	87	269	\$ 356
	0	385	1,891	\$ 2,276

You have now created a sales forecast for your store. Your manager can advise you on your next steps related to scheduling.

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# PEOPLE 301 – RECRUITMENT AND SELECTION ACTIVITY

Optional Activity | Activity Time: 20 minutes



Speak with your supervisor (or franchisee) to understand the specific personnel and training policies and procedures implemented by your organization and any applicable legal requirements that may impact the handling of personnel and training issues in your store (including, but limited to, wage and hour and predictive scheduling laws).

Who is responsible for each step of our hiring process? <i>Check all that apply</i>	Our Team	Our AMs	Our GM
Creating a recruiting friendly atmosphere			
Answering questions in person or over the phone for hiring inquiries			
Knowing local, state, and federal regulations and your company policies related to handling applicants			
Directing applicants to apply at jobs.dominos.com			
Screening applicant data to identify potential candidates			
Contacting potential candidates to set up interviews			
Knowing local, state, federal regulations and your company policies related to conducting interviews			
Conducting interviews			
Determining if a job offer will be made			
Contacting candidates to inform them if an offer will or will not be made			
Sharing candidates with neighboring stores that your store does not need			
Utilizing SmartRecruiters			

Who is responsible to help execute any planned recruiting activities? <i>Check all that apply</i>	Our Team	Our AMs	Our GM
Box Topping with 'now hiring' flyers			
Telling friends, neighbors, relatives, etc. about openings they may be a fit for			
Advocating for your store as a great place to work			
Posting 'now hiring' posters in your community			
Reaching out to neighboring stores for any applicants they may not need			

Manager Development Program — Service Analyzing Service Optional Activity | NH Dec 2024

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# PEOPLE 301 – PROVIDING EFFECTIVE FEEDBACK

Optional Activity | Activity Time: 30 minutes



## INSTRUCTIONS:

Read below to review tips for providing effective feedback. When you are ready, ask your manager to conduct the Role Plays with you so that you can practice using your coaching voice! Be sure to ask for feedback on where you did well, and any tips to improve.

## POSITIVE FEEDBACK TIPS

- Praise the **behaviors you want to see continue** like, “Jared, thanks for moving over to makeline to help Maria when nothing was in the oven! This will help Maria have more time to make excellent product!!”
- **Praise in public** when possible, letting other people hear the good stuff like, “Hey everyone, if I could get your attention for a sec to have you all look at the masterpiece pizzas Maria just made!”
- **Reinforce the ‘whys’** when you praise, why or how the behavior benefits your team and/or customers like, “Maria’s masterpiece pizzas will be a big hit with our customers, keeping them ordering again and again!”
- **Be specific** about the behavior you saw or heard that you want them to continue. Not simply, “hey good job today.” Instead, be specific like, “Jackie, I heard you upselling dip cups today. Thanks for helping our customers have an even better meal while helping us meet sales goals!”

## POSITIVE FEEDBACK TIPS

- Address any behaviors you need the trainee to stop or change. Ex: If you observe your team member does not wash their hands when starting their shift, you can’t allow them to begin handling food and talk about it later. You need to correct this immediately.
- Correct in private or quietly to avoid potential embarrassment. Ex: Don’t just shout at them “Hey Jose, wash your hands before you go to the makeline!” Call Jose over or walk over to him right away and quietly explain what he needs to do.
- Explain why it is important to change behavior. Ex: “Hey there Jose, could you come over here for a second? Thanks, I called you over because I noticed you didn’t wash your hands after you clocked in. Remember, to keep food safe we never work in a food production area without first properly washing our hands.”
- Provide clear directions for corrective steps. Ex: “Could you please do that now and be sure to wash hands during your shift anytime you change tasks or may have contaminated your hands please,”
- Ask questions and have them explain or demonstrate the task correctly to confirm they know what to do going forward. “Do you remember how long you need to wash your hands? ... That’s right! 20 seconds. Do you have any other questions? Thanks Jose!”



Manager Development Program — Service Analyzing Service Optional Activity | NH Dec 2024

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## PRAISE-CORRECT-PRAISE (AKA – THE COMPLIMENT SANDWICH)

Offering guidance is a big part of being an effective trainer. Providing feedback may feel awkward at first but with practice it gets easier. Receiving praise more often than correction can help keep people motivated to improve. That's why 'the compliment sandwich' comes in. Here are some tips when providing feedback for improvement sandwiched with praise:

- **Focus your words on the task and not the person.**
  - Ex: "Try grabbing the right amount of cheese in one grab" versus "you are cheesing too slow"
- **Provide more PRAISE than CORRECTION during your shift. 2 for 1 is a good ratio.**
- **Try asking if it is OK to give some feedback to help them being open to hearing the message.**
  - Ex: "Can I give you some feedback? I appreciate that you are working on your speed when topping pizzas. While speed is important, correct portions are too. This provides a consistent product and controls our food costs. As you work at speed use the scales to weigh your toppings. Over time you will improve your speed along with consistency. Can I count on you to do that?"
- **When giving corrective feedback, sandwich the correction in between and keep that balance of 2:1.**
  - Ex: "Can I give you some feedback? I love the way you hustle to the makeline when needed. Be sure to put on an apron first to keep your uniform clean, thanks. Also, I noticed your great scale use and perfect portions today. Your products have been on point and our customers love that!"

Time to practice! **Consider creating your own scenarios if you want or need additional practice! This is your chance to develop your coaching voice!**

*Speak with your supervisor (or franchisee) to understand the specific training policies and procedures implemented by your organization and any applicable legal requirements that may impact the handling of training issues in your store.*

**ROLE PLAYS:** Work with your leadership to practice your 'coaching voice.' Your leader will play the role of the trainee that you are working with to provide appropriate feedback. Work through the role plays then ask your manager how well you did.

**Scenario #1:** Your trainee was doing pre-rush prep at the prep station at a proficient pace. You noticed him/her take off their hat to adjust their hair and not stop to wash their hands before proceeding. What feedback would you provide?

**Scenario #2:** Your makeline trainee is doing a fantastic job with toppings placement and product is looking amazing! What feedback would you provide?

**Scenario #3:** You notice your oven tender realize they cut a hand-tossed pizza in slices but saw the customer requested a square cut. The oven tender just ignored the mistake and moved the box to the heat rack/hot bag. What feedback would you provide?

**Scenario #4:** For the second time today, you notice your product expert return to the makeline from the restroom without first washing their hands. You have already addressed this once, so now what feedback would you provide?

**Scenario #5:** Create your own!

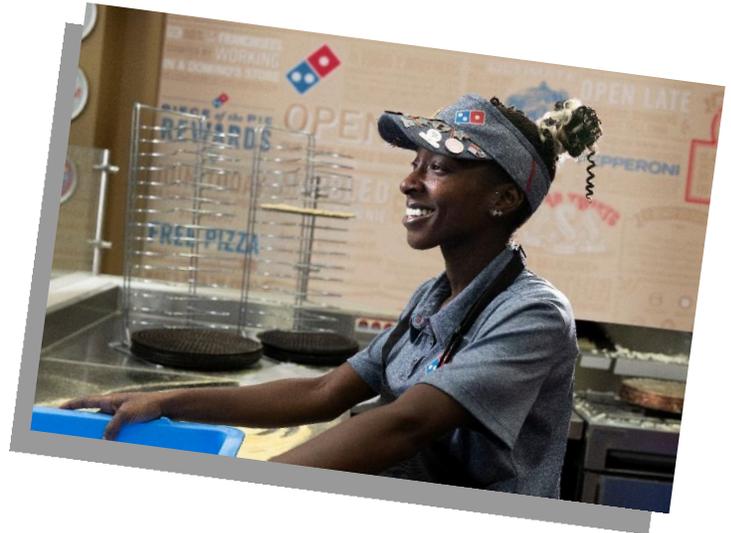
Next, ask your manager to review your organization's disciplinary policies. Be sure to ask questions to understand what is expected of you and when you should seek help when handling situations that require more than just training or coaching.

**First occurrence:**

- Tardy
- Uniform violation
- Food handling practice violation
- Rude to customer
- Teamwork related problem
- Cash shortage or issue
- \_\_\_\_\_
- \_\_\_\_\_

**Multiple occurrences**

- Tardy
- Uniform violation
- Food handling practice violation
- Rude to customer
- Teamwork related problem
- Cash shortage or issue
- \_\_\_\_\_
- \_\_\_\_\_



**Additional Notes:**

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# CUSTOMER EXPERIENCE 301 – RESOLVING CUSTOMER CARE CASES

Optional Activity | Activity Time: 30 minutes



## GOAL:

When one of your customers contacts Domino's Customer Care, a case is created and reported to your store. Individuals designated by your organization will receive a copy of the case via email, and the case will be visible in PWR. Use this activity to understand your role in resolving your store's Customer Care cases in the In Every Neighborhood Program.

## INSTRUCTIONS:

Work with your manager or above store leader to complete this activity.

## ASK YOUR MANAGER:

What is my role in resolving my store's Customer Care cases?

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What are the expectations for resolving my store's Customer Care cases?

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What tips/best practices can you share when contacting customers with concerns?

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What should I do if I call a customer, but they don't answer?

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## OBSERVE YOUR MANAGER - WALK THROUGH THE STEPS BELOW:

- Log into PWR to review your store's Customer Care cases.
- View any reports your organization uses in PWR such as:
  - Customer Care Report Card *PWR > Cust Care > Report Card*
  - Case List Summary *PWR > Cust Care > Case List Summary*
  - Case List Detail *PWR > Cust Care > Case List Detail*
  - Any additional reports your organization uses for Customer Care cases

*Manager Development Program — Customer Experience Resolving Customer Care Cases Optional Activity | JW Sep 2024*



## ASK YOUR MANAGER TO:

- Explain your organization's process and expectations for contacting customers and resolving cases.
- Demonstrate how to add comments to cases in PWR.
- Demonstrate how to close cases in PWR.

## PRACTICE YOUR SKILLS TO RESOLVE CASES:

Role play with your manager on practicing what you would say to each of these customers if they reported these concerns.

Have your manager be the customer you are calling, try to resolve the concern, then ask for feedback on your responses. Practice will help you build confidence to more easily resolve concerns.

**NOTE:** Ask your manager about topics reported that may be sensitive in nature that you should leave for only your manager or above store leadership to resolve.

- I was craving a hand tossed pizza so badly today! I ordered a pizza from my local Domino's and received a pizza with no garlic oil on the crust :( disappointed.
- My order was more than 30 minutes late, so my 2 pizzas were barely warm, even cold in some parts. I'd like a refund.
- I did not receive my blue cheese or marinara dipping cups that I paid for.
- I found hair in my pasta.
- I ordered with carside delivery and ended up having to go inside to pick up my pizza because I was waiting in my car for over 15 mins.
- The pan pizza was supposed to have pepperoni and green pepper but was made with onions and green peppers.
- The sodas I ordered were not delivered. I called the store to have them delivered and when the driver arrived, he was very rude.

# CUSTOMER EXPERIENCE 301 – REPORTS IN PWR

Optional Activity | Activity Time: 20 minutes

## GOAL:

Become familiar with the Voice of Customer Scorecard and the available reporting in PWR that your organization utilizes to analyze your store performance.

## INSTRUCTIONS:

Work with your manager or above store leader to complete this activity.

## VOICE OF THE CUSTOMER SCORECARD

Voice of Customer (**VoC**) provides robust visit-level customer feedback data tied to an order. The feedback received is bucketed based on key metrics throughout the entire experience and used to create the Scorecard.

Ask your manager to view your store’s Voice of Customer Scorecard. Each period, the scorecard is emailed to your Franchisee/Above Store Leader to be distributed to their stores.

Review your store’s VoC data and customer comments. Look for common themes and determine any actions your store can take to make an impact.

VoC or Other Report Common Themes	Store Action to Correct VoC or other Report Themes

## ASK YOUR MANAGER:

Which reports do you use to track results and trends to create a plan to improve results?

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## CONSIDER FINDING AND REVIEWING THESE OPTIONAL PWR REPORTS WITH YOUR MANAGER:

- *Quality* > Tracker Feedback Detail
- *Quality* > NPS
- *Quality* > Google Reviews
- *Customer Care* > Concerns by Category
- *Customer Care* > Case List Detail > Complaints



Manager Development Program — Customer Experience Reports in PWR Optional Activity | JW Sep 2024



# TIPS AND BEST PRACTICES FOR CONDUCTING A FOOD SAFETY EVALUATION – FOOD SAFETY 301

Optional Activity | Activity Time: **45 minutes**



## GOAL:

Understand your role, if any, for conducting a self-food safety evaluation for your organization.

**Consider working with your General Manager or above store leader to complete a self-evaluation together.**

- It is recommended that you review the brand's GLOBAL STORE FOOD SAFETY REFERENCE GUIDE
- Ask your manager or above store leader how your organization completes the optional Store Food Safety Evaluation (FSE) Form
- Ask your manager or above store leader how your organization scores the evaluation

**Using the completed self-evaluation, consider working with your General Manager or above store leader to:**

- Create and prioritize an Action Plan for any items noted requiring corrective action
- Learn your organization's procedures for working with your in-store to create safe food handling practices
- Learn your organization's procedures for communicating any issues noted that can't be solved at the store level with your above store leadership



# VEHICLE INSPECTION ACTIVITY – SAFETY & SECURITY 301

Optional Activity | Activity Time: 25 minutes



## GOAL:

Understand your organization’s delivery vehicle inspection process.

## INSTRUCTIONS:

Consider working with your manager or above store leader to help you understand your role (if any) in conducting delivery vehicle inspections.

You are encouraged to find out if your organization has a form they use when conducting a vehicle inspection. If they don’t, you can consider using a form such as this sample

## Vehicle Inspection Checklist

Store Number \_\_\_\_\_ Date \_\_\_\_\_

Driver’s Name \_\_\_\_\_

Vehicle Owner’s Name \_\_\_\_\_ Year, Make & Model \_\_\_\_\_

License Plate Number \_\_\_\_\_ State \_\_\_\_\_

Insurance Company \_\_\_\_\_

Policy Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

The following items are in good repair and functioning properly:

Vehicle Functions	Yes	No	Comment
Brakes (pedal pressure)			
Both taillights			
Windshield and wipers			
Horn			
Turn signals			
Back-up lights			
Both headlights (Hi & Low beam)			
Tires (safe tread depth)			
Brake lights			
Safety belt			

I will not use this vehicle for business purposes for their store until my vehicle passes this inspection. I assume all responsibility for correcting every deficiency shown by this inspection as well as getting the vehicle re-inspected by my employer prior to using it for my duties of employment.

Driver’s Signature \_\_\_\_\_

Inspecting Person’s Signature \_\_\_\_\_

Inspecting Person’s Title:    Store Manager            Assistant Manager            Supervisor            Other  
(circle appropriate)

**NOTE: This checklist is not intended to replace extensive mechanical inspections. The vehicle operator is responsible for the safe operating condition of his/ her vehicle. This checklist describes the general operating condition of the vehicles surveyed at the date indicated above.**

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Manager Development Program — Vehicle Inspection Activity | Jan. 2025 CB



# Local Store Marketing – Planning Sheet



Consider using this optional planning sheet when developing your Local Store Marketing plan.



Fill out the boxes below to help organize your Local Store Marketing planning process.

## Core Customer Group

The Five Core Customer Groups are Schools, Businesses, Public Service, Community, and Residential.

Fill in which Core Customer Group you have chosen:

## Customer Target(s)

NOTE: You do not need to target ALL customer targets at once. Instead, chose 1 or 2 you want to focus on that fit your plan.

Identify your 1-2 Customer Targets:

## How Will You Connect With Targets?

Think of these opportunities as your "IN" to make contact with your targets. You can use these opportunities to really connect with your target customers and show them what your store can do for them!

Determine your opportunities to connect with your Target Customers:

## Tactics

Think of these tactics as tools in your toolbox – these are the tools you'll use to carry-out your plan and get the job done!

Identify which tactics you think will work best to execute your plan:

## Make Contact!

Make contact with your target customers, execute your plan, and create lasting relationships with members of your community!

Determine how you will make contact with your target customers (i.e., gather email addresses and/or phone numbers, visit target customers face-to-face, etc.):

# LEVEL 3 SKILL EVALUATION

## MANAGER DEVELOPMENT PROGRAM

Optional Activity



### GOAL:

This guide is made of two parts. **Part One** is a skill guide and **Part Two** is a performance evaluation.

**Part One** provides an overview of each leadership skill and the behaviors the trainee should be able to exhibit and perform at a Level 3.

**Part Two** evaluates the trainee's readiness to successfully and consistently perform each leadership skill, provides an overall score for the category, and indicates how effectively the trainee applies the skills.

## Part One – Leadership Skills Overview

Customer Experience	
Resolves Customer Care cases for the In Every Neighborhood (IEN) Program	<ul style="list-style-type: none"> <li>Understands their role in resolving Customer Care Cases and actively works to take great care of your customers.</li> <li>Knows how to handle and resolve Product Incident Reports.</li> <li>Can access the details and instructions on how to use a Product Incident Kit on PieNet.</li> <li>Utilizes the optional reports available in PWR to analyze store performance and identify areas for improvement.</li> </ul>
Handles and resolves product incident reports	
Uses PWR to address patterns of customer concerns	
Financial Acumen	
Can read and analyze a Profit & Loss statement, or P&L	<ul style="list-style-type: none"> <li>Understands formulas regarding Contribution Margin, fixed and variable costs, and break-even points to find the amount of money a store must generate to make a profit.</li> </ul>
Can find a store's break-even AWUS amount based on Profit and Loss Statements	
Food	
Understands how to use the Electronic Food Ordering tool for food orders and Coke orders	<ul style="list-style-type: none"> <li>Accurately counts and records inventory.</li> <li>Creates accurate forecasts when ordering food and beverages.</li> <li>Makes adjustments as needed based on larger orders, Boost Weeks, and other known events.</li> </ul>
Food Safety	
Understands the brand's Global Food Safety Standards related to a Food Safety Evaluation (FSE)	<ul style="list-style-type: none"> <li>Has a thorough understanding of how an evaluation is scored and how to facilitate a visit.</li> <li>Is prepared to provide the required information and documentation the auditor may ask for.</li> <li>Knows where to locate a copy of the current version of the Domino's Global Food Safety Standards guide and the Store Food Safety Evaluation (FSE) form.</li> </ul>
Knows how to conduct an (FSE) Self-Evaluation	
Can develop a process to continually identify deviations through self-evaluations and implement corrective actions	

Manager Development Program — SKILL EVALUATION – LEVEL 3 / CB Apr. 2025

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<b>Image</b>	
Assesses your store's image using the Image and cleanliness section of the Operations Assessment	<ul style="list-style-type: none"> <li>• Can access the optional Self Operations Assessment in PWR:               <ul style="list-style-type: none"> <li>○ Understands the criteria related to Image &amp; Cleanliness section.</li> <li>○ Works to determine corrective action steps to address any opportunities found while completing the assessment.</li> </ul> </li> </ul>
Creates a plan to improve or maintain image and cleanliness execution	
<b>Labor</b>	
Is knowledgeable of your team's availability	<ul style="list-style-type: none"> <li>• Discusses availability with all team members and has a system for keeping a record.</li> <li>• Implements a fair process for time off requests.</li> <li>• Understands how to adjust the system forecast by looking ahead for Boost Weeks, weather, sporting events, holidays, and any other event that could affect sales outside of what is normal.</li> <li>• Builds a schedule taking into consideration team availability, sales, request offs, and what is best for the business within the labor variance guidelines.</li> </ul>
Utilizes a process for considering schedule requests	
Able to forecast sales accurately for creating a schedule	
Builds an effective schedule	
<b>Safety &amp; Security</b>	
Actively follows safety and security guidelines	<ul style="list-style-type: none"> <li>• Knows best practices and regulations for safety &amp; security.</li> <li>• Understands that safe driving starts with a safe vehicle.</li> <li>• Knows that a best practice is to perform vehicle inspections, ensuring every delivery vehicle meets minimum safety requirements before hitting the road.</li> </ul>
Understands the brand's standards for vehicle inspections	
Understands their role related to vehicle inspection policies and procedures for your organization	
<b>Leadership</b>	
Can perform a Gap Analysis	<ul style="list-style-type: none"> <li>• Identifies operational gaps during shifts.</li> <li>• Creates realistic goals to combat gaps on a shift-by-shift basis.</li> <li>• Reviews recent OA and other store assessments to prepare for transition into leadership.</li> <li>• Finds areas of product opportunity in your store to create and build plans:               <ul style="list-style-type: none"> <li>○ Identifies the source of the gap.</li> <li>○ Finds/builds tools to close the gap.</li> <li>○ Gains support of your team.</li> <li>○ Measures success of the product plan.</li> </ul> </li> </ul>
Creates a store-wide product focus plan	



<b>People</b>	
Creates and executes your store level recruiting plans	<ul style="list-style-type: none"> <li>• Delegates tasks to get a job done.</li> <li>• Follows up to make sure tasks are completed on time and at a desired level.</li> <li>• Actively manages time to complete recruiting tasks.</li> <li>• Sets and conducts interviews in a timely fashion.</li> <li>• Understands your organization’s selection process to build confidence in the interview process.</li> <li>• Develops and ensures execution of individual training plans that define:               <ul style="list-style-type: none"> <li>○ Who is the trainer and who is the trainee.</li> <li>○ The training tasks to complete.</li> <li>○ The day and time they should be completed.</li> </ul> </li> <li>• Builds the culture of the store and treats people like they want to keep them.</li> <li>• Commits to training, delegates where possible, and follows up to make sure training is effective.</li> </ul>
Contacts and interviews potential candidates	
Develops individual training plans	
Uses feedback and recognition to create a fun work environment	
Delegates training where possible and follows up (as permitted by your organization)	
<b>Product Quality</b>	
Identifies your store’s current product quality execution	<ul style="list-style-type: none"> <li>• Evaluates product quality and identifies opportunities.</li> <li>• Creates and executes SMACable plans for areas not meeting expectations.               <ul style="list-style-type: none"> <li>○ Communicates improvement plan to team.</li> <li>○ Works alongside team and effectively coaches.</li> <li>○ Utilizes coaching guides and job aids to help support brand standards.</li> <li>○ Follows up after determined time to validate improvement.</li> </ul> </li> </ul>
Determines action plans to address any product quality gaps	
Identifies resources and tactics to create product quality improvement plans	
<b>Sales</b>	
Understands the 5 ways to increase sales	<ul style="list-style-type: none"> <li>• Assists with tactics to increase sales targeting acquiring new customers, converting them to regular customers, retaining those customers, increasing their order frequency, and tactics to increase average ticket.</li> <li>• Incorporates and executes effective tactics as part of your LSM plan based on which core customer group(s) is being targeted.</li> <li>• Assists with assessing the effectiveness of your LSM plan and helping to adjust as needed.</li> <li>• Uses available resources and helps to execute an effective training plan to help set your store team up for success for all new product launches and marketing initiatives.</li> </ul>
Determines which types of marketing tactics fit with different target groups	
Creates a local store marketing plan	
Understands the importance of strong execution of new product launches and marketing initiatives	
<b>Service</b>	
Understands how to analyze Service results	<ul style="list-style-type: none"> <li>• Can access the optional tools and reports that are used to monitor your store’s performance and knows how to identify service opportunities.</li> <li>• Develops a routine of analyzing service results.</li> <li>• Sets and shares service goals.</li> <li>• Communicates and trains HTA behaviors.</li> <li>• Consistently follows up and celebrates successes.</li> </ul>
Identifies opportunities with Service results	
Develops and implements a Service Plan to improve or maintain desired outcomes	



## Part Two – Performance Evaluation

### INSTRUCTIONS:

In the Score box, fill in the appropriate score. Every topic that is marked as **"READY"** counts as **1 point**.

Passing grades are determined by your organization.

<b>Customer Experience</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Resolves Customer Care cases for the In Every Neighborhood (IEN) Program			
Handles and resolves product incident reports			
Uses PWR to identify patterns of customer concerns			
<b>Financial Acumen</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Can read and analyze a Profit & Loss statement, or P&L			
Can find your store's break-even AWUS amount based on Profit and Loss Statements			
<b>Food</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Understands how to use the Electronic Food Ordering tool for food orders and Coke orders			
<b>Food Safety</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Understands the brand's Global Food Safety Standards related to a Food Safety Evaluation (FSE)			
Knows how to conduct an (FSE) Self-Evaluation			
Can develop a process to continually identify opportunities through self-evaluations and implements corrective actions			
<b>Image</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Assesses your store's image using the Image and Cleanliness section of the Operations Assessment			
Creates a plan to improve or maintain image and cleanliness execution			
<b>Labor</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Is knowledgeable of your team's availability			
Utilizes a process for considering time off requests			
Able to forecast sales accurately for creating a schedule			
Builds an effective schedule that meets the business needs			

### Manager Development Program — SKILL EVALUATION – LEVEL 3 / CB Apr. 2025

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<b>Safety &amp; Security</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Actively follows and leads safety and security guidelines in store			
Understands the brand's standards for vehicle inspections			
Understands role related to vehicle inspection policies and procedures for your organization			
<b>Leadership</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Can perform an effective Gap Analysis			
Can create a store-wide product focus plan			
<b>People</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Can create and executes your store level recruiting plans			
Contacts and interviews potential candidates			
Develops individual training plans			
Uses feedback and recognition to create a fun work environment			
Delegates training where possible and follows up (as permitted by your organization)			
<b>Product Quality</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Identifies your store's current product quality execution level			
Identifies resources and tactics to create product quality improvement plans			
Can create and implement and action plan to address any product quality gaps			
<b>Sales</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Understands the 5 ways to increase sales			
Determines which types of marketing tactics fit with different target groups			
Can create a local store marketing plan			
Understands the importance of strong execution of new product launches and marketing initiatives			
<b>Service</b>	<b>Ready</b>	<b>Not Ready</b>	<b>Not Trained</b>
Understands how to analyze Service results and performance			
Identifies opportunities with Service results			
Can develop and implement a Service Plan to improve or maintain desired service outcomes			
<b>Total Score</b>	_____ / <b>35</b>		

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