



## OPERATIONS MANUAL

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2024



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THE INFORMATION CONTAINED IN THIS OPERATIONS MANUAL WAS PREPARED BY PIZZA WORLD USA FRANCHISE CORPORATION AND ALL RIGHTS ARE RESERVED. IT IS EXPRESSLY INTENDED FOR USE BY CORPORATE EMPLOYEES AND FRANCHISEES OF THE PIZZA WORLD OPERATING SYSTEM. ANY UNAUTHORIZED USE OF THE MANUAL, ITS CONTENTS, RELATED MATERIALS AND ALL UPDATED INFORMATION IS STRICTLY PROHIBITED AND WILL BE ENFORCED TO THE FULLEST EXTENT OF BOTH FEDERAL AND STATE LAW.

# INTRO

## ABOUT OUR ORGANIZATION

Pizza World is a fresh new idea featuring unusual pizzas from around the world. Our unique approach to pizza includes seventeen specialty gourmet pizzas from around the world with more than thirty toppings to provide pizza lovers with a healthy and satisfying dining experience. Our freshness doesn't just stop at our pizzas; our sub are baked fresh to give the sandwich lover the same fresh experience. Our specialty gourmet salads offer crisp romaine lettuce, fresh vegetables and our own homemade dressing, which give fast food a new attitude. This relatively simple food concept is the direct opposite of many current food systems stagnating under large inventories, heavy food cost burdens and a large employee base. This ease of operation is coupled with an efficient, functional and cost-effective environment.

## ABOUT OUR CUSTOMERS

Our customers are the most important members of our family. They expect and must be provided clean, attractive facilities and friendly service. Each customer must be handled with care. We must always provide them with a quality product. We will constantly strive to reduce our costs in order to maintain reasonable prices. Our service must meet or exceed our customer's expectations. Each order will be handled promptly and accurately. Any customer concern must be addressed immediately. We should listen to our customers regarding their desires and ways in which we can improve our products, our service and our image.



# INTRO

## OUR MISSION

Our mission at Pizza World Gourmet Pizza is to provide high quality products, featuring traditional and gourmet pizzas, salads and subs. We do this by providing excellent service, a clean and healthy environment, and great value to every customer while generating a good profit at the Store level.

## USING THE OPERATIONS MANUAL

This Operations Manual is designed as a tool to assist Pizza World employees in the safe, effective and approved operation of a Pizza World Store. It is one part of an overall system to communicate the Pizza World System. This manual is not intended as a textbook, but rather as a reference guide for the daily operation of a Pizza World Store.

Pizza World will update this Operations Manual as our system requires. The manager of corporate stores and all franchisees are responsible for making sure that all updates are properly inserted into this Operations Manual as instructed.

## STAFFING YOUR STORE

***The information contained in this section is used in operating corporate stores. It is provided to franchisees as a resource only and should not be interpreted as mandatory or complete. Franchisees are advised to consult with an advisor for Federal/ State/Local employment laws and/or regulations.***

Proper recruiting, interviewing and orientation are all vital first steps in developing the type of employees that we want in the Pizza World system. Good hiring practices not only help ensure quality employees, they help ensure good work attitudes and improved turnover rate.

Selecting employees is one of the most stressful parts of being a manager or franchisee, but if you know what you are looking for you will be more successful than if you just hire the next person who walks through the door. Remember that hiring a front counter person that has the qualities and desire to become a manager will make training easier and more pleasant. Always try to make the employee aware of potential growth opportunities within the company. However, be careful not to make any promises for future positions until an employee has proven capable of advancement. Once you are sure that an employee is capable of fulfilling the requirements for advancing to another position make him/her aware of what the requirements are for the new position. A person that is looking at a job as a long term commitment is generally a better employee than one who is "here for today and we'll see what tomorrow brings."



# STAFFING YOUR STORE

- RECRUITMENT**
- Participate in job fairs at local community colleges and technical schools.
  - Ask good employees to tell friends or relatives about job openings.
  - Attach ads as box toppers - - emphasize the best selling points of working at Pizza World.
  - Prepare a door hanger that announces job openings as well as sells pizza.
  - Hang a "Now Hiring" sign in your window *(be careful not to block vision points for security purposes).*
  - Place ads in local newspapers and college newsletters - remember to include whom, how, when, and where to apply.

- REMEMBER**
1. All applicants must complete a Pizza World employment application.
  2. The Americans with Disabilities Act requires that reasonable accommodations be made to enable an applicant with a disability to apply for a job.
- Federal, state, and local employment laws must be strictly adhered to at all times - consult an advisor whenever you are in doubt prior to taking action.***

# STAFFING YOUR STORE

## INTERVIEWING AND EVALUATING APPLICANTS

*Look for the following  
character traits in an  
applicant:*

*Look for indications  
that the applicant will  
have the ability to:*

*Watch out for:*

- Customer Oriented
- Team Spirited
- Friendly and Courteous
- Pleasant Voice
- Good hygiene (clean and well groomed)
- Previous fast food experience
- Good references
- Concentrate
- Function under pressure
- Maintain the Pizza World appearance
- Ability to handle problems
- Read and follow written instructions
- Follow verbal directions
- Keep things organized
- Handle more than one task at a time
- Cash handling ability (test math skills)
- Reliable transportation
- Work the hours necessary including nights and weekends
- Under legal age for employment
- Job hoppers
- No explanation for leaving last job
- Felony conviction record
- Revoked Driver's License
- No Driver's Insurance
- Limited work hours
- Residence too far from store

# STAFFING YOUR STORE

## REFERENCE CHECKS

### ***ALWAYS CHECK REFERENCES!***

Reference checking allows you to gather additional information about the applicant's work history and personal character. It also provides the opportunity to verify information provided by the applicant and to probe for answers to the questions that were not answered to your satisfaction during the interview.

There are laws that govern the disclosure of personal or "confidential" information by an employer. Due to these laws, many employers are reluctant to provide specifics beyond dates of employment and job titles or responsibilities. A very effective question that you can ask a previous employer who is reluctant to talk is "Does your company have a policy against rehiring former employees?". If the answer is no ask, "Is this person eligible for rehire with your company?"

## INTERVIEWING EMPLOYEES

It is important to commit and schedule time to be available to conduct interviews. Managers who fail to plan often find themselves making poor hiring decisions or making no decision at all because they have not allowed themselves time for effective screening of employees. It is also important to note that in competitive markets, quality applicants will not be available long. If you are not willing to invest the necessary time to interview and hire, your competitors will.

# STAFFING YOUR STORE

## INTERVIEWING EMPLOYEES

- Schedule the interview during non-peak hours
- Hold the interview in a quiet, private place
- Describe the job in full
- Discuss hours, pay, benefits, promotion policy
- Discuss uniform, disciplinary action, absenteeism
- Be yourself
- Be direct
- Ask open-ended questions that require more than a yes/no answer
- Do not write on application - take notes on separate paper
- Observe the applicant's mannerisms and appearance
- Notice if they use direct eye contact
- Look for hidden answers
- Guard against discriminatory questions.

## INTERVIEWING TECHNIQUES

*Avoid possible  
discrimination  
questions such as:*

- Age
- Religion
- Race or national origin
- Marital status/children/maiden name
- Personal Finance
- Veteran status
- Organization or Social Club Memberships
- Disabilities that do not impair the ability to perform the job
- Criminal record (questions must be directly related to the job)

# STAFFING YOUR STORE

## **RULES TO FOLLOW:**

- Listen
- Review application prior to appointment
- Know the job - have clear job description
- Keep questions straightforward and job related
- Do not joke or make careless remarks or innuendoes
- Ask all applicants the same questions
- Do not discriminate
- Hire on sound reasoning - not emotion
- Be objective

## **LOOK FOR BASIC ABILITIES AND CHARACTERISTICS SUCH AS:**

- Intelligence
- Mental Alertness
- Experience
- Communication Skills
- Confidence
- Manner/Attitude
- Initiative
- Maturity

## **CLOSE THE INTERVIEW:**

- Don't promise anything
- Ask if applicant has any additional questions
- Tell applicant when hiring decision will be made
- Inform applicant of intent to check references

# STAFFING YOUR STORE

The primary purpose of the interview is to find people you can successfully train, supervise and motivate. It does not guarantee a good employee. A person who interviews well may be a poor performer. A person with dedication and good skills may not interview well. The interview process is a tool to help you answer two important questions about your applicant:

- Can they do the job?
- Will they do the job?

## HIRING

*Make sure all required forms are completed and in the appropriate employee file:*

- Employment Application
- W-4
- I-9
- Work Permit (if applicable)
- Personal Data Card
- Uniform Receipt
- Health Insurance (if applicable)
- Auto Insurance (if applicable)
- Auto Inspection (if applicable)
- Drivers License
- Driver Orientation Checklist
- Delivery Driver Agreement
- MVR (if applicable)
- Vehicle Inspection
- Reporting Additional Income (tips) form
- Employee Handbook Receipt
- Employment at Will Receipt
- Confidentiality Agreement
- Work Rules
- Cash Handling Policy

*It is the responsibility of the hiring manager to ensure that each new employee is fully processed prior to clocking in for the first day of work.*

# STAFFING YOUR STORE

*Review Employment Policies and Standards with each new employee. Discuss:*

- Store hours of operation
- Work schedules
- Requests for time off
- Illness
- Tardiness
- No shows
- Vacations
- Holidays
- Telephone Calls
- Pay Periods
- Employee Breaks
- Employee Meals
- Employee Food Purchases
- Parking

## MANAGING EMPLOYEE PERFORMANCE

Employee turnover is an expected expense in the fast-food industry. However, management should try to minimize this expense. There are four common ways to reduce employee turnover:

1. Don't hire just to fill a spot - make sure applicant is qualified to do the job.
2. Make sure employee is properly and fully trained - many employees leave due to frustration.
3. Be a manager - know the rules and follow them, treat each employee equally and provide recognition for a job well done.

# STAFFING YOUR STORE

4. Develop a team atmosphere - develop an attitude amongst all employees that says the team cares about image, product and customer service.

5. Remember: **LEADERSHIP BY EXAMPLE!**

These are obviously not the only reasons for turnover, but if the manager is aware of what is going on in the Store and provides a solid team image, employee turnover may be minimized and even preventable in many cases.

## EMPLOYEE PERFORMANCE REVIEWS

Employees should be given performance evaluations on a regular basis. All employment actions, both positive and disciplinary, must be documented and become part of the employee's permanent employee file.

## ADVANCEMENT:

Employees, who are outstanding performers, should have the opportunity to advance in staff positions. In addition, they should have the potential for advancement into a career in management. All employees should have the opportunity for cross training in each position. This provides promotion opportunities all the way up to Manager and beyond.

# STAFFING YOUR STORE

*The following are situations when performance appraisals should be made:*

- Probationary evaluation - minimum forty-five (45) working days after employee's start date, but no later than one hundred and twenty (120) working days after employee's start date.
- Scheduled evaluation - minimum once per year, and more frequently if performance requires improvement;
- Performance evaluations do not necessarily mean a salary increase, but may affect salary when a review is conducted.

## PROGRESSIVE DISCIPLINE

Management should use progressive discipline if the unacceptable conduct of an employee is felt to be correctable. Progressive discipline is not a requirement and should not be considered as an obligation prior to termination of employment.

Any employment action must be documented in writing, dated, and signed and maintained in the employee's file. All warnings, including verbal warnings, must be documented and serve as part of an employee's performance review. The documentation should include both positive and disciplinary actions.

## STAFFING YOUR STORE

**A “Correction Notice Form” may be given under the following circumstances:**

- Verbal Warning - least severe - issued for first time infractions of such things as incorrect work habits, poor punctuality, absenteeism, and generally poor performance;
- Written Warning - more serious - issued for repeated infractions;
- Misconduct/Suspension - more serious - time of suspension can range from one day to one week depending on the nature of severity of the infraction;
- Dismissal/Termination

**Note:** A correction notice must be given within 48 hours of the infraction.

Employees must understand that these procedures are established and management must make sure that it is followed in the interest of running a successful business and to ensure fair treatment and personal security of all our employees and customers.

## GENERAL EMPLOYMENT POLICIES AND STANDARDS

*The information contained in this section is used in operating corporate stores. It is provided to franchisees as a resource only and should not be interpreted as mandatory or complete. Franchisees are advised to consult with an advisor for federal/state/local employment laws and/or regulations.*

## STAFFING YOUR STORE

There are Federal, State, and Local laws that govern the treatment of people in the workplace and it is our corporate policy to be in full compliance with those laws and regulations. It is considered the responsibility of the manager and other members of management to protect employees from inappropriate behavior by other employees, customers, vendors, suppliers, and other service agents. Offensive or unprofessional behavior on the part of vendors or their agents should be reported immediately to the manager.

We believe in fair and equal employment opportunities to all employees and/or candidates for employment. We provide fair consideration to all employees and equal access to jobs, promotions, transfers, pay raises, training, and development opportunities and all other benefits of employment. These opportunities will be made available without regard to sex or sexual orientation, race, color, religion, national origin, handicapped status or age.

## EQUAL EMPLOYMENT LAWS

Equal employment laws exist to ensure that all qualified job candidates and employees receive equal employment opportunities and that they are treated fairly in the areas of wages, salaries, benefits, promotions, terminations, and all other aspects of employment. It is our policy to recruit, hire, train, pay, promote, discipline, and provide benefits and all other employment opportunities without regard to race, color, religion, creed, age, sex, national origin or ancestry, marital status, family status, handicapped status or status as a disabled veteran, in accordance with all federal and state laws.

# STAFFING YOUR STORE

## NONDISCRIMINATION

Title VII of the Civil Rights Act outlaws discrimination based upon race, sex, religion, creed, or national origin in all aspects of employment such as hiring, promotion, training, and termination.

While it is our objective to create and maintain a fun and enjoyable work environment, ethnic or sexual joking is considered to be inappropriate behavior. It potentially causes other employees to feel uncomfortable and will not be tolerated, regardless of how innocently it is intended.

It is considered the express responsibility of every employee to support and enforce these policies. It is the responsibility of management, at all levels to respond appropriately through effective counseling or other disciplinary action toward offenders, by reporting the behavior to the next level of management or by documenting the action taken.

Pizza World prohibits discrimination based upon any or all of the conditions explained above. Severe penalties could be imposed for any failure to comply with these laws. Violations of this policy will not be tolerated and are considered grounds for immediate termination of employment.

## HIRING NON-CITIZENS

The Immigration Reform and Control Act of 1986 requires the hiring of only American citizens and aliens who are authorized to work in the United States. Absolutely no employee may be scheduled or allowed to work until the I-9 is correctly and fully completed.



# STAFFING YOUR STORE

## HIRING MINORS

Proof of age must be established for each employee prior to scheduling that employee for work. There are numerous federal and state restrictions on hours and work duties for minors. It is corporate policy not to hire anyone under the age of 16. Please confirm local and state requirements for age verification through your personnel representative.

## ANTI-HARASSMENT

In accordance with applicable federal, state, and local laws, the Company does not condone or tolerate sexual harassment of its employees, or harassment based on race, color, religion, creed, age, sex, national origin or ancestry, marital status, family status, handicapped status or status of a disabled veteran. We will not tolerate or condone such harassment of our employees by supervisors, co-workers, or third parties on our premises over which we have control.

We insist that all employees be treated with respect and dignity and that they extend the same courtesy to their fellow employees, guests, and our customers. Sexual harassment is of special concern and will receive immediate attention.

## STAFFING YOUR STORE

### *Sexual harassment includes*

- Unwelcome sexual advancements; request for sexual favors; and all other verbal or physical conduct of a sexual nature, especially where submission to such conduct is made either directly or indirectly a term or condition of employment; or has the purpose or effect of creating an intimidating, hostile or offensive working environment; or
- Offensive comments, jokes, innuendoes, and other sexually oriented statements.

Any confirmed violation of this policy must subject the violator to immediate disciplinary action up to and including suspension or termination of employment. Any employee who believes that he or she has been harassed in violation of this policy has the responsibility to discuss it with their supervisor immediately. If they do not wish to discuss this with their immediate supervisor, then they should talk with their next level supervisor. It is much easier to discuss, investigate and settle such matters while facts are still fresh in everyone's mind. We are committed to taking immediate steps to investigate any such complaints as well as take the necessary steps to correct any problems. We also prohibit any form of retaliation against any employee for filing a bona fide complaint of harassment or discrimination, or for assisting a complaint investigation, or for utilizing the open door policy for complaints not resolved through the chain of command.

# STAFFING YOUR STORE

## CONFIDENTIALITY OF BUSINESS OPERATIONS

It is the policy of the Company to ensure that the operations, activities, and business affairs are kept confidential to the greatest possible extent. During the course of employment employees may acquire confidential or proprietary information about the Company and its vendors, and/or their business practices, products or recipes, price lists and the like, such information is to be handled in strict confidence and not to be discussed with outsiders.

From time to time, individuals who will seek information regarding the amount of business we do, where we buy our supplies or other similar matters, may approach employees. It is our policy that employees do not discuss any aspect of our operations with any outsiders. All such questions should be referred to supervisors.

Employees may be asked to sign a statement of confidentiality at the time of their hire and to acknowledge their awareness of and reaffirm their commitment to this policy. Violation of this policy will subject the employee to disciplinary action, up to and including termination, and may also subject them to civil and/or criminal penalties.

## PROBATIONARY STATUS

A new employee will be considered a probationary employee for one hundred and twenty (120) working days after coming on the payroll. At the end of this period, based upon their demonstrated qualities, a decision will be made as to whether or not an individual will become a permanent member of the Company.

# STAFFING YOUR STORE

## REGULAR FULL-TIME EMPLOYEES

Employees who have successfully completed their probationary period and who are working thirty-eight (38) hours or more each week will be eligible to become a regular full-time employee

## EMPLOYMENT AT WILL

The employment relationship of all Pizza World employees is "at will". This means that either the employee or the employer may terminate the relationship at any time, without prior notice, for any reason, or for no reason, and without cause. No one, other than the President of Pizza World USA Franchise Corporation (which is the parent company of all the individual stores) is authorized to enter into any employment agreement or to make any commitments to any employee or prospective employee that is other than "at will" and any exceptions to this policy must be in writing and signed by the President of Pizza World USA Franchise Corporation.

## DISABLED PERSONS

Any applicant who is handicapped will receive consideration for any potential employment positions if they are deemed qualified to perform the responsibilities necessary.

# STAFFING YOUR STORE

## LEAVE OF ABSENCE

A leave of absence can be for any number of reasons, but is normally intended for hardship. Some instances may require a time limit be placed upon the leave to allow the Company to protect itself. An unpaid leave of absence for cause may be granted by the company, providing it does not seriously disrupt operations. A request for leave must be presented in writing to the supervisor. Such leave will be discussed with management and determination will be made on an individual basis.

## JURY DUTY

Pizza World employees will be granted an unpaid leave of absence for jury duty providing their supervisor is advised immediately upon receipt of notice.

## MILITARY LEAVE POLICY

After successful completion of the probationary period, all regular full-time employees will be granted an unpaid leave of absence if called for active duty by a branch of the United States Armed Services. Every effort will be made to reinstate that employee upon their return. All requests must be submitted in writing, to the employee's supervisor and accompanied by a copy of their orders to report for active duty.

## MATERNITY/ PATERNITY LEAVE

After successful completion of the probationary period, all regular full-time employees will be granted an unpaid maternity/paternity leave of absence upon request. Requests for a specific amount of time must be submitted in writing to their supervisor. Every effort will be made to reinstate that employee upon their return.

# STAFFING YOUR STORE

## RELIGIOUS POLICY

Employees who have special religious or ethnic needs which require them to be absent from work, must consult their supervisor for permission. As much advance notice as possible is requested.

## RETIREMENT POLICY

All employees are eligible for United States Social Security. They become eligible at age 62 or any time thereafter. Information about Social Security may be obtained from a supervisor, or he/she can direct an employee where to find the information. Because the Company contributes to the Social Security program for its employees, there is no other retirement fund.

## SAFETY POLICY

The Company strives to provide a clean, safe, and healthy place to work. Employees are expected to do their part, to work safely, and wear any required safety equipment, observe all posted safety rules and regulations, and keep their work area neat and clean. The Company will provide any required protective/safety equipment to employees.

Employees are required to immediately report all injuries sustained on the job to their supervisor. Supervisors will have first aid equipment and will arrange for medical care or hospitalization if needed.

Refer to the Safety and Security section of this manual.

## HOLIDAYS

Pizza World will be closed on the following days:

Christmas Day

Other Holiday *(approved by the Corporate Office)*



# STAFFING YOUR STORE

## WORKER'S COMPENSATION

The Company as required by state law provides Worker's Compensation.

## PAYROLL INFORMATION

The Company pays its employees on the 5th and 20th of the month. Payroll runs the 1st through the 15th, and the 16th through the end of the month. Checks will be available to be picked up by employees on those Fridays between the hours of 3 p.m. and 5 p.m. only. Salary advances are not permitted. Employees are encouraged to bank their checks promptly. Payroll checks may not be cashed in the store.

No overtime is to be worked without the prior approval of the Store Manager. When overtime is worked an employee will be paid straight time for the first 40 hours and time and one-half for each hour in excess of 40 hours.

## VACATION/ SICK DAYS/ PERSONAL DAYS

After one (1) year of continuous employment all regular full-time employees will be eligible for one (1) week of paid vacation. After two (2) years of continuous employment all regular full-time employees will be entitled to two (2) weeks of paid vacation. All vacations must be taken in the twelve (12) month period immediately after it has been earned. Vacation time does not accrue and cannot be carried over to the following year. Employees will not be paid for unused vacation time. Vacation dates must be approved in advance by supervisors. In the event several employees want the same vacation dates, preference will be given based on length of time with the Company.

## **STAFFING YOUR STORE**

### **VACATION/ SICK DAYS/ PERSONAL DAYS**

Vacation pay will be calculated on the basis of regular weekly pay over the last six months (the six month immediately preceding the vacation) if there is enough advance notice given by the employee, vacation pay will be paid on the Friday prior to the vacation. Part-time employees are not eligible for any paid vacation

### **ALCOHOL AND SUBSTANCE ABUSE**

Possessing, dispensing, or using any controlled substances (drugs or alcohol) on any Pizza World premises without a medical prescription is strictly prohibited. Reporting to work or working under the influence of alcohol or any controlled substance without a medical prescription is strictly prohibited. Employees who must take prescription medication may only report to work if the medication does not interfere with the employee's mental or physical functioning. They should seek advice from their doctor before returning to work.

Pizza World reserves the right, for reasonable suspicion of drug and alcohol use during working hours, to test any employee for such usage. If the tests are concluded to be positive, the employee may be terminated immediately. No drug or alcohol use is permitted on the Pizza World property, or by any employee wearing a Pizza World uniform. "On any Pizza World Premises" includes, lockers, restrooms, or in any employees' automobiles parked on the Landlord's property.

# STAFFING YOUR STORE

## EATING/GUM CHEWING/ TOBACCO CHEWING

Eating, gum chewing, tobacco chewing, and other personal habits of individual employees that the Manager reasonably believes do not contribute positively to the comfort, convenience, dining experience, or service of our customers are prohibited, except during break periods and then only in areas that have been approved by the manager and are out of sight of the customers.

All employees who eat or drink in the Store must do so in an area of the Store not visible to the customer or in an area designated by the manager. Before returning to work after any break, hands must be thoroughly washed with soap and water. See the Food Handling Section of this manual for more details on this subject.

## PROHIBITED CONDUCT

The following are specific types of conduct that are prohibited at Pizza World:

- Theft
- Procedural violations involving safety, security, and cash handling
- Failure to adhere to established meal policies
- Failure to adhere to all standards and policies
- Revealing of any confidential information of Pizza World trade secrets to anyone other than a Pizza World employee without written approval
- Misappropriation of Pizza World funds, food products, or gross negligence resulting as a cash loss or shortage
- Unauthorized use of or willful neglect of Pizza World facilities, property or equipment

## STAFFING YOUR STORE

- Defacing, damaging, or destroying Pizza World property
- Using, or being in possession of, under the influence of, any controlled substance, intoxicant or drug while at work
- Absence for a two (2) day period or longer without prior notification to the manager
- Excessive tardiness (2 or more times)
- Sleeping on the job
- Fighting or "horseplay"
- Refusal to perform assigned work or insubordination
- Possession of any deadly or dangerous weapons on any Pizza World property
- Improper or discourteous customer service
- Failure to obey reasonable orders from the Manager or Management
- Sexual Harassment
- Falsifying application for employment or any other official Pizza World record
- Unprofessional conduct or use of abusive or threatening language
- Unauthorized closing of the Store during normal business hours
- Distributing or posting literature or soliciting co-workers or customers while on Pizza World property
- Loaning Store keys to any unauthorized person
- Intentionally shortchanging, overcharging, or undercharging a customer or another employee
- Any other action which in the opinion of the manager warrants discipline or termination

# STAFFING YOUR STORE

## SCHEDULING

The Manager will prepare a weekly work schedule to be posted. The Manager must be notified in writing of any special request for time off. The Manager will do his/her best to meet special needs, but can not guarantee each employee's request will be met. If an employee is unable to work, it is their responsibility to find a qualified substitute, acceptable to management. Please remember the schedule is not a sign up sheet.

The Manager reserves the right to modify the work schedule with twenty-four (24) hours' notice to the employee, or less in cases of emergency.

Employees are notified as to how many breaks are allowed per shift and of what duration. Employees who are less than eighteen (18) will receive meal periods and breaks in compliance with applicable state labor laws.

Employees should not arrive for their shift more than ten (10) minutes prior to the beginning of that shift and must leave within ten (10) minutes of clocking out.

## SMOKING

Smoking is not permitted inside any Pizza World Store or any area outside of the Store that can be seen by customers and the general public. Smoking is only permitted when on an approved break.

# STAFFING YOUR STORE

## SCHEDULING

There shall be no distribution of any non-Pizza World literature or solicitation of employees in the Store at any time. Furthermore, no employee will be allowed to distribute non-Pizza World literature or solicit Pizza World employees or customers at any time on Company property, unless it is part of an approved marketing or public relations program.

## TIMELINESS/ ABSENTEEISM

If for any reason an employee is not able to arrive at work on time, it is their responsibility to notify their manager or supervisor as soon as possible. As part of the Pizza World Team, employees must advise the immediate supervisor at least four (4) hours before the start of his shift if you are unable to work. Failure to provide proper notice may result in disciplinary action.

Continued tardiness and absenteeism will result in termination.

## EMPLOYEE MEALS

It is the policy of this Company to provide employee meals at a fifty percent (50%) discount to any employee who has worked as scheduled on the day the meal is purchased. These meals will be restricted to certain menu items (the manager will advise employees regarding the acceptable menu items). These meals must be eaten on the premises. All employee meals must be paid for prior to being consumed and may only be consumed prior to their scheduled shift, during a break, or immediately after the end of their shift.

# STAFFING YOUR STORE

The Manager will designate the employee eating area. Employee meals may not be prepared by or input into the register by the employee. The employee must go through the regular customer service line. The discounted meal must be rung up by the Manager at the register. Employees will be charged full price for all non-employee meals and for products being purchased for consumption off the premises.

**KEYS** — Keys may be issued to certain employees whose responsibility it is to open or close the Store or to other employees whose responsibilities require access to the Store during hours of non-operation. Any employee issued keys will be required to sign a receipt for those keys.

Upon leaving the employment of the Pizza World all issued keys must be returned prior to the employees receiving their final check.

If an employee loses their keys they will be liable for the cost to re-key the store.

**PERSONAL TELEPHONE CALLS** — Incoming and outgoing personal telephone calls are prohibited unless they are of an emergency nature. Employees should make all calls before or after their shift or during their break. Company phones are never for personal use.

**PERSONAL PROPERTY** — Employees are responsible for all personal property brought with them to the Pizza World.

# STAFFING YOUR STORE

**FIREARMS** — No firearm of any type will be permitted in the Store or kept outside in a vehicle located on the Store premises.

**GAMBLING** — No employee of the Pizza World will engage in any gambling activities on the premises or while in uniform.

**LITERATURE** — Employees are not permitted to read newspapers, magazines, books, or any other non-Pizza World related literature during working hours.

**PERSONAL GIFTS** — No employee shall directly or indirectly accept or request cash, rebates, contributions, gifts, goods, gratuities, or services from suppliers, distributors, vendors, or their agents or representatives. Any employee doing so will be immediately terminated.

**RADIOS, STEREOs, TAPE DECKS, TELEVISIONS, & SOUND SYSTEMS** — Under no circumstances will personal radios, stereos, tape decks, televisions, or sound systems be allowed in the Store.

**TERMINATION OF EMPLOYMENT** — Employees, who plan to leave the Company, are urged to provide notice to the Manager at least two (2) weeks in advance of their intended termination. Proper notice generally allows sufficient time to calculate any accrued moneys to which they may be entitled and to include such moneys with their final paycheck. Without proper notice, they may have to wait until after the end of the next payroll period to receive any moneys due.

# STAFFING YOUR STORE

**ID NUMBER** — Every employee clocks in on the computer using the last four digits of their Social Security number, or finger print. After that they must use their assigned two-digit ID number, or finger print. Under no circumstance is one employee permitted to use another employee's ID number when punching in on the time clock, cashing out drivers, or ringing up pick-up orders.

## SUCCESS

Success results from our recognition of the importance of quality product, superior service, and the highest standards of cleanliness and professionalism to our guests at all times. However, no matter how superior our product is, it is the service and attitude of our staff that makes a customer feel good about their Pizza World experience.

Each and every employee must demonstrate professionalism both in how they act and how they look. Although both are extremely important, image goes beyond uniform and cleanliness. Image includes an attitude that must be brought to the job -- positive and service-oriented personalities are a must.

No matter what position a person has within the Store, it is important to set an exceptional image. Our customer expects a quality product, delivered to them by a professional well-groomed employee or served in a clean environment every time they place an order.

- Greet each customer sincerely and immediately
- Treat each customer courteously and with respect
- Make eye contact and always smile
- Actions and body language speak louder than words
- Maintain cleanliness throughout the Store
- When we feel good about our Store so will the customer
- Take pride in the Store
- **The customer's opinions are always very important**

# IMAGE

## UNIFORMS

*Employees reporting for their shifts will not be allowed to work unless they are neatly groomed and attired in a clean and complete Pizza World uniform. Employees will adhere to all uniform standards as follows:*

- Uniform Shirt - must be worn
- Hat - must be worn
- Name tag - must be worn
- Apron
- Pants - Khaki shorts or pants. No washed-out or faded jeans and no cut-offs may be worn. If shorts or pants have belt loops a black belt must be worn.
- Shoes/Socks - Black or white shoes and socks

Any shirt visible under the uniform shirt shall be a solid white color, including crew, V-neck and turtleneck, with no print, other colors or decorations visible. Sleeves must be cuffed or hemmed without buttons. Short-sleeve T-shirts are permitted to be worn under the uniform shirt provided they do not have visible sleeves or printing. Pizza world employees will not be attired in uniform, except while on duty or while going directly to and from work.

All personnel involved in the preparation and cooking of food must wear a hat and restrain their hair as appropriate for the length.

## SHOES AND SOCKS

- Shoes must cover the entire foot
- Shoes must have non-slip soles
- Shoes must be made of a leather or leather-like material
- Shoes must be clean and in good repair

## BELTS

- Pants with belt loops must be worn with a belt
- Belts must be black
- No decorative buckles are allowed
- No suspenders are allowed

## IMAGE

**PANTS** - Employees must furnish their own uniform pants. Khaki pants or shorts must be worn. No faded or washed out jeans and no cut-offs may be worn. Any employee wearing pants that do not meet the standards will not be allowed to start their shift.

**NAME TAG** - The only name tag to be worn is the approved Pizza World name tag.  
- All store employees must wear name tags.  
- Name tags will be worn on the right side of the shirt even with the logo.

**HAT** - Only the approved Pizza World hat may be worn by employees.

**CLEANING OF UNIFORMS** - It will be the responsibility of the employees to launder their own uniform and wear a clean uniform for every shift.

**ISSUE AND RETURN OF UNIFORMS** - Employees will be issued and must sign a receipt for a Pizza World hat, shirt and name tag prior to their first shift. If during their employment anyone requires a new shirt and/or hat, the old Pizza World shirt/hat must be returned before new ones will be issued, even if that shirt and/or hat is stained, ripped or otherwise unusable. Upon leaving employment from Pizza World, employees will be required to return their uniform shirt, hat, and name tag before their last check will be issued. Employees will be liable for any item not returned.

# IMAGE

## APPEARANCE

As an integral part of the uniform system, Pizza World employees must conform to the following Appearance Standards both to satisfy health regulations and to enhance the image of professionalism we wish conveyed to our customers.

All employees must report to work clean, shaven, with clean hands, and fingernails. Any violation of this policy will require immediate handling -- an individual must be sent home until the problem has been rectified.

**Note:** These are minimum standards and all federal, state, and local

## MEN

Haircuts must not be long or ragged. Hair must be neatly groomed and reasonably trimmed. Hair that exceeds the top of the uniform shirt must be restrained and tucked up underneath the uniform hat. Dyed hair in unnatural colors (green, pink, orange, blue, etc.), and extreme hairstyles do not meet standards.

- If the appearance of the hair is ragged and not reasonably trimmed and gives the impression of being unreasonably long, unkempt or ragged, it does not meet the standards.
- Hair visible in front of the cap must be neatly groomed and in good taste and must be reasonably above the eyebrow.

## IMAGE

***Jewelry must be limited to the following:***

- Non-food preparation personnel
- Rings
  - Inexpensive watches
  - Earrings are not encouraged, but if worn must be posts
  - No wallet chains or chains hanging from pockets

Food preparation personnel

- Wedding rings only
- Earrings are not permitted.
- After-shave lotion, cologne and other fragrances are to be used with restraint
- Fingernails must be clean and neatly trimmed, with no polish
- No facial hair may exist below the bottom of the ear except for a neatly trimmed mustache that will not exceed the length or width of the lower lip. Beards, goatees, and facial hair below the lower lip are not permitted. Sideburns should not extend below the earlobe.
- No wallet chains or chains hanging from pockets

## WOMEN

Women with hair longer than the top of the uniform shirt collar must secure their hair under their hat or have it suitably restrained by a hair net, rubber band or barrette. Hair that is not tucked up under the hat must be neatly restrained behind the shoulders. Dyed hair in unnatural colors (green, pink, orange, blue, etc.) and extreme hairstyles do not meet standard.

- If the appearance of the hair is ragged and not reasonably trimmed gives the impression of being unreasonably long, unkempt or ragged, it does not meet the standards.

## IMAGE

Hair visible in front of the cap must be neatly groomed and in good taste and must not cover the eyes.

***Jewelry must be limited to the following:***

- Non-food preparation personnel
- Rings
  - Inexpensive watches
  - Earrings are not encouraged, but if worn must be posts
  - No wallet chains or chains hanging from pockets

Food preparation personnel

- Wedding rings only
- Earrings are not permitted
- Perfumes/colognes/fragrances are to be used with restraint
- Fingernails must be cleaned, neatly trimmed, with no polish
- Makeup must be discreet
- No wallet chains or chains hanging from pockets

## PERSONAL HYGIENE

Because of the close personal contact with other employees and the public, hygiene is of primary importance. Employees are to report for work being clean and having taken the proper precautions to ensure body odor will be kept to a minimum. Employees should use perfumes and lotions with restraint, knowing the working conditions call for close personal contact. Due to health department regulations, all employees working in the food preparation area may not wear lotions, creams, oils, etc. on their hands.

## IMAGE

- Hands must be scrubbed with soap prior to each employee entering or re-entering the food preparation area.
- Fingernails must be neatly trimmed and clean.
- No persons having infected sores or wounds, open abrasions, or respiratory infections will be allowed to work at Pizza World.
- Employees are not to eat or drink in the food preparation area, nor store their personal items in this area, food or otherwise. Employees must keep hands and hair out of their mouths while working.

Any employee who comes in contact, directly or indirectly, with food, food preparation surfaces, utensils, or food packaging shall:

- not smoke or use tobacco products of any kind while so engaged;
- wear clean clothing at all times; and
- wash their hands after each use of a washroom facility or after working with cleaning materials.

Health regulations are governed locally and by the state government and will be adhered to without exception.

## JOB DESCRIPTIONS

The Store Manager is responsible for all facets of the Store operations and the financial performance of the business.

- RESPONSIBILITIES:**
- Responsible for all employees and Store activities
  - Ensures that all duties are being performed according to Pizza World methods and standards
  - Capable of opening and closing the Store
  - Responsible for the cash drawers and deposits
  - Handles customer complaints quickly and in a courteous manner
  - Orders products necessary for Store operation
  - Maintains equipment and Store appearance
  - Completes all paperwork on a timely basis
  - Interviews, hires, trains, disciplines, and terminates personnel
  - Responsible for maintaining overall appearance of the Store
  - Keeps employees informed of expectations by providing praise and criticism at appropriate times
  - Keep employees informed of new advertising and public relations events
  - Involves experienced employees in greater degrees of responsibility by getting their participation in training, special promotions, and community relations projects
  - Must be highly motivated with an abundance of energy
  - Must have a desire to achieve, create, and do a great job
  - Must be able to set the standards and procedures necessary to meet goals in the areas of quality, costs, service, image, productivity, courtesy, and sanitation

## JOB DESCRIPTIONS

- Must be aware that ultimately profitability comes from earning superior customer satisfaction and running an efficient operation
- Schedules and motivates personnel to achieve maximum efficiency and effectiveness
- Must facilitate an effective advertising/promotional program, working with the marketing manager and maintain community public relations.
- Do not encourage employees to bring personal life into the store
- Do not permit employees to participate in pranks or jokes with other employees or customers
- Must keep operating costs within the budget, especially food and labor costs
- Must make a profit

***Remember the manager is responsible for the entire store:***

- Employees
- Cash Handling
- Procedures and Standards
- Food and Beverage Inventory
- Equipment
- Increasing sales while maintaining costs

## EXPECTATIONS

Establishing and Maintaining Standards  
Standards, rules, and procedures are for the good of the whole operation. Ensure that they are followed, regardless of the person or the situation.  
There are many instances where an exception may be made to the rule. However, the manager must consider what the result would be if the same exception were made for everyone. It may be better not to make

## JOB DESCRIPTIONS

Good employees want guidelines and they expect everyone to follow them. Employees will become frustrated when the manager does not demand the same high quality of work from everyone.

Correct a person at the time a mistake is made. However, if it is during a rush or if the reprimand requires privacy, wait until the discussion can be done in private. Don't overlook inadequate performance -- silence implies consent. The first time an employee makes a mistake it is his/her fault. If not corrected the first time, the same mistake made a second time is the manager's fault.

**COMMUNICATION** To be an effective communicator, good speaking and listening skills are required. Talk when there is something to say, but also listen attentively and with an open mind when someone else is speaking.

**MOTIVATION** A good manager motivates employees by providing conditions that satisfy certain needs such as the need for self-esteem and self-fulfillment. We do not want a manager who motivates employees by threatening them (i.e. threat of firing). Although either method may get the job done, the tyrant must always be there to hold the sword while the leader can turn his or her back and still expect the job to get done. For maximum success, a manager must be a leader rather than a tyrant.

**Remember: LEADERSHIP BY EXAMPLE**

Motivation combined with Store loyalty and pride in the job encourages high productivity and low turnover.

## JOB DESCRIPTIONS

### *Building Loyalty and Pride*

All employees must have team spirit, loyalty, and pride in a job well done. A well-managed Store creates the following conditions for employee loyalty and pride.

1. **Quality product** - every employee has friends that buy pizza. Employees won't have pride in their job or our product if their friends don't like the pizza that is delivered from Pizza World.
2. **Fast, friendly service** - if customers are not satisfied, employees do not like to admit they work at Pizza World. If Pizza World provides the safest, fastest, and friendliest service in town, our employees will be proud of it because they were the reason for it. They will be our best advertisement.
3. **Fair, concerned management** - people like to work where they feel the manager is fair and just. They are loyal to a manager they feel is loyal to them. They are concerned for a business they feel is concerned about them.
4. **Efficient organization and teamwork** - in an efficient operation, everyone is highly productive.
5. **Opportunity for advancement** - people like to work where their job improvement is recognized. Promote from within. Provide the conditions where they can measure their progress and provide recognition for improvements.

## JOB DESCRIPTIONS

6. **Up-to-date operation** - people like to work in good facilities. They like to work in the place that “sets the pace” for similar businesses in the area. They like to feel that their Store, their product, their service, and their manager is the best.
7. **Cleanliness** - employees like to work in clean, well-maintained conditions. No one can be proud of a dirty Store.

Pizza World is only as good as our people. We strive to hire the best for the job, train them thoroughly, and inspire them to achieve their very best.

**PRODUCTIVITY** - The pizza business is notorious for being a rush hour business. Employees generally work best and are most productive during peak hours of operation. If teamwork is in force and if the system is working as it was designed, all employees will do what they are supposed to be doing during rush hour and also what needs to be done and take the initiative to do those things during down time.

**PRE-RUSH PREP** - Everyone must be ready for the rush or it won't be handled correctly - fold boxes, arrange telephone counter, put out pens, and check food supplies. Get back-up supplies ready - sauce, cheese, and topping bins should be stacked. Check dough for proper proofing.

## JOB DESCRIPTIONS

Make sure cash drawer has enough change in it. Pull drawers and make sure that money is put properly in safe.

Don't wait until the rush starts to position the staff. Place employees to minimize individual weaknesses, as well as for maximum flexibility. Don't put a versatile person in a corner where he/she can perform only one operation.

Handle the rush from the beginning. Make and deliver every pizza as if fifty orders were behind it. Stay on top of the rush from the very first order.

### DURING THE RUSH

During the rush, the manager should be in the most central position. In most Stores, the oven tender position has the best view of the total operation and is also the most flexible position.

#### *Three indicators to watch:*

1. Frequency of telephone rings (or telephone calls put on hold.)
2. Time of pizza when going into the oven.
3. Time of pizzas when leaving the store.

These three indicators tell you when and where there is a problem. Too many rings or too many telephone calls on hold indicate you need help at the telephones. Old times on pizzas going into the oven tell you that the pizza makers are not keeping up. Finally, hold times on pizzas leaving the Store can be watched to see if more drivers are needed.

## JOB DESCRIPTIONS

### INTO THE OVEN AND OUT THE DOOR

Everyone in the Store must be aware of the age of every pizza order. The pizza maker should call out times as pizzas go into the oven, and the oven tender should call out times as pizzas come out of the oven. Most importantly, drivers should call out times as they leave the Store and delivery times when they return, to keep all employees aware of how well the system is working.

Re-position employees to eliminate bottlenecks. Move people with the flow of business. At the beginning of the rush, the emphasis is on the telephones and pizza makers. During the middle, the emphasis is on the oven and drivers. At the end, the emphasis is solely on the drivers. The group is only as fast as the leader. The manager must set the pace and regulate the flow. More than any other time, employees will respond to the example set by the manager during the peak hour.

Talk to employees during the rush. Let them know if they are doing well. Keep them informed of how things are progressing, of how urgent it is that they keep moving, of the oldest times on the pizzas. Don't accentuate the problems. Do what must be done to **KEEP THE SYSTEM MOVING**. De-emphasize the personal mistakes and problems; praise the hard work and extra effort. Be lavish with encouragement. Save criticism or corrections for private discussion after the rush.

## JOB DESCRIPTIONS

**AFTER THE RUSH** - Before the rush hour energy lapses, clean up the Store. Rearrange the telephone counter. Restock the make lines. Clean off the make table. Sweep the floor. Clean oven pans. Evaluate the rush. Discuss, in general, how any problems could have been eliminated. Make plans to improve the handling of the next rush.

**THE CO-MANAGER** - The co-manager works very closely with the store manager and performs many of the same duties. The staff reports to the Co-Manager.

**Responsibilities:**

- Responsible for all employee scheduling
- Ensures all duties are being performed according to the checklists and on a timely basis
- Able to execute all duties in all areas
- Capable of opening and closing the store
- Responsible for the cash drawers when the manager is not in the store.
- Handles customer complaints quickly and in a courteous manner when the manager is busy or not in the store
- Maintains equipment and store appearance
- Completes all paperwork on a timely basis
- Trains and review personnel
- Responsible for helping maintain the overall appearance of the store

**EXPECTATIONS**

- To be able to handle all of the manager's duties when the manager is not around
- To have the desire and motivation to become manager of store

## JOB DESCRIPTIONS

### THE ORDER TAKER

The order taker greets customers as they arrive at the store, or takes the order over the telephone. Pizza World's commitment to customer service is most immediately evident in this position, because this individual is the first contact with the customer. From their interaction with this person, customers form their first impression of the Pizza World store and how it is operated.

#### *Responsibilities:*

- Be a positive contact person for the customer
- Use suggestive selling techniques with every customer
- Assist in the making of subs and salads whenever possible
- Assist in keeping the drink cooler/fountain filled
- Keep the salad, sub, and pizza make line stocked with food
- Keep the telephone and customer area clean at all times.
- Clean the Store
- Keep windows and waiting area clean and organized
- Other duties as required

### EXPECTATIONS

- Maintain a spirit of cooperation and teamwork
- Answer the telephone on the first ring
- Never put a customer on hold
- Take a customer's order quickly and courteously in less than 45 seconds
- Be neat and accurate when taking an order

## JOB DESCRIPTIONS

- Repeat the order information back to the customer
- Tell customers the time of their order
- Say "Thank You" to every customer
- "SMILE" over the telephone
- Maintain Company image standards
- Make sure the computer prices are correct
- Log coupons or promotions into computer correctly
- Make change correctly for pickup customers and drivers
- Handle simultaneous telephone calls in a courteous and timely manner
- Adapt and work effectively under stress
- Handle customer complaints effectively and courteously and notify manager of all such complaints
- Organize and maintain phone station and POS System area

## GREETING THE CUSTOMER

When a customer enters a Pizza World Store they have made the decision to bring money to the Store to buy our food. This decision should be acknowledged by the best service that customer has ever received from any store he/she has ever been in -- and that means every time that person comes in the store. Every time.

They should be greeted with a cheery hello, a pleasant smile, and a warm attitude that welcomes them and reassures them that their decision was correct. The customer should be treated nicely, with helpful assistance in placing their order. Their questions should be answered with a pleasant tone of voice. It is allowable to be friendly with the customer and joke with their children.



## JOB DESCRIPTIONS

### ENTERING THE ORDER INTO THE COMPUTER

**This is the beginning of the customer's Pizza World experience. Make it an enjoyable experience for them.**

The telephone number is the first item requested. The database finds the customer's record by the telephone number.

If the number has been entered previously, a screen will appear with information about the customer. The name and address should be verified. Sometimes there is information that is not filled in on the screen. It should be requested at this time.

If the number has not been previously entered. The customer should always be asked for the correct spelling of everything that is entered. the customer should be notified that the time they place an order with Pizza World, all of the information would already be in the computer. Make sure to confirm spelling of name and correct address. Ask if there is anything special that the driver will need to be aware of when they arrive at the house.

### SUGGESTIVE SELLING TO INCREASE ORDER TOTAL

The customer should always be asked how many people are going to be eating from the order. ***Is the order for a party?***

A salad or garlic bread is always a nice complement to a meal. Suggesting a Pastry Pizza for a different type of dessert is always thoughtful. A 14" or 16" pizza can be suggested instead of a 12".

## JOB DESCRIPTIONS

### LAST CHANCE TO MAKE A GOOD IMPRESSION

The front counter person has the last opportunity to make a good first impression on the customer. Before the customer leaves the counter, or hangs up the telephone, they should be thanked for choosing Pizza World and invited to return as soon as they can.

### THE PIZZA MAKER

To produce a high quality product in accordance with company standards in a timely manner.

#### *Responsibilities:*

- Produce a high quality product
- Make a pizza at a rate of speed that allows us to keep our service within the company standards
- Keep the make line stocked with food and make pizzas in the order they are received.
- Assist other pizza makers in the completion of their tasks
- Clean the Store
- Load pizzas correctly into the oven
- Other duties as required

### EXPECTATIONS

- Be a quality control inspector for every pizza
- Display a spirit of cooperation and teamwork
- Maintain consistent portion control
- Shape, place, and correct flaws in pizza dough
- Apply correct portions of sauce, cheese, and toppings quickly and neatly
- Maintain food supplies on production line as well as prepare in advance for rush hour
- Adapt to stressful situations and handle simultaneous tasks

## JOB DESCRIPTIONS

- Maintain cleanliness during regular business hours
- Meet the challenge of a peak hour rush
- Make pizzas rapidly in hot conditions for extended periods of time

### PIZZA SHELL MAKER

Sometimes referred to as the “slapper,” this person takes a dough ball and transforms it into a pizza shell. As orders are printed at the pizza make line, the proper size dough ball is chosen to be dipped in flour, slapped, tossed in the air, rolled, and docked into a shell. The shell maker then places it into a pan or places it on a screen or pan.

This workstation holds the most interest to the customer. When the dough is tossed and spun in the air, these actions are watched very carefully. The spinning dough and flying flour are an entertaining sight, and it reinforces that we make our own pizza shells – unlike the “other guys.”

Unfortunately, the flying flour also makes a mess and an unsafe place to walk. Some flour on the shell maker is part of the show and customers expect to see it. Too much flour on the shell maker and the floor give an unclean look that may repel some customers.

***The show must go on, but keep it clean!!***

### PIZZA TOPPER

Placing the proper amount of toppings on the shell in an organized manner to make an appetizing pizza is the job of the Pizza Topper. The proper amount of topping is important for two reasons. First, the customer must feel that the amount of topping is acceptable for the size and the price of the pizza (unhappy customers do not come back).

## JOB DESCRIPTIONS

Second, the price of the pizza is based on the price of the ingredients. If too much topping is placed on the pizza, food cost goes up and profit comes down.

If a Pizza World store has a food prep person, it is that person's responsibility to see that the make line is stocked. Otherwise, it is the Topper's responsibility to see that their station is properly stocked. Sometimes the unexpected happens and supplies must be restocked in the middle of a rush. When this happens, the topper should request help from any other staff person available; prep, manager, driver, etc. The topper must keep in mind that the customer is waiting for their pizza and find a way to get it to them as quickly as possible.

## PIZZA PREPARATION

Sauce, olive oil, mustard, Alfredo sauce, salsa/refried beans, ranch, and or specialty sauces or Caesar dressing? From applying the correct base to the correct toppings in the correct order, the topper must make certain that every pizza is made to Pizza World specifications. The order ticket will only have the name of the gourmet pizza. It is the topper's responsibility to have committed to memory the recipe for each pizza.

### ***Does it look good enough to eat?***

The visual image of the pizza before it is placed into the oven is always checked to ensure that the product will meet the expectations of the customer and Pizza World's standards.

## JOB DESCRIPTIONS

### THE OVEN TENDER

It is the job of the oven tender to bake a consistent product that meets company standards and to ensure that each pizza sold is within these company standards.

- Responsibilities:**
- Unload the pizzas, subs, breads, and calzones from the oven
  - Put each pizza in the correct box and cut it to company specifications
  - Attach correct tickets to each prepared product
  - Make sure all other orders with same ticket number are placed together for driver
  - Assist in maintaining high quality control (proper cooking, itemization)
  - Adjust the oven controls when necessary
  - Assist in pizzamaking when necessary
  - Clean the Store
  - Other duties as required

### EXPECTATIONS

- Assure that all pizzas meet company standards
- Be sure each pizza goes into the correct box
- Catch any errors in pizza making before pizzas go to driver's station
- Cut a pizza in even, uniform pieces
- Be aware of what is going on around you at all times
- Maintain company image standards
- Identify and correct mistakes in pie quality (item placement, bubbles, missing/extra items, dough, etc.)
- Know how to adjust oven temperature

## JOB DESCRIPTIONS

**THE ROUTER** - The router, who may also be oven tender, brings the order together for the delivery driver, and routes the pizzas to ensure the driver will be able to meet company standards by completing the delivery in a safe and timely fashion.

- Responsibilities:**
- Knows all functions of computer dispatch
  - As salads, subs, garlic bread, and beverages are placed at the delivery stations, they are matched with the order ticket and pizzas for delivery
  - Ensure the most efficient delivery of the product
  - Maintain contact with all drivers coming in the Store and monitor delivery problems
  - Be sure drivers "drop" their cash in drop boxes
  - Know the delivery area well
  - Be able to read a map quickly and accurately
  - Clean the Store
  - Dispatches drivers on computer during peak times making sure First In First Out and combining delivery routes if possible or necessary
  - Other duties as required

- EXPECTATIONS**
- Communicate information to the driver in a clear and concise manner
  - Communicate with the drivers
  - Offer praise when it is due
  - Get drinks for a driver when needed
  - Maintain company image standards
  - Make sure box toppers and promos are being used

## JOB DESCRIPTIONS

- Maintain enthusiasm
- Knowledge of delivery area and ability to use maps
- Use drivers effectively

***Because maintaining low but efficient labor costs is a primary management function, many of the job descriptions involving creating and baking pizzas can be accomplished by one or two employees in non-rush periods and slower day parts***

### THE DRIVER

The driver is responsible for delivering orders to customers in the most efficient time frame, while always being aware of courtesy, good manners and customer service. The driver's most important responsibility is to see that the customer's experience of receiving a delivery order from Pizza World is enjoyable and hassle free.

Frequently the delivery driver is the only employee the customer sees. If the driver is unkept or sloppy, the perception of Pizza World is damaged.

For insurance purposes, drivers must be at least 18 years of age.

#### ***Responsibilities:***

- Be in proper uniform
- Project a positive image to the customer
- Drive safely, obeying all traffic laws
- Have equipment ready before the shift begins
- Clean the Store
- Other duties as required

## JOB DESCRIPTIONS

### EXPECTATIONS

- Obey all traffic laws and drive in a safe, courteous manner
- Project a positive image to the public
- Know the delivery area well
- Be able to read a map
- Inform manager of any problems immediately
- Do everything possible to satisfy every customer
- Maintain good driving record
- Maintain company image standards
- Complete driver setup procedures before shift begins (clean car, hot box safely assembled, full tank of fuel, driver bank, etc.)
- Follow verbal and written instructions to ensure prompt delivery to the customer
- Relate to customers and co-workers in a courteous and co-operative manner
- Handle cash transactions quickly and accurately and make price corrections if necessary
- Handle problems encountered during delivery (wrong addresses, bad orders, stolen pizzas, etc.)
- Always have enough change to make a call to the store if you get lost - **CALL IMMEDIATELY - DO NOT WASTE TIME DRIVING AROUND!!!**
- Maintain cleanliness in the Store during rushes and slow periods
- Handle customer complaints then refer the customer to the manager of the Store

## JOB DESCRIPTIONS

### AUTOMOTIVE PREPARATION

With a roof top car sign, the delivery car becomes a traveling billboard that advertises Pizza World. A clean car, inside and out, projects a message to any observer that the owner and by extension, Pizza World, take pride in themselves and their possessions. People buy the image as much as they buy the product. If the driver does something wrong in traffic, it reflects on the image of the store, not the driver.



Installation of the car top sign is easy. The sign is held in place by magnets, which are rubberized to protect the car's paint. The sign is carefully placed on the roof and either plugged into the lighter or directly into the running lights. Installation should never take more than five minutes.

The car should always have a full tank of gas before every shift. Every driver should keep a spare set of keys in their pocket for that time when they are locked out of the car.

**IT WILL HAPPEN!!**

## JOB DESCRIPTIONS

### DROP BOX PROCEDURE

When a driver returns to the store, the money from the delivery should be deposited immediately. The main reason for this is to make the driver less of a target for a robbery. It is well known and spoken about freely that drivers do not carry more than \$20.00 on their person at any time.

### DUTIES WHEN NOT DELIVERING

#### *Downtime duties:*

If there is time between deliveries, a driver is expected to help in the store.

- Fold pizza boxes
- Sweeping the floor
- Restock make lines
- Shelving food shipments
- Take out garbage
- Wash pans and utensils

### SAFETY TIPS FOR DELIVERY DRIVERS

1. Know the delivery area and where you are going before leaving the store. If unsure, ask other drivers for directions or call the customer.

2. Take the safest route. Use well-traveled roads.

3. Never leave the store with more than \$20. Research shows that it is unlikely that a robber would take the trouble to commit a holdup if he/she expected to get less than \$20. If word gets around that a driver was robbed of an excessive amount of money, this will make all drivers more desirable targets. Make it known that it is not worth the risk to rob a Pizza World delivery driver.

## JOB DESCRIPTIONS

### AUTOMOTIVE PREPARATION

4. Be cautious of delivery sites that appear unsafe. Check the delivery location before getting out of your car. Uncollected mail or newspapers, a dark house poorly located on a deserted street, and /or no one home are all tips to watch out for. If you feel that the delivery is unsafe, always drive to the nearest phone and try to confirm the order. If no one answers, return to the store.
5. You should have a flashlight to assist you in locating addresses.
6. When it becomes obvious that an address does not exist, do not get out of the car to investigate. A wrong address may be a bad address deliberately set up for a robbery. Drive to nearest phone and confirm order. If no one answers, return to the store.
7. Always be alert and cautious when making a back door delivery. If in doubt, do not make the delivery.
8. When calling to confirm an order, ask the customer to turn on a porch light. Remember this is for your safety and convenience.
9. When delivering to hotels and apartments, never enter the room. If possible deliver the order to the lobby.
10. Leave your headlights on at the delivery site. It makes you and your car more visible. If possible, shine your lights at the door you will be delivering to. This will brighten the entire delivery path. Hustle and feel confident.
11. Try to avoid entering the customer's home. Drivers have been accused of theft because they were inside the residence. If you have to enter, never leave the door area.

## JOB DESCRIPTIONS

12. Get into the habit of asking the customer to politely watch you hustle back to your car. This allows you to be observed during the time most robberies occur – while returning to your vehicle. Most customers are happy to assist.
13. Do not count money as you are returning to your car. Keep money out of sight do not use money bags or ban bags on deliveries.
14. If making a multi-delivery, hide the money from the previous delivery in the car. Lock your car!! Remember, upon returning to the store to make your drop from all your deliveries.
15. Lock Your Car!!!! Lock it while driving and when you leave the car. Carry two sets of keys or separate the ignition key from the door key. Keep all passenger windows shut tight.
16. Be alert to all suspicious looking circumstances to and from the delivery site. If in doubt, drive to the nearest pay phone and confirm the order or notify the store manager.
17. If you see a suspicious looking vehicle, try to get a license number and description.
18. Make that drop after each run. Your drop box is one of the most important security devices that the store has. Do not carry personal cash and tips.
19. Do not leave your car running. It only takes a moment for your vehicle to be stolen.
20. Do not take unnecessary risks. Your safety is of primary importance.

## JOB DESCRIPTIONS

### MANAGER - IN - TRAINING

The job of the manger-in-training is to assist the manager in all activities related to Store operations.

#### *Responsibilities:*

- Maintain product, service, and image standards
- Assist in supervision of all phases of production
- Assist in hiring and training
- Assist in scheduling
- Assist in purchase of food and supplies
- Assist in the completion of accurate and complete records and bookkeeping procedures
- Assist in conducting an effective advertising and promotional program
- Assist the manager in all responsibilities and duties

### EXPECTATIONS

- Increase sales volume and profits
- Maintain ongoing training
- Assist in the preparing of all employees for their next level of responsibility
- Maintain a high level of efficiency and productivity in all areas of Store operations
- Motivate the crew
- Maintain company image standards

### SUB AND SALAD MAKER

The job of the sub and salad maker is to produce and package a high quality product in accordance with company standards in a timely manner.

## JOB DESCRIPTIONS

The Sub and Salad line position prepares any food not made on the pizza line. Most customers who visit Pizza World probably consider a sub or salad an addition to a pizza order. It is the responsibility of the sub and salad maker to make a product that looks so good and tastes so great that the customer will think of Pizza World first when they want a sub, salad, or sandwich.

- Responsibilities:**
- Produce a high quality product
  - Prepare product at a rate of speed that allows us to keep our service within company standards
  - Keep make line stocked with food and prepare salads, subs, and breads in the order they are received
  - Assist other sub and salad makers in the completion of their tasks
  - Make sure all condiments are placed with order
  - Place proper ticket on order and place with other items with the same ticket number
  - Assist phone personnel during high volume periods
  - Meet all health requirements while maintaining a clean work area
  - Clean the store
  - Load subs and breads correctly into the oven
  - Package, organize and label orders before they are transferred to the designated delivery/carry-out area
  - Other duties as required

## JOB DESCRIPTIONS

- EXPECTATIONS**
- Be a quality control inspector for every sub, salad, and bread order -double check all orders
  - Display a spirit of cooperation and teamwork
  - Maintain consistent and accurate portion control
  - Read and follow orders, keep tickets organized as they exit printer
  - Keep sandwich trays clean - maintain quality control
  - Maintain food supplies on production line as well as prepare in advance for rush hour
  - Adapt to stressful situations and handle simultaneous tasks
  - Maintain cleanliness during regular business hours
  - Meet the challenge of peak rush hour
  - Make products rapidly and correctly in hot conditions for extended periods of time.

**PREPARING SUBS AND SALADS**

Sub and salad people are responsible to have committed to memory the ingredients of every sub and salad item on the menu. This includes placing toppings in an order consistent with the recipes.

**BOXING SUBS AND SALADS**

Salads are made and shipped in a container that has a see-through, plastic lid. Salads for delivery are placed in a bag to which the order ticket is attached. The bagged salad is then placed in the "get ready" area.

Subs are placed in containers and marked with the order ticket number before they are placed in the "get ready" area.

## JOB DESCRIPTIONS

### THE PREP PERSON

It is the job of the prep person to produce and maintain the proper amount of high quality ready-to-use ingredients in accordance with company standards and specifications in a timely manner. By law they must be 18 years or older to utilize equipment necessary to complete responsibilities.

#### *Responsibilities:*

- Produce a high quality product
- Work at a rate of speed to produce products within company standards
- Washes, cleans, slices, and prepares all vegetables
- Slices, weighs all meats
- Slices all cheese
- Mixes, cuts, weighs, and rolls dough for bread
- Bakes and slices, and stores dough
- Mixes, cuts, weighs, and rolls dough balls for pizza shells
- Also stores the balls according to size
- Cleans the food prep area
- Labels all products and practices First in First out (FIFO)
- Consults with manager regarding special events for any changes in par levels
- Cleans, washes, and sanitizes all preparation utensils and food storage containers
- Takes out the trash
- Other duties as required

### EXPECTATIONS

- All products made to Pizza World specifications
- Displays a spirit of cooperation and teamwork
- Maintains consistent portion controls
- Makes manager aware of any areas of concern (food shortages, bad product)
- Adapts to stressful situations
- Keeps work area clean

# TRAINING

***The major benefits of a good training program are:***

Training begins the moment the person is hired and never ends. Every employee can improve his/her job skills or learn something new.

- Better performance
- Increased productivity
- Reduced Waste
- Reduced Absenteeism
- Reduced Turnover

If the manager has done a thorough job during the interviewing, hiring, and training sessions, a new employee will be acquainted with the Store operation. Orientation will acquaint the employee with the staff and the fundamental rules and procedures. The manager should be present during the employee's first day. Introduce the employee to everyone on staff. Give a thorough tour of the Store and answer all questions.

People learn best from active involvement rather than from passive listening. Demonstration, followed by hands-on-training, is the most effective form of learning. When the skill to be learned is complex, the trainer must break the process into achievable steps. It is better to go slowly and do it right than to have to retrain at a later date. Learning occurs at different rates - what may be easy for one may not be easy for the next. Be alert for the strengths and weaknesses of each employee.

# TRAINING

## FOUR-STEP METHOD

The four-step method of training is used for every level of training - from hourly to management.

### PREPARE

First, there are three key elements in preparing a person for training. Each one is extremely important to a new trainee's final performance.

**1. Put the person at ease** - most people will worry about what is expected of them; tell the trainee that there is nothing that he/she is expected to know prior to training.

**2. Review the job and its importance** - review the job description and make sure the trainee understands the importance of the job and its significance in the restaurant.

**3. Tell the trainee the answer to "What's in it for me?"** - don't assume the person is as excited about the position; allow the person to see how the job can benefit them.

### SHOW

**1. Explain the tools available** - inform the trainee that there are guidelines available for providing consistent and effective training (recipes, forms, etc.)

**2. One step at a time** - concentrate on demonstrating each step individually until it is fully understood. Be patient.

**3. Schedule reasonable training sessions** - only so much can be comprehended at one time.

**4. Keep it simple** - stick to the facts.

**5. Question and answer period** - encourage questions and feedback from trainee.

## TRAINING

### REHEARSE AND OBSERVE

**6. Set good examples** - set standards high so that trainee understands the importance.

**7. Explain** - people learn better when they know why something is done the way it is.

Now that the task has been explained and demonstrated, it is the trainee's turn to show what he/she can do. The Manager will also find out how well the training was understood and will be able to evaluate his/her training abilities.

**1. Have trainee perform the task** - people learn by doing. Make sure proper procedures are followed exactly.

**2. Compliment** - always praise for a job well done. Compliments build confidence and it will also make it easier to correct them when mistakes are made.

**3. Corrections and coaching** - stop the trainee if steps are missed or done incorrectly. Don't tell them what is wrong, ask them to review and see if they missed anything before moving on. Offer assistance in a friendly, helpful manner and do not embarrass a trainee in front of another employee.

**4. Repeat** - don't expect perfection after one try. Allow for steps to be repeated on several occasions.

*An easy way to remember training is this:  
I do, I talk - you do, I talk - you do, you talk.*

# TRAINING

## RECOGNIZE AND FOLLOW-UP

Acknowledge that the trainee has successfully completed the training session. Observe the new employee's performance closely over the next few weeks. Compliment, coach, and correct, as deemed necessary. Don't let the ball drop - training is continual.

It is essential to remember that nothing is important to an employee unless it is specifically pointed out as important. Make sure the trainer and manager follow all of the rules and do not take short cuts.

Practice what is preached and lead by example. Help others to take the initiative to learn and to take on additional responsibilities. A good leader comes from fully understanding his/her responsibilities and taking positive action toward accomplishing assigned tasks.

Managers should always use the training guide and manual when training new employees.

# CUSTOMER SERVICE

## THE CUSTOMER

The customer is the most important person in the Store. Customers are not an interference of our work, but the reason for it. Each customer is equally important to us, no matter how much money they spend. Customers who have a bad experience may tell ten other people about it. The importance to quality customer service cannot be over emphasized. It is up to every employee to provide the best eating experience to our customers. The employee must always be aware of what to do next to achieve total guest satisfaction.

***At Pizza World we strive to provide total customer satisfaction!***

## IMPRESSIONS AND PERFECTIONS

The employees must work well with each other. Teamwork is essential to our operation. Customers are very aware of how employees relate to one another.

***In order to give excellent service each member of the team must:***

- Be neat and professional in appearance at all times
- Greet each and every guest sincerely and immediately
- Make eye contact
- Smile
- Be courteous
- Be efficient
- Explain and assist with menu choices
- Be able to answer questions about the menu
- Keep the work area clean, well organized, and stocked
- Invite guests to return
- Be aware of what is going on around the Store
- Communicate with all team members

# CUSTOMER SERVICE

## SUGGESTIVE SELLING

Suggestive selling is a skill that has to be taught, and enforced daily, so that it becomes very natural for the counter person to suggestively sell to anyone. The key to being a good suggestive seller is to know how to do it, when to do it and to develop consistent routines so that it is done everyday with every customer.

***The benefits of suggestive selling are many, but the three main benefits are:***

- Increased sales
- Providing customer with ideas
- Informing customers of specials or new items

The benefits of repeat business and higher sales will be very obvious, once this skill is learned and becomes natural.

## CUSTOMER FEEDBACK/ COMPLAINT RESOLUTION

There are two kinds of customer feedback: solicited and unsolicited feedback.

When a customer lets us know about a complaint, this is a form of unsolicited feedback. When a customer does let us know about a problem they are giving us a second chance.

Solicited feedback is when we contact the customer and ask for their opinions regarding our product, service, or image. At Pizza World the value of this information can only be measured in regard to the actions we are willing to take to correct customer perceptions.

## CUSTOMER SERVICE

### DO NOT BE AFRAID OF FEEDBACK

Yes, some feedback will be negative, but as we have already talked about, and it cannot be stressed enough, complaints are an opportunity to improve our product, service, or image. Remember we must be careful not to become defensive concerning negative feedback. Negative feedback can NEVER hurt us. Negative feedback will provide an opportunity for us to correct those negative perceptions.

Some feedback will certainly be positive. We make most of our customers happy with orders that have been taken politely, with care and personal concern, with orders that have been served hot and promptly from a smiling and courteous employee neatly attired in a Pizza World uniform.

***It is important that we respond immediately to customer feedback because:***

- It is cheaper to keep current customer than to get new ones.(Operations may lose 50% of the customers marketing attracts).
- The majority of complaints that are not answered quickly and correctly are lost for good.

Asking our customers for their comments or opinions is a great tool for getting solicited feedback. Don't be afraid to ask our customers:

"Did you enjoy your food?" or "Did you have enough food?" Being able to turn that feedback into positive changes or modifications in our product, service or image is the real test of a successful restaurant and will only make us more successful.

## CUSTOMER SERVICE

### THE CUSTOMER IS ALWAYS RIGHT

We must set Pizza World apart from all of our competitors by how we take care of our guests. Not only do we want to serve them in a friendly hospitable manner -- we want to make sure they are 100% satisfied with their entire Pizza World experience. However, there are times when the customer will have a problem, concern, or comment that requires special handling. All complaints must be immediately reported to the manager.

- Correcting any customer complaint is of utmost importance - Don't just satisfy - impress the customer
- Handle each comment or complaint as an opportunity to satisfy a customer
- Listen to what the customer is saying
- Maintain pleasant and positive attitude
- Be patient
- Try to move an irate customer out of flow of traffic
- Do not defend or argue with customer
- Do everything within reason to satisfy customer
- If the problem is beyond your authority, advise customer that you will report the incident and how and when he/she might expect a response
- Follow up or call later - this is very important

There will always be the customer that will not calm down. In addition to the irate customer you must think of the other customers. Try to move the customer along. Make it clear that you want to help. Ask what you can do to satisfy or fix the problem. Remember to remain calm and polite. Others will then begin to see the guest as unreasonable rather than seeing you as uncaring.

## CUSTOMER SERVICE

### MISSING PRODUCT/ WRONG ORDERS/ PRODUCT QUALITY

Unfortunately the most frequently heard complaints will be missing items or wrong orders. Customers who have these complaints are frequently more frustrated because they have to wait for the correct or missing item for just as long as if they had just ordered.

Lunchtime customers often don't have time to wait for a new order to arrive. While residential orders are critical, orders for business customers are potentially more costly to us because of the number of other people who may be made immediately aware of the problem. Several customers or potential customers may be convinced not to visit or order from our Store if we are not reliable.

Another common complaint will be product quality. Any customer complaint about product quality must be taken seriously. While we are committed to product quality and we think we routinely cover all of the bases, customers will sometimes point out legitimate problems that have been overlooked by management. Management should immediately replace the product with a remade order or with something else from the menu.

Many of these mistakes are caused by carelessness or because we are rushing. When made aware of a dissatisfied customer, the shift manager must do everything possible and reasonable to accommodate the customer.

Follow-up with the staff members involved -- complaints are opportunities for us to learn, work to rectify problems and prevent future occurrences.

# CUSTOMER SERVICE

## VALUE PERCEPTION

At Pizza World we strive to offer products at fair and reasonable prices that our customers will consider a value. Occasionally, however, we will receive complaints that our prices are unreasonable. Unfortunately, price is not something you have control over. Make sure the order is made to product specifications and hopefully the customer will be more than satisfied with the end result. The telephone and counter person should be able to answer all questions regarding our products and the fresh items we use.

## FOREIGN SUBSTANCE

Occasionally, a customer may complain about finding a foreign substance in their order. The product must be replaced in its entirety and the product with the foreign substance must be retained. The manager must follow up immediately to determine the source of the foreign material and take corrective action.

## CUSTOMER INJURY

Most complaints in this area will have to do with cuts in the mouth or dental damage caused by foreign material in a food product. It may also include burns to the mouth from hot products. Remember that the way you handle the problem is important as the problem itself. A routine incident can easily turn into a major problem if it is not handled properly and sensitively.

## CUSTOMER SERVICE

If a customer reports a food related injury to you, be sympathetic but **DO NOT ACCEPT RESPONSIBILITY OR LIABILITY!** Advise the customer that our procedures require that you report the “incident” to our insurance company. Ask for the customer’s name, address, telephone number, and a brief description of what happened. Advise the customer that they will hear from our insurance company.

**IF POSSIBLE, TRY TO RETRIEVE THE FOREIGN OBJECT FROM THE CUSTOMER BECAUSE YOU WILL “NEED TO SUBMIT IT WITH YOUR REPORT”.**

If the injury is a slip or fall or damage to personal property offer routine assistance as needed. Again, **DO NOT ACCEPT RESPONSIBILITY OR LIABILITY!** Do not attempt to move an injured person call 911 immediately. Complete an injury report form immediately. Advise the customer that our procedures require that you report the “incident” to our insurance company. Ask for the customer’s name, address, telephone number, and a brief description of what happened. Advise the customer that they will hear from our insurance company.

The manager should immediately report any such incident to the corporate office.

## CUSTOMER SERVICE

### FOOD POISONING

If a customer reports a case of food poisoning to you, be sympathetic but **DO NOT ACCEPT RESPONSIBILITY OR LIABILITY!** Advise the customer that our procedures require that you report the “incident” to our insurance company. Ask for the customer’s name, address, telephone number, and a full description of the product purchased and the time purchased. Advise the customer that they will hear from our insurance company. **IF POSSIBLE, TRY TO GET A BRIEF DESCRIPTION OF SYMPTOMS AND AMOUNT OF PRODUCT CONSUMED.**

**IF MORE THAN ONE INCIDENT IS REPORTED CONTACT THE CORPORATE OFFICE IMMEDIATELY.**

# INVENTORY & FOOD MANAGEMENT

- INVENTORY**
- The store manager is responsible for maintaining a balanced food inventory to ensure that all products necessary to produce all items on the menu are available at all times.
  - Inventory control is an area the store manager and supplier should watch very closely.
  - The food supplier should be able to provide cost sheets and reports on products bought for the week and for the month.
  - Most stores will order food for delivery to the store at least two to three time a week
  - This is done to ensure freshness and avoid overstocking

- ORDERING**
- Learn to plan -- planning makes all the difference between a good store and a great store
  - Order in writing and learn to compare your invoice against your delivery ticket
  - Don't be in a hurry -- this is important
  - Check off each item against the delivery ticket
  - Try to order your cleaning supplies once a month
  - Try to order your paper goods once a week on Monday
  - Order produce Monday, Wednesday, and Friday

# INVENTORY & FOOD MANAGEMENT

## RECEIVING AND STORING

- Only managers or assistant managers are authorized to receive and sign for goods.
- Stop what you are doing and compare your order list to the invoice or delivery ticket then compare the delivery ticket to what has actually been brought into the shop
- Check off each item on the delivery ticket as you account for it
- Do not accept goods that are of poor quality or different from our regular approved products -- send them back
- Do not accept damaged goods or dented cans (due to potential health risks)
- Pizza World will serve only approved products
- You must note on the delivery ticket anything that was not received, anything that is returned and why it was returned ... anything that is unusual
- Don't be in a hurry --- follow the procedures exactly
- There is no way to account for something two or three weeks later or try to remember what happened or why the product was sent back --write it on the invoice
- File your invoice in the proper file that day
- Make all your orders in writing and fax them to appropriate contact. If you add to your order re-fax it. if you are re-faxing an order make sure
- Managers take your inventory weekly, do not get someone else to take it for you. You need to know what food and products are in the store. The inventory must be attached to the next week's paperwork.
- Arrange vendor deliveries during non-rush hours and in accordance with lease specifications
- Use your inventory to see where you are and what you need to order

# INVENTORY & FOOD MANAGEMENT

## CONTROLLING FOOD COST

- Food cost = the cost of your food products, packaging (pizza boxes, pizza circles, salad containers, etc.) and condiments
- Food cost is primary area of concern in the profitability of your store
- Food cost must be tracked closely by maintaining control over areas such as:
  - proportional amounts of product on the pizzas and salads, not too much - not too little
  - making sure to follow a FIFO (first in, first out) system on food products to control spoilage
  - Cleaning and sanitation of all areas to eliminate contamination
- Food cost is the largest single cost in the operation of a Store
- A good operation should have a food cost goal established as a sales percent
- Maintaining food cost at the established goal requires constant management attention and commitment to using the system and proper
- There are many factors effecting food cost that cannot be controlled in the store. These factors include such things as:
  - the recipe mix that our dishes consist of
  - the product mix that is ordered by our customers
  - the fluctuation in cost of inventory items
- When food cost is controlled at goal, the customer received a high-value, consistent product
- If food cost is above goal, loss of profit will occur

# INVENTORY & FOOD MANAGEMENT

## GUIDELINES FOR FOOD COST CONTROL

- To maintain a cost goal, there are six major factors that can be and must be controlled at the store level:
  - Waste
  - Portions
  - Pilferage
  - Bad Orders
  - Selling Price
  - Receiving Procedures

## WASTE PREVENTION

- Rotate walk-in food using the first in, first out (FIFO)
- Rotate food with every shipment and let your crew know the importance of rotation
- A properly trained crew is the best help you can get in controlling spoilage
- Do not "over-order" - Remember: the basis for ordering is sales protection
- Inventory should be kept as low as possible without running out

The Food Yield Chart will assist in estimated food needed. A good guideline is to have 1-1/2 turns of inventory in stock, or 3-5 days worth of inventory on hand (see food yield charts). This is sufficient enough so that inventory does not run out mid-shift. The manager will not end up being forced to purchase product at local grocery stores paying top dollar, thus varying from food cost goals.

# INVENTORY & FOOD MANAGEMENT

- Do not tie up your cash with excessive inventory
- Excessive inventory is more prone to waste
- Keep perishable food refrigerated at all times -- green peppers, chicken, eggs, beef, pork, and mushrooms are especially temperature sensitive
- Be sure to fill your food bins only 1/2 to 3/4 to prevent spoilage
- Check the walk-in temperature frequently
- A back-up thermometer should be kept inside as a check on the built-in thermometer
- Keep walk-in at a temperature between 33 and 38 degree Fahrenheit
- Spilled food: Emphasize to your team members the cost of food waste and make certain that food waste is kept to a minimum
- Empty all bags and cans that contain food product completely into the bins for storage

## PORTION CONTROL

- To maintain both customer satisfaction and a food cost goal, there
- One way of getting around this is not to permit employees to purchase beverages in the store.

## BAD ORDERS

- False or inaccurate orders and overcooked or cold food cause food costs to rise.

## INVENTORY & FOOD MANAGEMENT

- Here are some steps that minimize such problems:
  - Call back all suspicious orders.
  - One procedure is to ask the customer to hold and switch to another line and phone back the number. If the line is busy, the order is usually good.
  - It is policy to take the customer's phone number with every order. Caller ID is very helpful.
  - Two types of suspicious orders are unusually large orders that tell the order taker to make the decisions and orders placed by laughing children.
- Cold or soggy food is a result of not having enough drivers
- Make sure your crew is charging the correct price with tax
- Make sure your crew is handling coupons and menu specials correctly
- Read customer information back to customer to confirm it is correct
- If customers ask for more than the standard portion, inform them that double items are available for an extra charge.
- To keep portions standard, follow the recipe cheat sheets and Recipe Manual.
- Use the scales for every menu item ordered.
- Make sure that food items are the size prescribed by the cheat sheets.

# INVENTORY & FOOD MANAGEMENT

## PILFERAGE

- To minimize food theft, create food control policies and enforce them.
- Count or weigh the food received and compare figures with the invoice figures.
- Double-check the calculations and prices on invoices.
- Always do a complete physical inventory at the beginning and end of every week.
- We suggest that you choose 20 high priced, high selling items from your supplies and inventory them daily.
- Regularly spot-check food yield against sales.
- Inventory your beverages daily.
- Beverages are one of the most commonly "pilfered" items in the store.
- Make sure correct ticket is placed on correct order
- Make sure driver takes correct order
- Deliver order on a timely basis

## CONTROLLING LABOR COST

- Labor cost = employee's pay per hour x the number of hours worked
- Labor Cost is another primary cost concern
- Too many people in the store when the store is not busy results in high/wasted labor cost
- Your employee's scheduled hours should cover the times when the store is at its busiest
- Fewer employees are needed at mid-shift

## INVENTORY & FOOD MANAGEMENT

- If employees are standing around with nothing to do at times when your store is not busy, you may have too many employees scheduled for that time of day - if possible send someone home; if not, make sure their time is utilized by having special cleaning tasks to complete and make your store sparkle
- It is very important to have enough employees working to handle lunch and dinner time
- Try to have a couple of employees "on call"
- You must make sure that your customers are taken care of in an orderly and efficient manner
- Labor cost must be looked at and monitored constantly to prevent high labor cost and reduced profit

## PRODUCT PREPARATION

**VEGETABLES** — Each Pizza World customer base is unique. The number of customers will vary from store to store. For this reason we have not attempted to specify the quantity of each vegetable which should be prepared each day. Each store manager is responsible for monitoring product usage in each store, and adjusting prepared vegetable quantities. These adjustments should be made with every attempt to minimize waste; while assuring adequate quantities are available for our customers.



***Cut vegetables should never be stored more than two (2) days. Ideally, vegetables should be sliced each day.***

Use an electric slicer to cut the vegetables. Pizza World suggests use of the “Onion Slicer .”

**ONION SLICER**

## PRODUCT PREPARATION

### CUTTING SPECIFICATIONS *Mushrooms*

For the best results slice mushrooms using the "Onion Slicer" slicer.

**Slice them to 3/16" thick.**

Or buy presliced mushrooms from approved food service provider.

### *Green Peppers*

For the best results slice green peppers using the "Onion Slicer".

**Slice them to 3/16" thick.**



***Cut the top off of  
the pepper***



***Remove the insides***

## PRODUCT PREPARATION



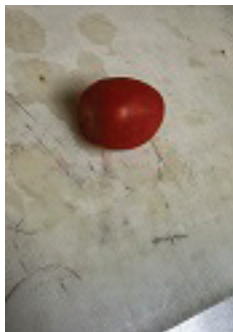
*Proper placement of  
the pepper in the Slicer and push handel  
down to slice*



*Finished Sliced  
product*

## PRODUCT PREPARATION

**Tomatoes** — Slice Tomatoes to 3/16" thick.



***Remove each end from the tomato***

***Place the tomatoes into the Onion Slicer and push handel down to slice***



***Finished Product***



## PRODUCT PREPARATION

### ***Red Onions***

For the best results slice red onions 3/16 thick using the "Onion Slicer".



***Cut the top off of the onion and remove the outer layer of skin***

***Then slice with a onion slicer to produce sliced onions***



***Finished Product***

## PRODUCT PREPARATION

**Cucumbers** – Cucumbers are washed and then ends cut off.



*They are then cut into slices 1/8" thickness.*

**Shredded Lettuce** – Pizza World recommends pre-shredded lettuce from approved service provider.



*Remove the core from the iceberg lettuce*



*Then slice with an electric slicer to 3/16" thickness*

## PRODUCT PREPARATION

### *Romaine*



Pizza World recommends pre-shredded lettuce from approved service provider.

***Cut vegetables should be stored in an airtight, plastic food box, in the walk-in cooler. Each container should be labeled with the vegetable name, and the date and time of preparation.***

## PRODUCT PREPARATION

**MEATS** – As before, we have not attempted to specify the quantity of each meat that should be prepared each day. Each store manager is responsible for monitoring product usage in each store, and adjusting prepared meat quantities. These adjustments should be made with every attempt to minimize waste, while assuring adequate quantities are available for our customers.



***Meats should never be stored for more than two (2) days. Ideally, meats will be sliced each day.***

***Use an electric slicer to cut the meats***

***PIZZA WORLD RECOMENDS BUYING PRE-SLICED TURKEY.***

### **CUTTING SPECIFICATIONS**

#### **Turkey –**



***Place the turkey in the slicer to slice as thin as possible, almost to a shred***

## PRODUCT PREPARATION

**Bacon** Comes precooked, and diced.



**Ham** Place the ham in the slicer so that each slice weighs .5oz.



**PIZZA WORLD RECOMENDS BUYING PRE-SLICED HAM**



## PRODUCT PREPARATION

**Salami** – Pizza World recommends presliced salami from approved food service provider.



**Canadian Bacon** – Pizza World recommends presliced Canadian bacon from approved food service provider.



## RECIPES

### **PIZZA WORLD SPECIALTY SPICE MIX**

*Ingredients:*

- 2 Cups Dried Basil
- 1 Cup Oregano
- 3 Cups Parmesan Cheese

*Directions:*

1. Mix all ingredients thoroughly in a large re-sealable container.
2. Fill 12 oz. Shaker with mixture, for use on make line.
3. Refrigerate balance of mixture.



***Always keep a full shaker of Specialty Spice Mix on each make line***



## RECIPES

**PIZZA SAUCE** – Use approved Pizza World pre-made pizza sauce from approved food service provider.



*Box of Pizza World pizza sauce.*



*Remove bag from box.*



*Cut bag and pour into pizza line.*



# RECIPES

## PIZZA CHEESE



*Box of Pizza World cheese.*



*Remove Bag from Box.*



*Cut open Bag.*



*Pour shredded cheese into pizza  
makeline.*

# RECIPES

## DOUGH PREPARATION

– It's not possible to state a standard number of pizzas to be made from one batch of dough. The number of pizzas will vary due to the sizes of pizza ordered. Each store location will develop a feel for the number of dough balls they need to have on hand for each size of pizza.

### DOUGH RECIPE

#### *Equipment needed:*

- 1 scale to measure ounces
- 1 scale to measure pounds
- 1 4 cup size measuring cup
- 1 18" wire whisk
- 1 Mixer
- 1 22 quart food storage container
- 1 one gallon pitcher
- 1 Bi-metal thermometer
- 1 Dough cutter

#### *Ingredients*

##### **(1/2 batch)**

- 1 Pizza World dough pack
- 2 Water
- 6 Liters Flour
- 25Lbs. Vegetable Oil

##### **(Whole batch)**

- 2 Pizza World dough pack
- 4 Water
- 12 Liters Flour
- 50Lbs. Vegetable Oil
- 4 cups

# RECIPES

## Directions



1. Put dough bowl and dough mixing hook on mixer in proper place.
2. Pour in the Pizza World dough mix pack.
3. Use bi-metal thermometer, calibrate temperature of 6 quarts of water to 75 - 85 degrees, and place in mixing bowl.
4. Use wire whisk thoroughly mix all ingredients.
5. In approximately five minutes the yeast will activate. (It will have a brown foamy look).
6. Set large scale to zero pounds.
7. Measure out 25 lbs. of flour.
8. When yeast has activated, add the flour.
9. Set mixer to speed Low or Setting 1.

*Different mixers will have different ways to set the mixer speed. It may look different than this, so be certain to read the instructions carefully.*

10. Lock mixer in place.
11. Raise mixing bowl to proper height for mixing.
12. Set time to mix for nine minutes.
13. Turn on mixer. **Take care to avoid area in or around mixing bowl while mixer is running. Mixer can cause great bodily harm.**
14. After mixing is complete, lower bowl, and remove it from mixer.
15. For safety, at this point two people should lift mixing bowl and place it on prep table.

## RECIPES



19. Remove dough from mixing bowl.
20. Cut dough with a dough cutter and then weigh it to match proper specifications:

8"	6oz.
12"	13.5oz.
14"	17.5oz.
16"	22oz.



21. The following steps describe how to roll the dough into dough balls:



Each dough ball is lifted and kneaded.



This is done by tucking the ends of the dough up into the middle.



This forms a ball. After it is molded into a ball or a "round," the bottom is pinched.

## RECIPES



Place dough ball in flour container and cover the top and then the bottom of the dough ball with flour.



Place the floured dough ball in a dough bag. Put the dough ball in the center of the bag and use the remaining overlap of the bag to tuck under the bottom of the dough ball to seal the bag.



Bagging the dough keeps air out, which prevents the dough from drying out and seals the flavor.

Place the bagged dough balls on trays in the following numbers:

8" are placed 40 per tray (8 rows of 5)

12" are placed 18 per tray (6 rows of 3)

14" are placed 15 per tray (5 rows of 3)

16" are placed 12 per tray (4 rows of 3)

Put trays in the walk-in cooler for curing. Dough takes about 20 hours to cure properly.

**SHELF LIFE  
IS ONLY  
72 HOURS**

**Make your dough with the curing time in mind. Dough made on Monday is used on Tuesday; Dough made Tuesday is used on Wednesday; and so on...**

***Rotate dough. FIRST IN FIRST OUT.***

Never use dough that has expired. You can tell if it is not usable. It will smell similar to wine or have a fermented yeast color.

## RECIPES

### FRESH OVEN BAKED SUBS



All sandwiches are baked in the store oven for 3 1/2 to 4 minutes. Finished subs (for take out or delivery) are packaged in a Pizza World sub box, and placed in a 20# bag.

A full sub is made using an entire sub bun. To make a half sub, half the bun is used after the first cut. Just prior to going in the oven all Subs receive a light to medium covering of Specialty Spice Mix. Double meat and double cheese subs are made exactly like the other subs, they just receive double the quantity of meat or cheese.

- place sub bun on clean cutting board.

- place ingredients on sub in correct order, while on cooking sheet.

- after oven wrap in aluminum foil.

- place in the sub box, and close box.

- place sub box on warmer

During high volume periods, try to cook more than one sub on a tray. Subs go into the oven (through the side door) with the "cheese" side of the tray to the front - so the cheese cooks just right. Subs should cook 3 1/2 to 4 minutes.

# RECIPES

## MEATBALL SUB



### ORDER OF TOPPINGS

<b>Bottom of Bun</b>	<b>Qty</b>
Meatballs	8 Meatballs

### ORDER OF TOPPINGS

<b>Top of Bun</b>	<b>Qty</b>	<b>Instructions</b>
Provolone Cheese	.75oz	3 half-moon slices not extending past the edge of bun

### ORDER OF TOPPINGS

#### **After Oven, on Bottom of Bun**

	<b>Qty</b>	<b>Instructions</b>
Warm Sauce	2oz	Spread evenly on meatballs

- Any additional toppings are at the customer's request.

- Additional toppings to be placed under the cheese on top half of the bun.

The Meatball pizza sub is smothered in warm sauces, after it's removed from the oven.

# RECIPES

## HOT ITALIAN SUB

The finished Hot Italian Sub is served with a packet of mayonnaise



### ORDER OF TOPPINGS

<b>Bottom of Bun</b>	<b>Qty</b>	<b>Instructions</b>
Ham	.5oz	lay flat
Pepperoni	8 pieces	
Salami	.75oz	
Ham - again	.5oz	lay flat



### ORDER OF TOPPINGS

<b>Top of Bun</b>	<b>Qty</b>	<b>Instructions</b>
Italian vinaigrette	.5oz	Squirt a line length of bun
Banana Peppers	.25oz	4-5 slices
Red onion	.25oz	4-5 slices
Provolone Cheese	.75oz	3 half-moon slices not extending past the edge of bun



### ORDER OF TOPPINGS

#### After Oven, on Bottom of Bun

	<b>Qty</b>	<b>Instructions</b>
Lettuce	.5oz	Shredded
Tomatoes	1oz	2 Whole Slices



# RECIPES

## BUFFALO CHICKEN SUB



### ORDER OF TOPPINGS

**Bottom of Bun**    **Qty**  
Buffalo Chicken    2.5oz

### ORDER OF TOPPINGS

<b>Top of Bun</b>	<b>Qty</b>	<b>Instructions</b>
Provolone Cheese	.5oz	3 half-moon slices not extending past the edge of bun

### ORDER OF TOPPINGS

**After Oven, on Bottom of Bun**

	<b>Qty</b>	<b>Instructions</b>
Lettuce	.5oz	Shredded
Tomatoes	1oz	2 Whole Slices
Mayonnaise	1	1 packet served with sandwich

# RECIPES

## SPICY THAI CHICKEN SUB



*The finished Thai Chicken Sub is served by itself.*

### ORDER OF TOPPINGS

<b>Bottom of Bun</b>	<b>Qty</b>	<b>Instructions</b>
Marinated Thai Chicken	2.5oz	
Red onions	.25oz	



### ORDER OF TOPPINGS

<b>Top of Bun</b>	<b>Qty</b>	<b>Instructions</b>
Provolone Cheese	.5oz	3 half-moon slices not extending past the edge of bun



*Pizza World Spice*



### ORDER OF TOPPINGS

<b>After Oven, on Bottom of Bun</b>		
	<b>Qty</b>	<b>Instructions</b>
Lettuce	.5oz	Shredded
Tomatoes	.25oz	2 Whole Slices



# RECIPES

## PHILLY CHEESESTEAK SUB



Spread 3 oz of philly sauce to one side of sub bun

Ad 4 oz of cooked philly steak

1-1/2 oz red onions

1oz Green Bell Pepper

4 HALF slices of Provolone Cheese

Run half way through oven

Ad Pizza World spices



## RECIPES

### NASHVILLE HOT CHICKEN SUB



Eight boneless wings ran through oven and tossed in Nashville hot sauce

Place eight boneless wings one one side of the sub

Run halfway through Oven

After Oven squirt 1 ounce of Nashville hot sauce a crossed chicken wings

Add lettuce and tomato

# RECIPES

## CHICKEN PARMESAN



### ORDER OF TOPPINGS

<b>Bottom of Bun</b>	<b>Qty</b>	<b>Instructions</b>
Chicken Breast	1 1/2	1 pass thru oven
Pizza Sauce	6oz	Hot Sauce

<b>Top of Bun</b>	<b>Qty</b>	<b>Instructions</b>
Mozzarella Cheese	2oz	

*Place Hot Pizza sauce on sub bun, cover with chicken breast, add mozzarella cheese, to the top of sub bun, 1/2 Pass through the oven, Add 3oz of HOT Pizza World pizza Sauce add parmesan cheese on top of pizza sauce over chicken fold and cut into half Place on foil in Pizza World Sub box.*



## RECIPES

### GARLIC BREAD & GARLIC BREAD WITH CHEESE



#### **WHOLE ORDER**

- 4 pieces = one whole sub bun.
- Cut one sub bun lengthwise, and cut it in half again crosswise.
- These four pieces make up one whole order

#### **HALF ORDER**

- 2 pieces = half a sub bun (shown above)

#### **DIRECTIONS:**

1. Coat inside of buns with garlic butter, using pastry brush. (For bread with cheese - Put .75 oz Provolone cheese 3-half moon shaped slices) on each piece of bread.
2. Sprinkle Pizza World Specialty Spice Mix on buttered sides of bun
3. Place buns, buttered side up, on a cooking sheet.
4. Put cooking sheet in oven side door.
5. Cook for 3-4 minutes, or until crispy.
6. Remove from tray and package.

# RECIPES

## GOURMET SALADS

All salads are made in a take-out container with a see through dome lid. All salads are bagged in a 20 lb. bag with one fork, one knife, one napkin and two crackers.

### CAESAR SALAD



#### ORDER OF TOPPINGS

	<b>Qty</b>	<b>Instructions</b>
Romaine	6oz	Pre-sliced
Croutons	1oz	
Parmesan	1oz	
Caesar Dressing	4oz	Served on the side

Romaine Lettuce



Parmesan Cheese



Croutons



Finish salad with dressing

\* OPTIONAL - GRILLED CHICKEN

# RECIPES

## BUFFALO CHICKEN SALAD



Red Onions are spread evenly



Then feta cheese is added



Toss Buffalo Chicken pieces in 3oz of Buffalo sauce



Add Buffalo Chicken pieces

### ORDER OF TOPPINGS

	<b>Qty</b>	<b>Instructions</b>
Romaine	6oz	Pre-cut
Red Onions	1oz	Spread evenly
Feta Cheese	2oz	Spread evenly
Buffalo Chicken	1 Breaded Chicken Breast	

# RECIPES

## FRESH GARDEN SALAD



### ORDER OF TOPPINGS

	<b>Qty</b>	<b>Instructions</b>
Romaine	6oz	Pre-sliced
Mushrooms	1oz	Spread evenly
Carrots	2oz	Spread evenly
Cucumbers	4oz	Placed to alternate w/ tomatoes
Tomatoes	2oz	4 slices placed around edge of salad
Artichoke Hearts	1oz	4 pieces
Parmesan Chesse	4oz	
Tomatoes		
Cucumbers		
Mushrooms		

## RECIPES

### FRESH GARDEN SALAD

*Continued*

### ORDER OF TOPPINGS

	<b>Qty</b>	<b>Instructions</b>
Carrots	2oz	Spread evenly
Artichoke Hearts	1oz	4 pieces
Parmesan Chesse	4oz	



Carrots



Artichokes



Parmesan

# RECIPES

## DELUXE ANTIPASTO SALAD



### ORDER OF TOPPINGS

	<b>Qty</b>	<b>Instructions</b>
Romaine	6oz	Pre-sliced
Mushrooms	1oz	Spread evenly
Carrots	2oz	Spread evenly
Cucumbers	4 slices	alternate w/ tomatoes
Tomatoes	2oz	4 slices placed around edge of salad

Tomatoes

Cucumber

Mushrooms

Carrots

# RECIPES

## DELUXE ANTIPASTO SALAD *Continued*

### ORDER OF TOPPINGS

	<b>Qty</b>
Red Onions	1oz
Pepperoni	1oz
Salami	.5oz
Artichoke Hearts	1.5oz

### ***Instructions***

Whole rings placed over tomatoes & cucumbers

8-10 slices placed evenly over salad

Cut slices into quarters, then spread on salad

4 pieces, place on corners



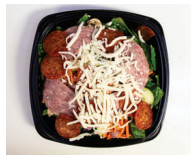
Red Onions



Salami



Pepperoni



Mozzarella

# RECIPES

## DELUXE ANTIPASTO SALAD *Continued*

### ORDER OF TOPPINGS

	<b>Qty</b>	<b>Instructions</b>
Pepperoncinis	2 pieces	
Parmesan Cheese	.25oz	
Mozzarella	2oz	
Croutons	1oz	
Choice of Dressing	4oz	



Croutons



Artichokes



Parmesan



Pepperoncinis

# RECIPES

## SOUTHWEST CHICKEN SALAD



### ORDER OF TOPPINGS

	<b>Qty</b>	<b>Instructions</b>
Romaine	6oz	Pre-sliced
Mushrooms	1oz	Spread evenly
Cucumbers	4slices	alternate w/ tomatoes
Tomatoes	2oz	4 slices placed around edge of salad
Chicken	3oz	Mound it in the middle of the salad
Raspberry Vinaigrette		
Tomatoes		
Cucumbers		
Mushrooms		
BBQ Chicken		

# RECIPES

## GREEK SALAD



Tomatoes



Cucumber



Mushrooms



Green Peppers

## ORDER OF TOPPINGS

	<b>Qty</b>
Romaine	6oz
Mushrooms	1oz
Carrots	2oz
Green Peppers	1oz
Red Onions	1oz

## ***Instructions***

Pre-sliced  
Spread evenly  
Spread evenly  
Whole rings spread evenly  
Whole rings placed over tomato slices

# RECIPES

## ORDER OF TOPPINGS

	<b>Qty</b>	<b>Instructions</b>
Cucumbers	4slices	alternate w/ tomatoes
Tomatoes	2oz	4 slices placed around edge of salad
Black Olives	.5oz	Spread evenly
Feta Cheese	2.5oz	Spread evenly
Choice of Dressing	4oz	



Red onions



Carrots



Feta Cheese



Black Olives

# RECIPES

## SPINACH SALAD



### ORDER OF TOPPINGS

	<b>Qty</b>	<b>Instructions</b>
Spinach	2.5oz	Tear leaves in half
Cooked Bacon	.5oz	Cut in half
Mushrooms	1oz	
Hard Boiled Egg	1 sliced	
Choice of Dressing	3oz	



Spinach



Bacon



Mushrooms



Hard Boiled egg  
Parmesan Cheese

# RECIPES

## CHEF SALAD

*Start with Fresh Garden Salad then Add*

### ORDER OF TOPPINGS



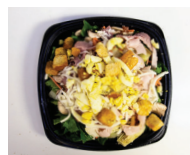
	<b>Qty</b>	<b>Instructions</b>
Turkey	2oz	
Ham	2oz	
Mozzarella	2oz	
Hard Boiled Egg	1 sliced	
Croutons	1oz	
Choice of Dressing	3oz	



Ham  
Turkey



Mozzarella  
Croutons



Hard boiled  
egg

Tomatoes  
Cucumber

Mushrooms

Carrots

Artichokes  
Parmesan Cheese

# RECIPES

## BAJA TACO SALAD



### ORDER OF TOPPINGS

	<b>Qty</b>
Romaine	6oz
Taco Meat	3oz
Red Onion	1oz
Jalapenos	.75oz
Diced tomatoes	1oz
Cheddar	1oz
Doritos	1oz
Salsa	3.75 oz



Romaine

Taco Meat



Red Onion

Jalapenos

Diced Tomatoes



Cheddar

Doritos

Salsa



# RECIPES

## HOUSE ITALIAN SALAD



### – ORDER OF TOPPINGS

	<b>Qty</b>
Romaine	6oz
Tomatoes	3oz
Red Onion	1oz
Mozzarella	2oz
Pepperoni	2oz
Salami	2oz



- Romaine
- Totomatos
- Red Onion
- Mozzarella
- Pepperoni
- Salami

# RECIPES

## SIDE SALAD

*The finished Side Salad is served with choice of dressing*

### ORDER OF TOPPINGS



	<b>Qty</b>	<b>Instructions</b>
Romaine	3oz	
Cucumbers	2 slices	
Tomatoes	2 slices	
Mozzarella	2oz	
Choice of Dressing	2oz	

Romaine



Cucumbers



Tomatoes



Mozzarella and  
Choice of Dressing

# RECIPES

## PIZZA INSTRUCTIONS

*The following apply to all pizzas:*



1. The perfect pizza crust begins by covering the dough ball with flour.



2. The pizza maker presses on the dough ball to "get an edge."

3. More of the flat of the finger is used to "pat it out".



4. The palms of the hands are then used to line stretch the dough.



5. The dough is ready to be shaped.

6. The dough is "docked" with a docking tool. This prevents air bubbles during baking.

***Go in both directions when docking the dough***



7. The dough is slapped from hand-to-hand.

## RECIPES



8. Then the dough is draped over the hands and stretched.

*Pizza makers view of stretching*

7. The dough is slapped from hand-to-hand.



The “docked” dough is placed on the pan to receive toppings

## ALTERNATIVE PIZZA CRUST



THIN CRUST



GLUTEN FREE

# RECIPES

## PIZZA INSTRUCTIONS



Sauce and cheeses will go on the pizza first so they should be placed at the beginning of the make line.



The remaining toppings are arranged in an order that is convenient for the pizza topper.



Remember, at Pizza World we “close to open” and “open to close” which means the Pizza make line should be stocked with fresh toppings at night (although the containers are stored in the refrigerated units overnight). First thing in the morning, the toppings should be placed in the order that they will be placed on the pizza. The make line should be restocked after the lunch rush, so it is ready for dinner.

At the end of each day, or after the dinner rush, the make line should be stocked and then “flipped”. “Flipping” replenishes the make line, and allows the fresh product to be added to the bottom of the bin, while older product remains at the top of the bin to be used first.

## RECIPES

Each pizza should be made exactly according to recipe unless customer requests special variations.



Crust with sauce



Crust with olive oil

Cover shell with toppings leaving an area 1/2" wide around the outside edge.



(Generally, Mozzarella goes on the pizza immediately following the sauce. To avoid repetition, this beginning stage is shown here. The directions on the following pages, show the pizza with the first topping after this stage.)

### **TOMATOES:**

8" pizza with tomatoes = 4 slices

All over size pizzas get 8 tomato slices around outside edge plus the following:

12" pizza = 4 slices in the middle of the pizza  
14" pizza = 6 slices in the middle of the pizza  
16" pizza = 8 slices in the middle of the pizza

### **BEEF: IF FRESH**

Beef is always the last topping placed on a pizza so it cooks thoroughly.

## RECIPES

### **PIZZA WORLD SPECIALTY SPICE MIX:**

Pizza World Specialty Spice Mix always goes on the pizza just prior to placing in the oven.

Every pizza gets a light to medium shake of Pizza World Specialty Spice Mix.

**OLIVE OIL** based pizzas get 2 or 3 extra shakes of Pizza World Specialty Spice to add flavor.

### **CUTTING OF PIZZA:**

Cut every 8" pizza into 4 slices.

Cut every 12" pizza into 8 slices.

Cut every 14" pizza into 8 slices.

Cut every 16" pizza into 10 slices.

Cut every Big World into 16 slices unless requested "Party Cut" by the customer.

Each pizza is placed on a cardboard circle that corresponds to the size of the pizza. It is then placed in box of the same size. Dine-in pizzas are served on a tray.

# RECIPES

## ZITI



1. Soak 6oz of frozen , precooked noodles in hot water for prox. 30 sec.



2. Drain water from noodles

**REPEAT STEP ONE AND TWO**



3. Drain water from noodles



4. add 5 oz of pizza sauce, and 5oz alferado to the bowl



5. add mozzarella to top

6. Run through oven

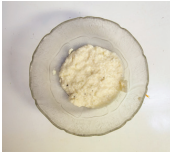
# RECIPES

## MANACOTTI/ CANNELLONI



1. thaw in microware for 1 min

2. place in foil bowl



3. Mix 2oz of alfredo to 2oz of pizza sauce



4. pour over manacotti/cannelloni



5. top with mozzarella, run though oven

# RECIPES

## CHEESY STICKS



12" dough

Dough	14oz
Butter Sauce	3oz
Cheese	5oz



1. Place dough on pizza pan



2. Glaze on Garlic Butter Sauce



3. Place cheese on top



4. Place the dough in the oven then cut

# RECIPES

## THE BIG WORLD



24" round 1 topping pizza  
452 square inches

Dough	60oz
Sauce	20oz
1 Topping of choice	



60oz Dough Ball



Spread 20oz of sauce evenly



Add 22oz Mozzarella



1 Topping of choice followed by  
specialty spice mix

# RECIPES

## CLASSIC SUPREME



	8"	12"	14"	16"
Dough	6oz	13.5oz	17.5oz	22oz
Mozzarella	2oz	5oz	7oz	9oz
Italian sausage	.5oz	1.5oz	2.5oz	3.5oz
Pepperoni	.5oz	1.5oz	2.5oz	3.5oz
Red Onion	.5oz	2oz	3oz	4oz
Green Peppers	.5oz	2oz	3oz	4oz
Mushrooms	.5oz	2oz	3oz	4oz
Black Olives	.5oz	2oz	3oz	4oz



Place Dough on pan



Put pizza sauce on the pizza



Mushrooms



Place Mozzarella on the pizza



Green Peppers



Place pepperoni on pizza



Red Onions



Sausage



Olives

# RECIPES

## SPICY THAI



Consists of a spicy Thai glaze, with mozzarella, grilled chicken marinated in our own Thai sauce, topped with red onions, green bell peppers, fresh basil, and lightly topped with shredded carrots.

	8"	12"	14"	16"
Dough	6oz	13.5oz	17.5oz	22oz
Light Thai Glaze <i>(apply w/pastry brush)</i>				
Cheese	2oz	5oz	7oz	9oz
Red Onion	.5oz	2oz	3oz	4oz
Green Peppers	.5oz	2oz	3oz	4oz
Chicken	.5oz	3.5oz	5oz	7oz
Fresh Basil	Heavy coverage on each pizza Each slice should have enough coverage to assure consistent flavor.			
Carrots <i>(Lightly topped after oven)</i>	.5oz	1.5oz	2.5oz	3.5oz

Thai sauce: Sweet Baby Rays Sweet Red Chili



Apply light glaze of Thai sauce



Add mozzarella, red onions & green bell peppers



Add chicken marinated in Spicy Thai Sauce. Add basil generously  
After oven, lightly top with Shredded carrots

# RECIPES

## CIAO BELLA



(WHITE OR RED) Consists of fresh basil, tomato, and garlic with a bed of mozzarella cheese, choice of fresh tomato sauce or a light olive glaze

	8"	12"	14"	16"
Dough	6oz	13.5oz	17.5oz	22oz
Light Oil Glaze <i>(apply w/pastry brush)</i>	.125oz	.25oz	.33oz	.50oz
<b>or</b> Sauce	2oz	4oz	5oz	6oz
Garlic	.25oz	.5oz	.75oz	1oz
Mozzarella	2.5oz	7oz	9oz	12oz
Tomato	2oz	4oz	5oz	6oz
Basil	Medium coverage on each pizza. Each slice should have enough coverage to assure consistent flavor.			



Olive oil glaze



Layer of Garlic



Add mozzarella on top of the oil glaze



Then tomatoes,



Add basil and Spice Mix

# RECIPES

## VIA BIANCO



This pizza consists of an olive oil glaze topped with mozzarella, provolone, baby feathered Swiss, with fresh basil, and extra Pizza World Specialty Spice.

	8"	12"	14"	16"
Dough	6oz	13.5oz	17.5oz	22oz
Light Oil Glaze <i>(apply w/pastry brush)</i>	.125oz	.25oz	.33oz	.50oz
Mozzarella	1.5oz	4oz	5oz	6oz
Provolone	.5oz	2oz	3oz	4oz
Swiss	.5oz	2oz	3oz	4oz
Fresh Basil	Medium coverage on each pizza			
Crust with olive oil glaze	Each slice should have enough coverage to assure consistent flavor.			

Then Mozzarella followed by provolone

Swiss cheese is next

Basil is torn and spread over the pizza followed by the Specialty Spice Mix

# RECIPES

## TEXAS BBQ



Olive oil glaze, smothered with barbeque chicken, red onion, fresh cilantro, and mozzarella make the Texas BBQ a real treat

	8"	12"	14"	16"
Dough	6oz	13.5oz	17.5oz	22oz
Light Oil Glaze <i>(apply w/pastry brush)</i>	.125oz	.25oz	.33oz	.50oz
Mozzarella	2.5oz	5oz	7oz	9oz
BBQ Chicken <i>(1/2" pieces spread evenly)</i>	2oz	5oz	7oz	9oz
Red Onion	.5oz	1.5oz	3oz	4oz
Cilantro <i>(No Stems, Just leaves)</i>	Medium coverage on each pizza. Each slice should have enough coverage to assure consistent flavor.			



Crust with Olive oil glaze



Add Mozzarella followed by the BBQ Chicken



Red Onion is added, Cilantro and Spice Mix complete the pizza

# RECIPES

## AMORE ROMA



The Amore Roma is a pizza sculpted with pepperoni Italian sausage, mushrooms, and black olives

	8"	12"	14"	16"
Dough	6oz	13.5oz	17.5oz	22oz
Red Sauce	2oz	4oz	5oz	6oz
Mozzarella	2.5oz	5oz	7oz	9oz
Pepperoni	.5oz	1.5oz	2.5oz	3.5oz
Italian Sausage	1.5oz	3oz	5oz	7oz
Mushrooms	.5oz	1.5oz	3oz	4oz
Black Olives	.5oz	1.5oz	3oz	4oz

*(Drain, spread evenly)*

Start with sauce



Mozzarella is added followed by pepperoni



Next add sausage



Add Mushrooms, Black olives



The final Step is to add the spcialty Spice Mix

# RECIPES

## GRECIAN GOURMET



The Grecian Gourmet combines feta, black olives, spinach, green peppers, and tomatoes on a bed of mozzarella with our classic red sauce

	8"	12"	14"	16"
Dough	6oz	13.5oz	17.5oz	22oz
Red Sauce	2oz	4oz	5oz	6oz
Mozzarella	2.5oz	5oz	7oz	9oz
Green Peppers	.5oz	2oz	3oz	4oz
Black Olives	.5oz	3oz	3oz	4oz
<i>(Drain, spread evenly)</i>				
Spinach	.5oz	2oz	3oz	4oz
<i>(De-stem, do not tear leaves)</i>				
Tomatoes	2oz	4oz	5oz	6oz
Feta Cheese	1oz	3oz	4oz	5oz
<i>(spread evenly)</i>				



Start with sauce



Spinach leaves are next  
Add Mozzarella



Add green peppers  
black olives, and a layer  
of tomatoes are added



Sprinkle feta cheese over the  
pizza, the last step is to add  
the Spice Mix

# RECIPES

## LE GARDEAUX



Our vegetarian pizza on whole wheat crust includes classic red sauce, mozzarella, mushrooms, onions, green peppers, black olives and green olives.

	8"	12"	14"	16"
Dough	6oz	13.5oz	17.5oz	22oz
Sauce	2oz	4oz	5oz	6oz
Mozzarella	2oz	5oz	7oz	9oz
Mushrooms	.5oz	2oz	3oz	4oz
Onions	.5oz	2oz	3oz	4oz
Green Peppers	.5oz	2oz	3oz	4oz
Black Olives	.2oz	1oz	1.5oz	2oz
Green Olives	.2oz	1oz	1.5oz	2oz
<i>(Drain, Spread evenly)</i>				
Tomatoes	2oz	4oz	5oz	6oz



Sauce topped with 1/2 the amount of mozzarella



Add green peppers and red onions



Black olives, mushrooms



Tomatoes, Then 2nd half of Mozzarella followed by Spice Mix

# RECIPES

## CHICKEN BACON RANCH

The Chicken Bacon Ranch consists of a glaze of ranch dressing, mozzarella cheese, grilled chicken & bacon



	8"	12"	14"	16"
Dough	6oz	13.5oz	17.5oz	22oz
Ranch Dressing	1.5oz	2oz	4oz	5oz
Mozzarella <i>(Spread w/pastry knife)</i>	2oz	5oz	7oz	9oz
Grilled Chicken	1.5oz	3.5oz	5oz	7oz
Bacon	.75oz	1.5oz	2.5oz	3oz



Apply ranch directly to crust



Add a layer of mozzarella



Add grilled chicken and bacon.



Cover with Pizza World Spice

# RECIPES

## AMERICANA



The Americana consists of a mustard glaze, topped with a blanket of fresh mozzarella, ground beef, bacon, and cheddar cheese

	8"	12"	14"	16"
Dough	6oz	13.5oz	17.5oz	22oz
Mustard Glaze <i>(Spread evenly w/pastry knife)</i>	.25oz	.5oz	.75oz	1oz
Mozzarella	2.5oz	5oz	7oz	9oz
Bacon	.75oz	1.5oz	2.5oz	3oz
Cheddar Cheese	1oz	3oz	5oz	6oz
Beef	1.5oz	3oz	4oz	5oz



Apply mustard directly to crust  
Add a layer of mozzarella



Bacon is next,



Beef



Cheddar and spice are the  
Next two component

# RECIPES

## JAMAICAN JERK



The Jamaican Jerk pizza starts out with an olive oil-glaze, mozzarella, grilled chicken marinated in Jamaican jerk sauce, red onions, pineapples and Pizza World Spice.

	12"	14"	16"
Dough	13.5oz	17.5oz	22oz
Olive oil glaze	.5oz	.75oz	1oz
Mozzarella	5oz	7oz	9oz
Jerk Chicken	3.5oz	5.0oz	7.0oz
Red Onions	2oz	3oz	4oz
Pineapples	2oz	3oz	4oz



Start with a pizza crust.



Add Jerk Chicken



Apply Olive Oil to the Crust



Add Red Onions



Add Mozzarella Cheese



Add Pineapples and Pizza World Spice

## RECIPES

### REFRIED BEAN MIX

One #10 can of refried beans & and 4lbs of salsa



Open one can of refried beans and put it into a container.



Weigh out 4lbs of salsa



Dump salsa into container of refried beans. Mix refried beans and salsa thoroughly.



Cover refried bean and salsa mixture and refrigerate.

# RECIPES

## OLE MEXICANA



– Refried beans, salsa, black olives, tomatoes, beef, red onions, jalapeños, and cheddar cheese with fresh cilantro make the Ole Mexicana special

	8"	12"	14"	16"
Dough	6oz	13.5oz	17.5oz	22oz
Refried Beans <i>(Spread evenly w/pastry knife)</i>	2oz	6oz	7oz	8oz
<i>Note: do not premix refried beans &amp; salsa</i>				
Salsa	1.5oz	3oz	4oz	5oz
Jalapeño <i>(Sprinkle evenly)</i>	.5oz	1oz	2oz	3oz
Mozzarella	2oz	5oz	7oz	9oz
Onions	.5oz	2oz	3oz	4oz
Black Olives <i>(Drain, spread evenly)</i>	.5oz	2oz	3oz	4oz
Tomatoes	2oz	4oz	5oz	6oz
Cheddar Cheese	1oz	3oz	5oz	6oz
Beef	.5oz	3oz	4oz	5oz
Cilantro				

Medium coverage on all pizzas with ample coverage on each slice to assure consistent quality

Refried beans are first, then add salsa



Beef followed by jalapeños black olives and 1/2 the mozzarella

follows with red onions, and tomatoes

Add cheddar cheese



Then Cilantro and spice mix.

# RECIPES

## TACO MEAT

5lbs of Fontanini cooked beef pizza topping and 4.5ozs of Lawry's taco seasoning mix.



Open one 5lb bag of Fontanini cooked beef pizza topping

Pour beef topping into a container

Weigh out 4.5oz of Lawry's taco seasoning mix

Dump the taco seasoning mix into the container of beef

Measure out 2 cups of water



Pour water into the beef and taco seasoning container

Use a glove and mix the beef and taco seasoning thoroughly



Dump taco meat mixture onto a baking sheet

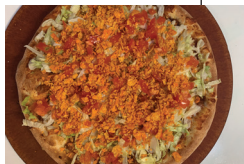
Flash bake taco meat for 3.5 minutes (Half way through oven)



Put cooked taco meat into a container and cover.  
Step 11. Refrigerate

# RECIPES

## BAJA TACO



Refried beans & salsa mixture, taco meat, mozzarella cheese, cheddar cheese, shredded lettuce, diced tomatoes, Doritos, served with taco sauce packs.

	12"	14"	16"
Dough	13.5oz	17.5oz	22oz
Refried Beans <i>(Spread evenly w/pastry knife)</i>	5oz	7oz	9oz
Taco Meat	4oz	6oz	8oz
Mozzarella	5oz	7oz	9oz
Cheddar Cheese	3oz	5oz	6oz
Shredded Lettuce	4oz	5oz	6oz
Diced Tomatoes	4oz	5oz	6oz
Doritos	1oz	2oz	3oz

refried bean mix

add taco meat

add mozzarella cheese

add cheddar cheese

## RECIPES

**BAJA TACO** Refried beans, salsa, black olives, tomatoes,  
**CONTINUED** beef, red onions, jalapenos, and cheddar  
cheese with fresh cilantro make the Ole  
Mexicana special



after oven add shredded lettuce



add diced tomatoes



add crushed up Doritos



taco sauce packets with pizza

# RECIPES

## MEAT GRANDE

The Meat Grande consists of classic red sauce and mozzarella, loaded with pepperoni, Italian sausage, ham, ground beef, bacon, salami, and Canadian bacon.



	8"	12"	14"	16"
Dough	6oz	13.5oz	17.5oz	22oz
Red Sauce	2oz	4oz	5oz	6oz
Mozzarella	2.5oz	5oz	7oz	9oz
Pepperoni	.5oz	1.5oz	2.5oz	3.5oz
<i>(Alternate placement around salami)</i>				
Salami	.25oz	1.5oz	2.5oz	3.5oz
Canadian bacon	.5oz	2oz	3oz	3.5oz
<i>(Half moon pieces placed in a pinwheel)</i>				
Bacon	.25oz	1oz	1.25oz	2oz
Italian Sausage	1.25oz	3oz	5oz	7oz
Ham	.5oz	2oz	3oz	3.5oz
Ground Beef	1oz	3oz	4oz	5oz



Start with pepperoni, Canadian bacon, ham and salami



add pork sausage, beef, sliced bacon,



Add Italian sausage,

Top with mozzarella and spice mix

# RECIPES

## BUFFALO CHICKEN

Spicy delight - grilled chicken marinated in our wing sauce on a glaze of ranch dressing topped with fresh mozzarella.



	8"	12"	14"	16"
Dough	6oz	13.5oz	17.5oz	22oz
Ranch Dressing	2oz	4oz	5oz	6oz
Mozzarella	2.5oz	5oz	7oz	9oz
Buffalo Chicken				



Spread Ranch Dressing



Add mozzarella



Add chicken marinated in hot wing sauce



Spice Mix

# RECIPES

## CHICKEN ALFREDO –



Delicious Alfredo sauce with mozzarella cheese, topped with marinated and grilled chicken breast

	<b>8"</b>	<b>12"</b>	<b>14"</b>	<b>16"</b>
Dough	6oz	13.5oz	17.5oz	22oz
Alfredo Sauce	2oz	4oz	5oz	6oz
Mozzarella	2.5oz	5oz	7oz	9oz
Chicken Breast	.5oz	1.5oz	2.5oz	3.5oz



Mix Alfredo Sauce



Start with Alfredo Sauce



Add Mozzarella



Add Chicken



Spice Mix

## RECIPES

### PHILLY CHEESE STEAK PREPARATION



Lay out thinly sliced steak all over bread tray and run through oven



With dough cutter chop cooked steak into small pieces



Place in container and cover with lid

# RECIPES

## PHILLY – CHEESE STEAK

	12"	14"	16"
Philly Sauce	4oz	5oz	6oz
Cooked Steak	6oz	8oz	10oz
Mozzarella	4oz	6oz	8oz
Red Onion	1.5oz	3oz	4oz
Green Bell Pepper	2oz	4oz	5oz



Spread Philly sauce evenly over crust



add cooked Philly cheesesteak

add mozzarella



add chopped red onions

add chopped green bell peppers



add Pizza World spice

# RECIPES

**APPONDANZA** The Appondanza has 12 toppings consisting of mozzarella, salami, Canadian bacon, Italian sausage, pork sausage, beef, bacon, pepperoni, mushrooms, black olives, red onions, green peppers, and tomatoes.



	<b>8"</b>	<b>12"</b>	<b>14"</b>	<b>16"</b>
Dough	6oz	13.5oz	17.5oz	22oz
Red Sauce	2oz	4oz	5oz	6oz
Mozzarella	2.5oz	7oz	9oz	12oz
Salami	.5oz	1.5oz	2.5oz	3.5oz
Canadian bacon	.5oz	1.5oz	2.5oz	3.5oz
Italian Sausage	.5oz	1.5oz	2.5oz	3.5oz
Pork Sausage	.5oz	1.5oz	2.5oz	3.5oz
Beef	1oz	1.5oz	4oz	5oz
Bacon	.5oz	1.5oz	2.5oz	3.5oz
Pepperoni	.5oz	1.5oz	2.5oz	3.5oz
Mushrooms	.5oz	2oz	3oz	4oz
Black Olives	.5oz	2oz	3oz	4oz
Red Onions	.5oz	2oz	3oz	4oz
Green Peppers	.5oz	2oz	3oz	4oz
Tomatoes	2oz	4oz	5oz	6oz



Start with pepperoni, Canadian bacon, salami



Beef, Pork sausage, bacon



And Italian sausage

# RECIPES

## APPONDANZA – CONTINUED



Add 1/2 the mozzarella



Black Olives, Red Onions



Add Mushrooms, Green  
peppers



Tomatoes  
Add 2nd 1/2 Mozzarella

# RECIPES

## BIG-DILL

Dill-icious - Ranch based topped with Mozzarella and dill pickles.

	<b>12"</b>	<b>14"</b>	<b>16"</b>
Dough	13.5oz	17.5oz	22oz
Ranch Dressing	4oz	5oz	6oz
Mozzarella	7oz	9oz	12oz
Dill Pickles	1oz	3oz	5oz



Spread Ranch Dressing



Add mozzarella



Add dill pickles

# RECIPES

## TRADITIONAL PIZZAS



	8"	12"	14"	16"
–				
Dough	6oz	13.5oz	17.5oz	22oz
Sauce	2oz	4oz	5oz	6oz
Artichoke Hearts	1.5oz	4.5oz	6oz	7oz
Bacon	.75oz	1.5oz	3oz	3.5oz
Banana Peppers	.5oz	1oz	2oz	3oz
Basil	.125oz	.25oz	.5oz	.75oz
BBQ Chicken	2oz	5oz	7oz	9oz
Beef	1oz	3oz	4oz	5oz
Black Olives	.5oz	1.5oz	3oz	4oz
Canadian bacon	.5oz	2oz	3oz	3.5oz
Cheddar Cheese*	.5oz	2oz	3oz	4oz
Cilantro	.125oz	.25oz	.5oz	.75oz
Feta Cheese	1oz	3oz	4oz	5oz
Garlic	.125oz	.25oz	.5oz	.75oz
Green Peppers	.5oz	2oz	3oz	4oz
Jalapeños	.5oz	1oz	2oz	3oz
Meat Balls	2oz	3oz	4oz	5oz
Mozzarella	2.5oz	4oz	6oz	9oz
Mushrooms	.5oz	1.5oz	3oz	4oz
Pepperoni	.5oz	1.5oz	2.5oz	3.5oz
Pineapple	2oz	4oz	7oz	9oz
Provolone Cheese*	.5oz	2oz	3oz	4oz
Red Onion	.5oz	2oz	3oz	4oz
Refried Beans	2oz	6oz	7oz	8oz
Salami	.25oz	1.5oz	2.5oz	3.5oz
Salsa	1.5oz	3oz	4oz	5oz
Sausage	1.5oz	3oz	5oz	7oz
Spinach	.5oz	2oz	3oz	4oz
Swiss Cheese*	.5oz	2oz	3oz	4oz
Tomatoes	2oz	4oz	5oz	6oz

\* When added as a second cheese topping, if used as main topping use Mozzarella specifications

# RECIPES

## CHEF'S CALZONE

Note: prepare dough as you would for a pizza. Visually divide the shell in half. On one side (bottom) put all toppings. When finished with toppings, fold other half (top) over to form a pocket. Pinch closed and seal by using a crimper around the edge.



Dough **8"**  
6oz

### ORDER OF TOPPINGS

Ricotta Cheese	1.5oz
Mozzarella	1.5oz
Sauce	2oz
Pepperoni	.75oz
Sausage	1.5oz



Dock 8" dough, fill with Ricotta, add mozzarella



Add "hot" Pizza World pizza sauce, pepperoni, Italian sausage



Roll over, olive oil, add spices



Finished.

# RECIPES

## CREATE YOUR OWN CALZONE

—

Dough

**8"**  
6oz

### ORDER OF TOPPINGS

Ricotta Cheese

1.5oz

Mozzarella

3oz

Sauce

2oz

Customer's Choice

Same amount as  
for an 8" pizza

Customer's Choice

# RECIPES

## TOASTED RAVIOLI



1. Place 6 or 12 pieces on cooking sheet run full pass through oven.



2. Place cooked ravioli in aluminum dish.



3. Sprinkle with parmesan cheese.



4. Add hot pizza sauce 3 oz to container.

# RECIPES

## BONE-IN & BONELESS WINGS



1. Place 10 wings on cooking sheet run full pass through oven.
2. Put wings in a tall bowl and throw them in the sauce of your choosing.
3. Place cooked wings in aluminum foil container.

### **Sauces:**

Buffalo, Parmesan Garlic, BBQ, Mango Habanero, Sweet Red Chilli, Spicy Garlic, Jamacian Jerk, Pizza World Dry Rub.



# SAUCES

Parmesan Garlic



Buffalo



Mango Habanero



Jamaican Jerk



Spicy Thai



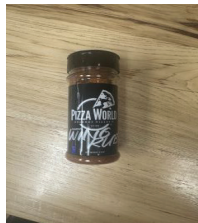
Nashville Hot



BBQ



Dry Rub



# RECIPES

## CINNAMON ROLLS



1. Start with medium dough ball.

2. Stretch dough like you would a pizza

3. Butter



4. Add Cinnamon and Sugar mixture

5. Roll



6. Cut into 5 equal pieces



7. Add pieces to aluminum pan

8. After oven add icing.

# RECIPES

## CINNAMON STIX



### CINNAMON/SUGAR RECIPE

1 cup cinnamon  
3 cup sugar  
mix very well, pour into shaker



1. Start with medium dough ball
2. Stretch dough with two hands



3. Dock stretched dough multiple times.
4. Place in cooking tray or sheet pan



5. Cut into strips.
6. Run through oven, spread liquid butter all over baked bread stix.



7. Sprinkle cinnamon sugar mixture over all stix.
8. Place in 8" pizza box lined with aluminum foil.



9. Cover with frosting.

# RECIPES

## BREAD STIX



1. Start with medium dough ball.
2. Stretch dough with two hands.
3. Dock stretched dough multiple times.
4. Place in cooking tray or sheet.
5. Cut into strips.
6. Run through oven, spread garlic butter all over baked bread stix.
7. Cover with parmesan.
8. Place in 8" pizza box lined with aluminum foil serve with 3 oz. of hot pizza sauce.

# RECIPES

## COOKIE PIZZA



Take frozen cookie pizza out and run through the oven

Cut into 8 pieces and serve

## PRODUCT DESCRIPTION & GLOSSARY

- AMERICANA** A trademark registered with the United States Patent and Trademark Office. This trademark is used to identify Pizza World's bacon cheeseburger pizza, with a mustard glaze, topped with a blanket of fresh mozzarella, ground beef, bacon, and cheddar cheese.
- AMORE ROMA** A trademark registered with the United States Patent and Trademark Office. This trademark is used to identify Pizza World's pepperoni, Italian sausage, mushrooms and black olive pizza. The word Amore in the mark in Italian means in English "Love". The word Roma used in the mark in Italian means in English "The City of Rome, Italy".
- BAG-IN-BOX** A soft drink syrup inside a special plastic bag that is inside a corrugated box.
- BASTE** To moisten periodically with a liquid, such as melted butter, especially while cooking.
- BUFFALO CHICKEN** Spicy delight - grilled chicken marinated in our wing sauce on a glaze of ranch dressing topped with fresh mozzarella.
- CALZONE** An Italian turnover of pizza dough with a seasoned filling of cheese or meat.
- CLASSIC SUPREME** An old Classic, pepperoni, italian sausage, black olives, mushrooms, green peppers & red onion.
- CHICKEN ALFREDO** Delicious Alfredo sauce with mozzarella cheese, topped with marinated and grilled chicken breast.

## PRODUCT DESCRIPTION & GLOSSARY

- APPONDANZA®** –A trademark registered with the United States Patent Trademark Office. This trademark is used to identify Pizza World's 12 topping pizza. The toppings include mozzarella, pepperoni, beef,bacon, Canadian bacon, Italian sausage, salami, mushrooms, black olives, tomatoes, green peppers ,pork sausage, and red onions.
- CIAO BELLA®** –A trademark registered with the United States Patent and Trademark Office. This trademark is used to identify Pizza World's Fresh basil, tomato, garlic, and mozzarella cheese pizza. The word "Ciao" used in the mark in Italian is a colloquial greeting or bidding farewell and means in English "Hello" or "So Long". The word "Bella" used in the mark in Italian means in English "Beautiful Woman".
- SPICY THAI** –Taste of Thailand! A Spicy Thai glaze topped with grilled chicken marinated in our own Thai spicy sauce served over a bed of mozzarella with red onions, green peppers, fresh basil & lightly topped with shaved carrot.
- COLANDER** –A perforated utensil for washing or draining food.
- COMPLACENT** –Content to a fault; self-satisfied and unconcerned.
- CONDIMENT** –Anything that enhances the flavor of food, including salt, pepper, hot peppers, and sweeteners.
- COST-EFFECTIVE** –Economical in terms of the goods or service received for the money spent.

## PRODUCT DESCRIPTION & GLOSSARY

**CROSS-TRAINING** Training an employee to perform additional skill after initial training has been completed.

**DELEGATION** The act of assigning responsibility to another person.

– **EEOC**  
(*EQUAL EMPLOYMENT  
OPPORTUNITY COMMISSION*) One of several government agencies responsible for monitoring discrimination in places of employment.

**EFFICIENT** Acting or producing effectively with a minimum of waste, expense, or unnecessary effort.

– **FETA** A white semi-soft Greek cheese made usually of goat or ewe's milk and preserved in brine.

**FUNCTIONAL** Capable of performing.

**GRECIAN GOURMET®** A trademark registered with the United States Patent and Trademark Office. This trademark is used to identify Pizza World's feta, black olive, spinach, green pepper, tomato, and mozzarella pizza.

**LE GARDEAUX®** A trademark registered with the United States Patent and Trademark Office. This trademark is used to identify Pizza World's vegetarian pizza. The term means "the Garden".

**MOZZARELLA** A mild, white Italian cheese that has a rubbery texture and is often eaten melted, as on a pizza.

## PRODUCT DESCRIPTION & GLOSSARY

- OBLONG** An object or figure, such as a rectangle, with an elongated shape.
- OLE MEXICANA** A trademark registered with the United States Patent and Trademark Office. This trademark is used to identify Pizza World's pizza with refried beans, salsa, black olives, tomatoes, beef, red onions, jalapenos, and cheddar cheese with fresh cilantro.
- OPENING** The period of time beginning when employees report to work in the morning and ending when the store opens for business.
- OSHA**  
(*OCCUPATIONAL  
SAFETY AND HEALTH  
ADMINISTRATION*) An agency of the U.S. Department of Labor responsible for enforcing safety rules and regulations in work areas.
- P&L** The profit and loss statement for the store.
- POS**  
(*POINT OF SALE*) Any electronic or computer-driven system, which collects data, stores it, and later transfers the data to another point for further analysis.
- PARMESAN** A hard, sharp, dry Italian cheese made from skim milk and usually served grated as a garnish.
- PIZZA** A baked pie of Italian origin consisting of a shallow bread-like crust covered with seasoned tomato sauce, cheese, and often other toppings, such as sausage or olives.
- PROCEDURE** A written set or series of steps detailing the current best method to accomplish a set task: for example, the procedure to follow when handling a customer complaint or when making a bank deposit.

## PRODUCT DESCRIPTION & GLOSSARY

<b>PROVOLONE</b>	A hard, usually smoked Italian cheese.
<b>RICOTTA</b>	A soft Italian cheese that resembles cottage cheese.
<b>ROBBERY</b>	The act of an instance of unlawfully taking the property of another by the use of violence or intimidation.
<b>ROMAINE</b>	A type of lettuce having a slender head of oblong leaves with broad midribs.
<b>ROTATION</b>	A system of organization in which the oldest product is moved to the place of easiest access so it will be used first.
<b>SHELF LIFE</b>	The length of time a product may be stored without deteriorating.
<b>SLOW PERIOD</b>	A time period between rushes.
<b>SPECIFICATION</b>	A detailed, exact statement of particulars, especially a statement prescribing materials, dimensions, and quality of work for something to be built, installed, or manufactured.
<b>STANDARD</b>	A rule or governing guideline, which will not be violated.
<b>SUB</b>	A large sandwich consisting of a long roll split lengthwise and filled with layers of meat, cheese, tomatoes, lettuce, and condiments.

## PRODUCT DESCRIPTION & GLOSSARY

**TASTE OF CHICAGO®** (Seasonal) – A trademark registered with the United States Patent and Trademark Office. This trademark is used to identify Pizza World's pizza with ricotta, chicken, spinach, bacon, and tomatoes.

**TEXAS BBQ** – A barbequed chicken, red onion, fresh cilantro, and mozzarella pizza.

**TILL** – A supply of money; a purse.

**URGENCY** – Quick response by manager and team members to complete guest service. Also called "Hustle".

**VIA BIANCO®** – A trademark registered with the United States Patent and Trademark Office. This trademark is used to identify Pizza World's olive oil glazed pizza topped with provolone, mozzarella, baby feathered Swiss, fresh basil and oregano.

**VINAIGRETTE** – A cold sauce or dressing made of vinegar or lemon juice and oil flavored with finely chopped onions, herbs, and other seasonings.

**VISIBILITY** – The capability of providing a clear, unobstructed view.

**WALK-IN** – The refrigerated storage area, located inside the building, used to store and cool perishables.

## PRODUCT DESCRIPTION & GLOSSARY

### **SPECIALTY GOURMET PIZZA**

Our pizza is always crafted with only the most wholesome ingredients. We use no additives, no preservatives or artificial coloring. Pizza World Gourmet Pizza offers the pizza lover a healthy and satisfying difference.

**CHIAO BELLA** Ciao Bella consists of fresh basil, tomato and garlic with a bed of mozzarella cheese. Your choice of fresh tomato sauce or a light olive oil glaze, Italian style.

**VIA BIANCO** This creation begins with an olive oil glaze topped with provolone, mozzarella, baby feathered Swiss. We add fresh basil and oregano to please your palate.

**TEXAS BBQ** We begin to build this barbeque burst of flavor with an olive oil glaze. Smothered with barbequed chicken, red onion, fresh cilantro, and mozzarella, the result is delicious. Viva la difference!

**AMORE ROMA** This Old World Masterpiece is sculpted with pepperoni, Italian sausage, mushrooms and black olives.

**BUFFALO CHICKEN** Spicy delight - grilled chicken marinated in our wing sauce on a glaze of ranch dressing topped with fresh mozzarella.

**GRECIAN GOURMET** This acropolis of a pizza combines feta, black olives, spinach, green peppers and tomatoes on a bed of mozzarella with our classic red sauce. Zeus would have captured the heart of Aphrodite with one bite of this pizza.

## PRODUCT DESCRIPTION & GLOSSARY

- JAMAICAN JERK** – Olive oil glaze smothered with Jamaican jerk chicken breast, red onions, pineapple, on a bed of mozzarella
- LE GARDEAUX®** – Our vegetarian deluxe mixes a master blend of red onions, green peppers, black olives, mushrooms and tomatoes. All of these veggies are piled on a deep bed of cheese on whole wheat crust.
- AMERICANA** – This bacon cheeseburger pizza begins with a mustard glaze, topped with a blanket of fresh mozzarella, ground beef, bacon, and cheddar cheese. Yankee doodle delicious!
- OLE MEXICANA** – This specialty includes refried beans, salsa, black olives, tomatoes, beef, red onions, jalapenos, and cheddar cheese with fresh cilantro.
- BAJA TACO** – Refried beans & salsa mixture, taco meat, mozzarella cheese, cheddar cheese, shredded lettuce, diced tomatoes, Doritos, served with taco sauce packs.
- CHICKEN ALFREDO** – Delicious Alfredo sauce with mozzarella cheese, topped with marinated and grilled chicken breast.
- BIG DILL** – Dill-icious - Ranch based topped with Mozzarella and dill pickles.
- 
-

## **PRODUCT DESCRIPTION & GLOSSARY**

### *MEAT GRANDE*

We create our meat lovers delight with our classic red sauce and mozzarella and load it with pepperoni, Italian sausage, ham, ground beef, bacon, salami and Canadian bacon. Wow!

### *APPONDANZA*

Our renowned creation! 12 toppings consisting of mozzarella, pepperoni, beef, Canadian bacon, Italian sausage, pork sausage, bacon, salami, mushrooms, black olives, tomatoes, green peppers, and red onions make this pizza World famous

### **PASTRY PIZZA**

This dessert pizza consists of an 8" butter-glazed crust with your choice of cinnamon apples or sweet cherries with a light frosting.

### **CALZONES**

An Italian turnover of pizza dough with a seasoned filling of cheese or meat.

### *CHEF'S CALZONE*

A calzone generously filled with pepperoni, Italian sausage, and pizza sauce with a blend of mozzarella and ricotta cheese.

### *CREATE YOUR OWN CALZONE*

A calzone stuffed with mozzarella and ricotta cheese, pizza sauce and your choice of two toppings.

### **SPECIALTY GOURMET SALADS**

#### *CAESAR SALAD*

A hand-tossed salad comprising of romaine lettuce and croutons, seasoned with fresh Parmesan cheese and our classic Caesar dressing. Also available with grilled chicken.

#### *FRESH GARDEN SALAD*

A bed of lettuce topped with mushrooms, carrots, tomatoes, cucumbers, artichoke hearts, and freshly grated Parmesan.

## **PRODUCT DESCRIPTION & GLOSSARY**

<b><i>DELUXE ANTIPASTO</i></b>	A crisp bed of greens lavished with Genoa salami, pepperoni, cucumbers, carrots, tomatoes, mushrooms, red onions, artichoke hearts, pepperoncini. We generously sprinkle this salad with mozzarella, Parmesan and croutons.
<b><i>SOUTHWESTERN CHICKEN</i></b>	A breast of barbeque chicken placed upon fresh garden greens, mushrooms, tomatoes, cucumber, and Raspberry Vinaigrette dressing.
<b><i>GREEK SALAD</i></b>	A mix of tomatoes, cucumbers, green pepper, onions, carrots, mushrooms, black olives, and feta.
<b><i>SPINACH SALAD</i></b>	Spinach, cooked bacon, mushrooms, hard-boiled egg, and dressing.
<b><i>CHEF'S SALAD</i></b>	Start with Fresh Garden salad and add turkey, ham, mozzarella, hard-boiled egg, and croutons.
<b><i>BUFFALO CHICKEN SALAD</i></b>	Breaded wings in buffalo sauce, red onions & feta cheese with bleu cheese dressing.
<b><i>HOUSE ITALIAN</i></b>	Romaine, Pepperoni, salami, tomatoes, red onions, and mozzarella.
<b><i>SIDE SALAD</i></b>	Fresh romaine topped with mozzarella, cucumber, and tomato.
<b><i>DRESSINGS</i></b>	Golden Italian, Raspberry Vinaigrette, Creamy Caesar, Buttermilk Ranch, French, 1000 Isle, Greek, Blue Cheese.

## PRODUCT DESCRIPTION & GLOSSARY

### **OVEN BAKED SUB SANDWICHES**

—

All subs are placed on top of our own oven baked bread.

#### ***MEATBALL SUB***

—

Tender, juicy meatballs with melted cheese and sauce.

#### ***HOT ITALIAN SUB***

Salami, pepperoni, ham, banana peppers, lettuce, tomato, onion, and provolone with our special Italian dressing.

#### ***CHICHEN PARMESAN***

—

Two Chichen breasts, mozzarella cheese, and smothered with pizza sauce

—

#### ***CHICKEN CAESAR***

—

Grilled chicken breast, provolone, and Caesar dressing.

#### ***BUFFALO CHICKEN***

—

Grilled chicken marinated in our wing sauce, mozzarella cheese, lettuce, tomatoes & ranch dressing.

#### ***SPICY THAI***

Grill chicken marinated in our spicy Thai sauce, red onions, mozzarella cheese, lettuce & tomatoes.

# STORE ADMINISTRATION

## MANAGEMENT CASH HANDLING

All sales must be rung immediately at the time the sale occurs. It is a violation of company policy to operate from an open cash drawer or to accept cash "with the intention of ringing it up later". If for some reason the register has failed, the store manager must take corrective measure immediately to resolve the problem.

The manager plays a critical role in supporting and supervising the cash handling responsibilities of the store. Management must make sure that the following policies are followed at all times.

## SAFE VERIFICATIONS

### *AT OPEN:*

verify the bank (money in the store to start out with every day); petty cash, check to make sure cash drawers are properly set up (quarters, dimes, nickels, pennies, and bills)

### *AT CLOSE:*

make sure that all drawers are set up for next day; make sure store bank is correct; all receipts balance for petty cash; all monies (including deposit) are locked properly in safe

### *OVER-RINGS*

- Notify manager immediately
- Manager voids transactions and re-enters correct transaction
- Keep both slips to acknowledge transaction
- Print duplicate of corrected transaction for customer
- Employee and manager must initial and attach to the Daily Sale Summary with explanation of what happened

## STORE ADMINISTRATION

### CASH HANDLING

- All sales must be rung at time they are made
- Maximum cash drawer is \$200.00
- Keep original amount given on register drawer ledge and repeat the amount given
- Count back change - at the time of each sale, state amount of sale and count the change back to the customer
- Once the customer has accepted the change as correct, place money received in appropriate slot in the cash drawer
- Never walk away from an open cash drawer
- If a discrepancy occurs in change returned to a customer, **ALWAYS GET THE MANAGER.** Money must never be refunded until the register has been balanced - this should be done in private in the office. **THE CUSTOMER CAN NOT WATCH YOU COUNT THE DRAWER!** If possible, apologize to the customer and get his/her address and telephone number. The customer must be contacted as soon as the drawer balance is confirmed no matter what the outcome is. If the drawer balances, send the customer a coupon for a free item or a discounted item. If the drawer is over, make arrangements to have the customer pick up the money and provide the customer with a complimentary meal or food item when they come back to the store.
- If a customer leaves without his/her change put it in an envelope with the date and time of occurrence. If you know the customer, return the envelope to him/her on the next visit. If customer is unknown, after one week, ring up cash as miscellaneous sale. **UNDER NO CIRCUMSTANCE IS AN EMPLOYEE TO CLAIM THE MONEY.**

## **STORE ADMINISTRATION**

### **TRAVELER'S CHECKS**

Make sure check is signed in front of you. (All traveler checks have two signature lines - one is signed at time of purchase and the other is signed in front of the person who is honoring the traveler check)

### **CLOSING SHIFT RESPONSIBILITIES**

Verify and record all pulls and deposits

### **CONTROLLING COUNTERFEIT AND SHORT CHANGE ARTISTS**

- Always handle one transaction at a time
- Look at all bills as they are handed to you
- Bills larger than \$20 must be handled by manager
- Watch corners of bills for tape
- Never exchange one type of currency for another currency while counting change back -- complete each transaction separately and DO NOT RUSH!!
- Leave money on ledge until change is counted and customer is satisfied.
- Place bill in register prior to next transaction
- When money is questioned - contact manager

### **COMPLIMENTARY DISCOUNTS**

As a courtesy to our uniformed citizens, Pizza World grants a 10% discount. The offer includes police officers, firemen, and armed forces and all mail carriers.

### **HANDLING COUPONS**

- Always accept Pizza World coupons
- Use appropriate key on register to record. The coupon must be attached to the Daily Sale Summary at the end of the day.

### **COMPLIMENTARY MEALS**

- Only managers have the approval to grant complimentary meals
- Keep notes as to who and why the meal was given and have the customer sign the receipt and attach it to the Cash Reconciliation Sheet.



## **STORE ADMINISTRATION**

- EMPLOYEE MEALS**
- Employees receive a 50% discount on food purchased at the end of a shift or on a break while working a scheduled shift
  - Employees may only purchase discounted meals before, during, or at the end of a scheduled work shift
  - Managers must ring up all discounted employee meals
  - Employees must clearly print and sign their name to the register receipt, and the receipt must be attached to the Cash Reconciliation Sheet

- CREDIT CARDS**
- (IF APPLICABLE)*
- Run through machine to verify
  - Depress appropriate register key
  - Do not use cash key for credit cards

- GENERAL  
INFORMATION  
AND DISCLOSURE**
- No unauthorized person is allowed behind counter
  - Off-duty employees are not allowed behind counter
  - No information is given out to customers on sales
  - Refer franchise questions to corporate office
  - Delivery drivers should not carry any large amount of money with them when on deliveries
  - Drivers should deposit money from a delivery in a locked box when they return from each delivery
  - Only the manager and co-manager will have a key to the driver's

# STORE ADMINISTRATION

## MASTER FILES

- Each store must have a filing system containing Master Files and sub-files
- Master Files are labeled with general heading or titles pertaining to similar information. (example: "Employee Files" is a master file)
- Within that general heading will be sub-files such as John Doe, Jane Doe
- The purpose of Master Files is to reduce the time required to find what you are looking for
- Each Master File title is placed on a hanging folder with a plastic tab, in alphabetical order
- Each sub-file is placed in a standard file folder, titles, and placed in its appropriate Master File (in alphabetical order)

*THE FOLLOWING  
IS AN EXAMPLE OF  
A FILING SYSTEM  
WITH MASTER FILES  
AND SUB-FILES:*

## BLANK FORMS

- Cleaning checklists
- Employment Application Forms
- Work schedules

## COMPLETED FORMS

- Past work schedules
- Past cleaning schedules
- Sales History

## MEMOS

- Policy/procedure
- Corporate office
- In-store

## VENDORS

- Roma Foods
- Pepsi

## EQUIPMENT AND CARE PROCEDURES FILES

Each piece of major equipment in the store should have a file with a manual on how to take care of it and what to do if it malfunctions.

## **STORE ADMINISTRATION**

### **EMPLOYEE FILES**

- Within the Employee Master File is a folder for each employee.
- The employee's name will be the title of each sub-file, which is to be kept in alphabetical order, last name first.
- All employee files are kept locked at all times and are considered to be private and confidential and should be treated as such by each member of management.
- All employee files are updated on a regular basis, as needed.

### ***EACH EMPLOYEE FILE CONTAINS THE FOLLOWING:***

- Completed Employment Application Form and resume
- Detailed and signed job description
- Tax information
- I-9
- Completed Employee Confidentiality Agreement Form
- Employee Record Form and all information required
- Photo copy of original identification for proof of age
- Copy of health permit (if necessary)
- Copy of work permit (if necessary)
- If hired as a driver:
  - Photo copy of driver's license
  - Proof of insurance
  - Proof of current registration
  - Completed vehicle inspection form
  - Signed drivers agreement
  - MVR (in sealed envelope)

# DAILY OPERATIONS

## OPENING PROCEDURES

- 9:00 am - Arrive at unit. Police parking lot. Pick up trash.
- Unlock door. Turn off alarm.
- Turn on lights.
- Turn on oven exhaust fan and one oven deck.
- Start crockpot with sauce.
- Set up registers; count cash to be sure of balance. Do any necessary banking.
- Make sure to have enough change for the day.
- Set up driver's banks.
- Be sure computers are set to take orders.
- Prepare "prep" list in a "priority first" manner.
- Direct employees (which are in proper uniform) to start necessary prep.
- Be sure to always make sandwich buns first. (to be cooked off before lunch rush.)
- Fill out deployment schedule
- Check make lines to be sure they are stocked (closers should always stock line.)
- Slap necessary skins for lunch rush.
- Spot clean windows.
- Check to be sure that enough pizza boxes are folded.
- Fill soda cooler.
- Precut sandwich buns to prepare for lunch.
- Prep "Italian packs" for Italian subs, per volume.
- Check all packaging to be sure it is ready for lunch rush.
- Turn second oven deck on at 10:30 am.
- Double-check all stations. Be sure you are READY for lunch.
- Handle lunch with good service and a smile.
- Finish all prep by 3:00 pm.
- Double check to be sure all prep is done.
- Slap skins, check stock levels.

# DAILY OPERATIONS

## CLOSING PROCEDURES

- State pre-close at 9:00 pm.
- Pull out all equipment. Sweep and mop floors and wipe walls behind equipment and tables.
- Cash out drivers when necessary.
- Be sure all stations are clean and stocked for the next day's business, including packaging.
- Have drivers fold necessary amount of boxes. Be sure they box top.
- Be sure all doors are locked when counting cash!!
- Complete closing paperwork.
- Fill out bank deposit and put in safe.
- Set cash drawers up for next day's business. Put this in the safe.
- "Roll Day" on computers.
- "Back Up" files on computers.
- Check to be sure that all refrigeration equipment is working properly.
- Check to be sure that the safe is locked.
- Check to be sure that back door is locked.
- Check to be sure that the walk-in door is shut.
- Be sure all lids of equipment are shut.
- Turn off necessary lights.
- Lock door.
- Get some sleep.

## STORE HOURS OF OPERATION

**Stores are required to be open:**

Sunday through Thursday 10:30 am until 11:00 pm.

Friday and Saturday from 10:30 am until midnight.

This may be varied with written approval from corporate office.

# OPERATIONS

## DAILY

### EQUIPMENT TURN ON/OFF LIST

9:00-am	Turn off lights Start crock pot of sauce Set HVAC to desired temperature
9:15 am	Turn on one oven deck (bottom) Turn on oven exhaust fan
10:00 am	Turn on second oven deck (top)
1-1:30 pm <i>(After lunch)</i>	Turn off top oven deck
4-4:30 pm <i>(Pre-dinner)</i>	Turn top oven deck back on
8:30-9 pm <i>(After dinner)</i>	Turn off top oven deck
<b>One hour Prior To Close</b>	Turn off crockpot
<b>Close</b>	Turn off last oven deck Set HVAC to night temperature Turn off lights

# DAILY OPERATIONS

## PIZZA STATION ORGANIZATION CHARTS

PROV- SWISS LONE	PEPPERONI	MUSHROOMS	SAUSAGE	GREEN PEPPER	ONION	CANADIAN BACON	BLACK OLIVES	SALAMI	JALAP- BEEF ENO	TOMATO	PINE- APPLE	MANDARIN ORANGE
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**Additional Items held in storage underneath make line:**

Cheddar Cheese  
Spinach  
Chicken  
Fresh Cilantro  
2 squirt bottles of Mustard

Anchovies  
Salsa  
Fresh Garlic  
Feta

## SALAD/SUB ORGANIZATION CHART

HEARTS	MUSHR- OOMES	GREEN PEPPER	RED ONION	PROV O LONE	TOMATO	SHREDDED LETTUCE	MEAT BALLS	PEPPE- RONI	ROAST BEEF	TURKEY
BACON	CARROT	BANANA PEPPER				HAM	SALAMI			

**Additional Items held in storage underneath make line:**

Dressings:  
Vinaigrette  
Parmesan Peppercorn Ranch  
Creamy Caesar  
Golden Caesar  
Lo-cal Ranch

Feta  
Romaine  
BBQ Chicken  
Chicken  
Pepperoncini Peppers



# DAILY OPERATIONS

## WALK IN ORGANIZATION CHARTS

### TOP VIEW TOP TIER SHELVING

CONDENSER & FANS				
BULK BACON	DOUGH RACK	DOUGH RACK	DOUGH RACK	BULK RED ONIONS
BULK CANADIAN BACON				BULK GREEN PEPPERS
BULK HAM				BULK MUSHROOMS
BULK ROAST BEEF				BULK TOMATOES
BULK TURKEY				BULK CUCUMBERS
FRESH BASIL				OPEN DRESSING, ETC
CILANTRO				
SPINACH				
				BULK GARLIC

# DAILY OPERATIONS

## WALK IN ORGANIZATION CHARTS

### TOP VIEW MIDDLE TIER SHELVING

BULK MEATBALLS	CONDENSER & FANS			BULK MOZZARELLA PART SKIM
	DOUGH RACK	DOUGH RACK	DOUGH RACK	
BULK SALAMI				BULK PROVOLONE
BULK PEPPERONI				BULK CHEDDAR
SHREDDED SWISS				ROMAINE
SHREDDED PROVOLONE				CUCUMBERS
SLICED CHEESE				SHREDDED LETTUCE
				TOMATOES
CANADIAN BACON				RED ONIONS
SALAMI				GREEN PEPPERS
	MUSHROOMS			

# DAILY OPERATIONS

## WALK IN ORGANIZATION CHARTS

—

### TOP VIEW BOTTOM TIER SHELVING

ITALIAN PIZZA WORLD SAUSAGE	CONDENSER & FANS			BULK MOZZARELLA WHOLE MILK
CHICKEN STRIPS	DOUGH RACK	DOUGH RACK	DOUGH RACK	BULK ROMAINE
GROUND BEEF				BULK HEAD LETTUCE
GROUND MOZZARELLA				SODA

<b>DAILY OPERATIONS</b>		<b>SUB &amp; PIZZA PREP</b>	<b>HAVE</b>	<b>NEED</b>
<b>DAILY PRODUCT PREP CHECK LIST DATE</b>		DOUGH		
		12"		
		14"		
		16"		
		8"		
	<b>DATE:</b>	BACON		
		BACON STRIPS		
		BANANA PEPPERS		
		BASIL		
		BLACK OLIVES		
	CAESAR DRESSING			
	CHEDDAR			
	CHICKEN			
	CHIPS			
	CILANTRO			
	FETA			
	FROSTING			
	GARLIC			
	GARLIC BUTTER			
	GREEN PEPPER			
	HAM			
	ITALIAN DRESSING			
	ITALIAN SAUSAGE			

# DAILY OPERATIONS

DAILY PRODUCT  
PREP CHECK  
LIST DATE  
(CONTINUED)

SUB & PIZZA PREP	HAVE	NEED
JALAPEÑO PEPPERS		
MEATBALLS		
MOZZARELLA		
MUSHROOMS		
MUSTARD		
OLIVE OIL		
PEPPERONI		
PICKLES		
PINEAPPLE		
PW SPECIALTY SPICE MIX		
PROVOLONE		
PROVOLONE CHEESE		
RED ONIONS		
RED SAUCE		
REFRIED BEANS		
RICOTTA		
ROAST BEEF		
SALAMI		
SALSA		
SHREDDED LETTUCE		
SLICED TOMATO		
SPINACH		
SUB BREAD		
SWISS		





# DAILY OPERATIONS

## PIZZA WORLD SMALLWARES

QTY	ITEM
1	MOP BUCKET W/WRINGER
1	MOP HANDLE
1	PUSH BROOM
1	ANGLED BROOM
1	DUST PAN
1	DECK SCRUB
1	FLOOR SQUEEGEE
1	24" MAGNETIC TOOL HOLDER
1	1 QUART MEASURE CUP
1	2LB. PORTION SCALE
1	50LB. PORTION SCALE
1	4 QUART MEASURE CUP
2	2 QUART SQUARE CONTAINER W/LID
1	2GAL. BIN
4	4" BASTING BRUSH
1	16" WIRE WHISK
2	12 QUART ROUND CONTAINER W/LID & DOLLY
1	4PC. MEASURE CUP SET
1	20GAL. CONTAINER W/LID & DOLLY
1	HEAVY DUTY CAN OPENER
1	4OZ. SPOODLE (FLAT BOTTOMED SPOON)

# DAILY OPERATIONS

## PIZZA WORLD SMALLWARES (CONTINUED)

QTY.	ITEM
5	2OZ. CHEESE DISPENSER
1	BUBBLE POPPER
12	12OZ. DISPENSER BOTTLE
3	13.5" SPOON/SPATULA
2	9.5" SCRAPER/SPATUAL
25	18"X12"X6" FOOD BOX W/LID
6	6 QUART SQUARE FOOD CONTAINER <sub>W/LID</sub>
7	18"X26"X9" FOOD BOX W/LID
1	12 QUART STAINLESS STEED COLANDER
1	PEELER
1	3/16" TOMATO SLICER
1	HEAVY DUTY OVEN MITT
12	16" ROUND ALUMINUM TRAY
1	DOUGH CUTTER
2	DOUGH DOCKER
1	18" ROLLING PAN
1 OR 2	DOUGH PAN RACK
1	48" STAINLESS STEEL STIRRING PADDLE
12	36" WIRE WISK
1	15"X20" CUTTING BOARD
2	15.5" TURNER FOR BREAD LOAVES

# DAILY OPERATIONS

## PIZZA WORLD SMALLWARES

QTY	ITEM
1	SMALL CROCK POT
2	CHANNEL LOCK PLIERS
2	RUBBERMAID DISH TUBS
1	ELECTRIC MINI-CHOPPER
6	HTH CAR TOPPER
24	PIZZA HOT BAGS

# DAILY OPERATIONS

## APPROVED PRODUCTS LIST

### – KMP/BUTTER/MARGARINE

Margarine, Liq w/Garlic 4/1

### KMP/CHEESE

Cheese, Cheddar Mld Fth Shred 5#

Cheese, Cheddar Mtd Fc Shred 4/5#

Cheese, Parmesan Grated 5#

Cheese, Swiss Natural 6-9 @2 ct

Cheese, Parm Fresh Grated K 5#

### KW/SHORTENING/OILS

Oil, Vegetable 17.5# D. 2 ct

### KW/SALAD DRESSINGS

Sauce, BBQ Bulls Eye K 4/1

Sauce, BBQ Bulls Eye 5 gal

Dressing, Caesar Creamy House 4/1

Dressing, Caesar Golden K 4/1

Dressing, Parm Peppercorn H 4/1

### KMP/PORTION CONTROL

Mustard, 11.5 oz Sq K 500

Mayonnaise, 7/16 Sq K 200

### FRESH MEAT

Beef, Ground 85/15 20# FLD2/10#

### MEAT

Bacon, Pre-cooked 300 ct Hormel

Beef, Meatball 10

Salami, Genoa Liguria 5-6 #3 ct

# DAILY OPERATIONS

## APPROVED PRODUCTS LIST (CONTINUED)

### MEAT

Ham, Buff 95%F/F 9-11 KP 2 ct  
Beef, Top Rd C/O 8-11# Preferred  
Bacon, Imitation Cand Bacon 4/8TO 9#  
Ham, Pt Style 13-5# W 2 ct.  
Pepperoni, Sliced Wilson 25#  
Sausage, Ckd Tpng 2/5 PW  
Chix, Brst Strip Ital Ckd @z 10#

### SEAFOOD

### POULTRY

Turkey, Breast Deli 7-9 Op K2 ct

### PRODUCE

Cilantro, Clean & Trim 1#  
Romaine Lettuce 24/case  
Iceberg Lettuce 6 ct  
Mushrooms 10#  
Tomatoes 5x6 20#  
Red Onions 25#  
Green Bell Peppers 25#  
Carrots 50#  
Cucumbers 6 ct  
Basil, Fresh 4 oz  
Spinach, Cello Flat 2.5#  
Garlic, Whole Pld 1 gal  
Parsley, Clean & Trim 1#

### MISCELLANEOUS

Egg, Large Fresh Grade A K 15 dz

# DAILY OPERATIONS

## APPROVED PRODUCTS LIST (CONTINUED)

### DAIRY

Cheese, Mozz Lo/Mois Luz 8/6 **PIZZA WORLD**

*US FoodProprietary*

Cheese, Provolone Smoked L3/12#

Cheese, Cheddar Wisconsin 40#

Cheese, Ricotta Luzzatti 4/5#

### FROZEN

Cheese, Feta Crumbles 2/5#

Egg, Chopped Preferred 4/5#

Egg, Chopped Premium 4/5#

### DRY

Sugar P/C 2000K

Corn Meal, White Plain 25#

Flour, Whole Wheat GM 50# **GENERAL MILLS**

Flour, Superlative 50# **GENERAL MILLS**

Salt, Premium Iodized A-25 **LAYS**

Snack, Chips Ridged Bulk 6 ct **LAYS**

Sugar, Granulated Cane A-25#

Snack, Chips Lays LLS FI 36 ct **LAYS**

Snack, Chips BBQ Large FI 36 ct **LAYS**

Sweetner, Sweet N Low 2000 ct **SWEET N LOW**

Crouton, Large Seasoned HZ8 ct

Cracker, Cafe 2 ct S 300

Fruit Mand Orange Seg AR12/30

Fruit, P/Apple Chunks NJ 6/#10

Pie Filling, Apple K 6/#10

Pie Filling, Cherry k 6/#10

Pie Filling, Peach K 6/#10

Bacon, Bits Imitation K 20#

Yeast Active Dry FI 12/2#

Olive, Ripe Sliced Kp 6/#10

Pickle, Dill C/C Slc KP 4/1



# DAILY OPERATIONS

## APPROVED PRODUCTS LIST (CONTINUED)

### DRY

Pepper, Jalapeno Sld Esp 6/3 10  
Pepper, Pepperoncini 5\* K 4/1  
Pepper, Rings Banana KP 4/1  
Icing, Van Heat N Ice R 6/6.5

Dressing, P/C Raspberry 4/1 gal **PIZZA WORLD**  
*Proprietary*

Dressing, P/C Italian 4/1 gal **PIZZA WORLD**  
*Proprietary*

Sauce, Salsa Thk N Chky P 4/1 gal

Spice, Basil Leaf Tone SI 1 oz

SpicE, Pizza World 20/6-7 **PIZZA WORLD**  
*Proprietary*

Spice, Oregano Leaf Kp 1.5#

Veg., Tomato 6 in 1 Escalon 6/#10  
*Proprietary*

Veg., Bean Refried Espl. 6/#10  
Puree, Tomato Ful Rd 106 S6/#10  
Veg., Artichoke Qtrs A R 6 ct  
Oil, Olive L-aco Pomace 4/1

### BEVERAGE

Coffee, Maxwell Hs 1.5 S/D 112 ct **MAXWELL HOUSE**

### PAPER

Bag, 20# Reg Bm 8.5 x 18 IM 2/500Bag  
Bag, Food Poly 8x3x15 M IM  
Bag Liner Clr 55 gal Hvy M200

# DAILY OPERATIONS

## APPROVED PRODUCTS LIST (CONTINUED)

### - PAPER

Sub & Bread Box 200 ct **PIZZA WORLD**  
 Box 8 inch Pizza World 100 **PIZZA WORLD**  
 Box 12 inch Pizza World 100 **PIZZA WORLD**  
 Box 14 inch Pizza World 100 **PIZZA WORLD**  
 Box 16 inch Pizza World 50 **PIZZA WORLD**

### Proprietary

Circle, Pizza 12 inch 250 **GENERIC**  
 Circle, Pizza 14 inch 100 **GENERIC**  
 Circle, Pizza 16 inch 50 **GENERIC**  
 Cup, Winc. 32 oz 32c32 500 **WINC CUP**  
 Lid, WInc. 32 oz SltD 32 Fls 500 **WINC CUP**  
 Lid, WInc. 16 oz Sit 16Ls 1M **WINC CUP**  
 Cup, WInc. 16 oz 16c16 500 **WINC CUP**  
 Container, 1 Comp Hinge 9x9 200  
 Container, Clr Lg 1 Comp 9x9 200  
 Container, Clr 1 Comp 8x85 200  
 Container, Hinged 6x6 1 compt 400  
 Lid, 9" Hi-Dome Clear 200 ct  
 Plate, 9" Deep Black 500 ct  
 Napkin, Mornap #37468 FH 6m  
 Napkin, Hynap #332-69 Dish Fh lom  
 NAPKIN, MINI MORNAP #370-69 F6M  
 Towel Single Fold #235-04 FH 16 ct  
 Tissue Toilet JBO 1 Ply F12 ct  
 Wrap, Potato 9x10.75 K 6/500  
 Wrap, Foil Reg 18x500 K 1  
 Flatware, Fork Wrpd Pls Jim  
 Flatware, Knife Wrpd Wht Jim  
 Cup, Portion 3 oz Plastic S. 2.5m  
 Lid, Portion 3 oz Plastic S. 2.5m  
 Glove, Vinyl Lg Disp PVC 100



# DAILY OPERATIONS

## APPROVED PRODUCTS LIST (CONTINUED)

### CHEMICAL

Chemical, Corn A/Pulp Clr D2 2.5  
Misc. Urinal Block W/Scn A 12 ct  
Handle, Mop WIng Nut 60 in 1 each  
Chemical, Detergent ES 5 gal  
Chemical, Rinse Air ES 5 gal  
Chemical, LED Detergent D5 5 gal  
Chemical, LED Drying Agent D5 5 gal  
Chemical, Sanitizer 5 gal  
Chemical LED Sanifinr 5 gal  
Chemical, Pink Dish Soap 4/1  
Soap, Clean & Soft Hand Soap 4/1  
Mop Head, Mono 32 oz Blend 6 ct

### TABLETOP

Ladle, 3 oz 1 PC S/S nsf  
Dolly, F/Container  
Brush, Pot w/Palmyra Bin  
Spoodle, 4 oz Solid Gray  
Opener, #1 Can w/o base  
Tumbler, 20 oz Ruby Pebbled 24 ct  
Flatware, Wlndsr Fork MW 24 ct

# FOOD SAFETY (SANITATION)

**CLEANING** - Cleaning is the removal of visible soil "what can be seen".

**SANITATION** - Sanitation is the removal of the "unseen" - "micro-organisms" or other harmful contamination. The way to reduce disease is to keep bacteria at a safe level.

**CONTAMINATION AND SPOILAGE** **SPOILAGE**  
The damage to the edible quality of food. You can smell, taste or see when something is spoiled.

## CONTAMINATION

The presence of harmful substances in food and on food contact surfaces. You may not be able to see, taste or smell contamination.

**THERE ARE THREE TYPES OF CONTAMINATION:**

1. Microorganisms, such as harmful bacteria which cause food borne illness.

2. Physical, such as:

- Metal shavings from cans
- Human
- Insects
- Dust/dirt particles
- Glass
- Hair
- Bones
- Trash

3. Chemical, such as detergents or cleaners that may have accidentally fallen into foods. This type of contamination results from allowing or causing chemicals to come in contact with product at any level of preparation. Examples of how this problem occurs include:

- the ineffective rinsing or removal of chemicals or cleaning materials from utensils prior to their use;
- improper use of cleaning aids in the food preparation area or in areas where food is being stored;
- the storage of foods in corrosive containers;
- the improper storage of cleaning supplies and other chemicals

# FOOD SAFETY (SANITATION)

## BACTERIA AND GERMS

**MICROORGANISMS** are “small living things.” Bacteria or viruses are the microorganisms, which cause food borne illness outbreaks.

**CONTAMINATION** is the presence of harmful substances in food or on food-contact surfaces.

***Bacteria and Germs can cause illness.***

**The conditions that encourage the growth of bacteria are:**

- **Moist, protein-rich foods and certain temperatures**

Bacteria and germs are living organisms that can only be seen under a microscope. Therefore, to prevent bacteria contamination, all Pizza World employees must:

- Properly cook raw food;
- Practice good personal hygiene;
- Keep all foods at proper temperature;
- Avoid cross-contamination (the spread of bacteria and germs from one person or object to another);
- Keep hot foods about 140 degrees;
- Keep cold foods below 45 degrees.

Many foods contain unpreventable levels of bacteria, therefore, our greatest challenge in this situation is to control it rather than eliminate it. Since some levels of bacteria are unavoidable, preventing food spoilage generally means killing or retarding the growth of any bacteria that may already be present in raw products. A bacterium thrives best in temperatures between 40 degrees and 140 degrees. This range is referred to as the “Temperature Danger Zone”.

# FOOD SAFETY (SANITATION)

## TIME AND TEMPERATURE

Bacteria grow best in the temperature danger zone - 45 to 140 degrees. Four hours is the maximum time a food can be in the temperature danger zone. REMEMBER - the time clock is CUMULATIVE which means that the time food spends in all stages of handling - receiving, storage, preparation, and holding - all add up.

**The three rules of time and temperature are:**

- 1. Keep food out of the temperature danger zone.**
- 2. Pass foods through the zone as quickly as possible.**
- 3. Pass foods through the zone as seldom as possible.**

## SAFE FOOD HANDLING

At Pizza World, serving the highest quality products and service are the two most important factors in accomplishing our goal. We must take a “no excuses, no compromise” approach and be especially aware of and react to factors that may negatively affect our quality commitment. Our approach must routinely include the necessary training, at all levels, the necessary procedures to accept and protect our products, and a total commitment on the part of all our employees to deliver this to our customers.

- All products must meet Pizza World quality standards and must be inspected at the time of delivery.
- All products must be marked with a color-coded label prior to storage.
- Refrigerated products must be stored within a temperature range of 34 degrees to 38 degrees.

## FOOD SAFETY (SANITATION)

- Any raw products over two (2) days old must be marked with a color coded dot next to the original color-coded label and inspected by the management prior to use.
- The prep person who handles any product with two color-coded labels is required to have a manager inspect and approve the product prior to use. Prep is not allowed to process any products that is not 100% quality. "If in doubt... check with the manager."
- All prepared products must carry a color-coded label indicating the day it was prepared.
- Prepped products, which are two (2) days old, must be marked with a second color-coded label.
- Management must inspect the quality of these products. The quality of any product two (2) days old or older must be double checked. If that product is considered usable, it must be moved to the front of the rotation for use as quickly as possible. Products, which are determined to be unusable, must be noted on the Waste Report and thrown out.
- The temperature, appearance, and taste of all completed products must be verified as acceptable before being delivered to the serving line.
- Completed product holding times are specific and must be adhered to at all times.
- Counter personnel must be well trained and are required to maintain quality procedures and standards once products have been delivered to their areas. Any questionable product must be brought to the attention of the shift manager.

## FOOD SAFETY (SANITATION)

- Quality management is the general responsibility of all Pizza World employees. The shift manager is directly responsible for quality control during his/her shift. Questionable products must not be served under any circumstances.

These inspections are made in order to protect our customer from the possibility of contracting food borne illness.

Before becoming involved with food preparation, customer service, and quality issues, it is important to address product safety-- an area critical to our image and overall success. As critical as this issue is, it is often taken for granted. Since it only takes one bit of carelessness on the part of any employee, the following information and procedures are intended to clearly establish Pizza World standards in the areas of product safety and quality.

Every Pizza World product specification, recipe, and procedure, and all shelf life and holding times are developed with possible food contamination in mind. Therefore, the best way to minimize problems in this area is to follow procedures exactly. Obviously, common sense plays a part. The rule of thumb should be, if you would not eat it yourself (or serve it to your mother), don't serve it to our customers.

## **FOOD SAFETY (SANITATION)**

**FOOD FREQUENTLY INVOLVED IN FOOD BORNE ILLNESS INCLUDE:**

- Eggs and egg products
- Meat and meat products
- Poultry and poultry products
- Fish and shellfish
- Gravy and sauces

When these foods are mishandled and contaminated, the risk for food borne illness increases.

### **REGULATIONS**

Strict control over the temperature of food is the most important factor in preventing food borne illness.

As a general rule, whether refrigerated or at room temperature, all food items must remain covered at all times.

To ensure customers always receive fresh, top quality product, food requiring advanced preparation should be prepared for sale on the same day.

In the event an item requires advanced preparation, it should be prepared no earlier than for use the next day. In those situations, strict adherence to product storage and handling procedures (example: First in - First out) as set forth by Pizza World, must be followed.

Bacterial growth accelerates between 40 and 140 degrees. Therefore, all foods must be stored below 40 or above 145 out of the temperature danger zone.

**REMEMBER THE THREE RULES OF TIME AND TEMPERATURE ARE:**

- 1. Keep foods out of the temperature danger zone.**
- 2. Pass food through the zone as quickly as possible.**
- 3. Pass food through the zone as seldom as possible.**

## FOOD SAFETY (SANITATION)

The resale of any food product returned as a “bad order” is strictly prohibited. Consumption of these orders by staff is also prohibited for several reasons. The most important is that tampering with the food could have occurred.

**THAWING** – Thawing or defrosting should always be done in the cooler at temperatures below 45 degrees and NEVER in hot water. If quick thaw is needed, the product should be placed in a container under cold water. The rule of thawing or defrosting is to plan ahead so there is no need to quick thaw.

**CROSS CONTAMINATION** – **Cross contamination** is the result of allowing food to be exposed to bacteria, odors, or foreign objects, which originate from other sources. An example of this type of contamination would be storing an open container of food under containers of food, which may leak, or handling, mixing or cutting food with dirty or contaminated utensils or storing food in dirty containers. Food may also be cross contaminated by placing it on dirty cutting boards, counters, or tables.

Wood and other porous surfaces are potentially dangerous because germs hide in the pores and if the surface is not properly cleaned, germs can easily be transferred. Food can be contaminated by coming into contact with other foods. For this reason separate batches of the same food should be stored in separate containers and **NEVER** mixed. **Sauces and other foods made one day should never be mixed with products made at different times.** If one batch has been spoiled or contaminated and is mixed with another, then the entire product becomes contaminated.

## FOOD SAFETY (SANITATION)

### *To avoid cross contamination of food:*

- Raw food must be stored away from ready to eat food.
- Use separate cutting boards and utensils for cooked and raw foods.
- Hands must be washed thoroughly before handling food.
- Food preparation areas must be kept clean, sanitized, and tidy at all times.
- All cleaning chemicals must be stored away from food preparation and food storage areas.
- Smoking in the Store is **NOT PERMITTED**.

While all forms of contamination are serious, they can be eliminated or minimized through management awareness and the strict enforcement of food handling procedures.

In spite of all the possible sources, the most common cause of contamination is **PEOPLE**. If an employee is ill and allowed to prepare food, they can pass their illness along to our customers through contamination. Any employee who appears to have symptoms of illness (sneezing, coughing, runny nose, stomach cramps, etc.) should not be allowed to work.

*Standard operating policy and common sense, dictates that one of the most effective ways to reduce contamination is by thoroughly and frequently washing hands. Employees must also wash their hands thoroughly before beginning work, when returning from the rest rooms or from break, or anytime they have left their workstation, regardless of the reason.*

## FOOD SAFETY (SANITATION)

**COOKING**– Meat should be cooked in one continuous process. Never allow undercooked meat, fish, or poultry to be served.

**REFRIGERATION**– *Improper cooling is one of the main causes of food borne illness.*

- Delivered raw product must be within the range of 34 - 38 degree temperature range at the time of delivery. This range also applies to prepared products, delivered or produced in the store.
- Refrigerated products must be held within a range of 34 - 38 degrees.
- All food should be cooled to a maximum internal temperature of 40 degrees within four hours.
- Items may be taken directly from the cooking equipment and placed in the cooler. However, if the cooler is too small or inefficient to handle the heat generated from the food, then the food must be cooled in an ice bath before placing it in the cooler.
- Food being cooled, especially sauces and soups should be held in a shallow pan with a large surface area. This allows for more rapid cooling.
- Cooled foods must be properly covered with foil or plastic wrap or stored in containers with tight fitting lids.
- To ensure that the temperature in the cooler is accurate and is below 40 degrees, store a covered cup of water with a thermometer inserted through the lid to monitor the product temperature.

**RE-HEATING**– Liquid and semi-liquid foods should be stirred frequently to ensure thorough heating.

Foods that are reheated must be brought quickly to an internal temperature of 165 degrees or higher.

## **FOOD SAFETY (SANITATION)**

**HOT FOOD HOLDING** *Improper holding of hot food is a major cause of food borne illness due to inadequate temperature control.*

- Keep hot food above 140 degrees until ready to serve.
- Do not prepare food farther in advance than necessary. As a general rule to ensure maximum quality, do not allow food to sit in hot holding equipment longer than two hours.
- Cover holding containers to prevent heat loss, minimize evaporation,

**CANNED GOODS** *The following are a few indicators or symptoms of inferior quality:*

- Swollen cans or other containers
- Severe product discoloration
- Unnatural or offensive odor when opened
- The presence of foam or mold
- Leaks
- Rusted containers

**FRESH FOODS** *The following are a few indicators or symptoms of inferior quality:*

- Product discoloration
- Unnatural or offensive odors
- Unnatural or slimy texture
- The presence of water (juices) in a sealed bag of produce

**HOT AND COLD FOODS** It is the responsibility of each Pizza World store to maintain proper hot and cold food temperatures.

It is the responsibility of the Shift Manager to ensure that these temperatures are monitored throughout the day and that proper cooking procedures are followed to ensure safe food handling.

# FOOD SAFETY (SANITATION)

## POCKET THERMOMETERS

– Each Pizza World store should be equipped with several pocket thermometers (managers should have one on their person at all times). It is used to check product and holding unit temperatures.

To ensure that each pocket thermometer is working properly it must be calibrated at least once a week and whenever it is dropped. It is the responsibility of the Manager to see that this is done. To calibrate a pocket thermometer, the high and low temperatures must be checked. Each time that the thermometer is adjusted, the high temperature checked must be repeated.

***To check the high temperatures, follow these steps:***

### STEP 1

#### – **BOIL WATER**

1. Fill stockpot three quarters full with water.
2. Place it on the stove and turn burner to high heat.
3. Bring water to a boiling point

### STEP 2

#### – **INSERT STEM IN WATER**

1. Insert stem into the water so that the water covers the small notch on the stem.
2. Use caution when inserting the pocket thermometer into the water. Do not let the thermometer touch the bottom of the pot.

### STEP 3

#### – **READ THE THERMOMETER**

1. Check the temperature reading.
2. Temperature should read 212 degrees at sea level.  
***Note: For every one thousand feet above sea level, the boiling temperature decreases 2 degrees.***
3. If high temperature reading is incorrect, conduct the low temperature check (see below).
4. Even if low temperature reading is correct, pocket thermometer is defective and must be replaced.
5. Be sure to allow the thermometer to cool before conducting the low temperature check and before placing back in the thermometer holder.

## FOOD SAFETY (SANITATION)

*To check low temperatures, follow these steps:*

– **STEP 1 PREPARE ICE WATER**

1. Fill a cup with ice.
2. Add cold water to just cover the ice.

– **STEP 2 INSERT THE THERMOMETER IN WATER**

1. Remove thermometer from holder.
2. Insert stem into the ice water so that the small notch on the stem is covered by water.

– **STEP 3 READ THERMOMETER**

1. Check the reading after two minutes.
2. Temperature should read 32 degrees.

– **STEP 4 ADJUST, IF NECESSARY**

1. To adjust the thermometer, hold the dial and use a small pair of pliers to adjust the nut underneath the dial
2. With the stem still in the ice water, turn until the pointer reads 32 degrees.
3. To be sure that the thermometer is now properly calibrated, the high temperature check must be repeated. Be sure to follow each and every step.

Government health departments inspect food service establishments on a periodic basis. Every store should expect several unannounced visits each year.

# FOOD SAFETY (SANITATION)

## THE FIVE STEP CLEANING PROCESS

– Various health departments require the use of the five step cleaning method, which is explained below.

Each Pizza World store is equipped with a three-compartment sink.

- The first compartment contains approved detergent soap solution.
- The second compartment is empty (this is where items are rinsed).
- The third compartment contains disinfectant or sanitizer, which kills bacteria and germs.

*All items listed in the Pizza World schedule/ checklist that require the Five Step Cleaning Method, will be cleaned as follows:*

### STEP 1 – SCRAPE AND RINSE

Scrape any dirt or debris into the garbage before taking any utensils or equipment to the sink area. Rinse utensils, equipment, and surfaces in the second compartment which is empty and used for rinsing only.

### STEP 2 – WASH

Wash items in first compartment of sink, which contains soap and hot water, using a brush to remove heavy soil.

### STEP 3 – RINSE

Rinse all items in the second compartment and be sure all soap film is removed.

## FOOD SAFETY (SANITATION)

### –STEP 4

#### **SOAK IN SANITIZER/DISINFECTANT**

All items must be soaked in sanitizer/disinfectant solution for at least one minute.

This is done in the third compartment of the sink. Sanitizer/disinfectant solution must use cold water only and should be changed at least three times daily.

If disinfecting a surface which cannot be brought to the sink (like a counter top), you need only spray a mixture of sanitizer and water solution from a spray bottle onto the surface and wipe clean with a cloth.

### –STEP 5

#### **AIR DRY**

Allow to air dry. DO NOT hand dry unless specified and always use a clean dry cloth.

Note: The Five Step Cleaning Method applies to both portable objects like smallwares and utensils which are small and convenient enough to take to the sink and non-portable objects like counter tops, floors, walls, and ceilings which cannot be moved and must be cleaned where they are located.

When cleaning non-portable items, use the Five Step Cleaning Method in the same manner as described above with the exception of transporting the items to the sink.

**Example: to clean a floor surface, follow these steps:**

**Step 1:** Sweep floor with a broom.

**Step 2:** Mop using soap and hot water.

**Step 3:** Rinse floor after cleaning mop.

**Step 4:** Mop floor using sanitizer and cold water mixture.

**Step 5:** Allow to air dry.

# FOOD SAFETY (SANITATION)

## CLEANING SCHEDULES AND CHECKLISTS

Your personal hygiene and cleanliness are representing the cleanliness of your store. In most cases your customers and potential customers see the store before they see you. Cleaning and maintenance of the store is a team effort. Each team member must pay constant attention to his or her assigned area. If one Pizza World store or one area of the store is not in top form, the perception will be that all stores or all areas of the store are not in top form.

A clean presentation to our customer is essential for good customer relations.

Health department regulations require each store be kept clean at all times.

The easiest method of maintaining a clean store is not allowing it to get dirty. Therefore, always clean as you go, and follow all cleaning schedules and checklists as required by Management.

## SCHEDULES AND CHECKLISTS

The most efficient and successful method of establishing workable cleaning routines is by creation of a cleaning checklist and schedule.

Checklists and schedules eliminate the possibility of oversights and create a routine.

Because each store is different in one way or another, like different rush hours, the number of customers eating in vs. take-out, size of store or, size of parking area, it is difficult to establish a standard schedule for cleaning and have each store follow the exact same routine.

It is the responsibility of the Store Manager to use the cleaning checklist and post a cleaning schedule in the store. The responsibility to follow these requirements becomes a team effort and each employee must do their part.

# FOOD SAFETY (SANITATION)

*THE FOLLOWING CHART PROVIDES EACH EMPLOYEE WITH THE INFORMATION NECESSARY FOR CLEANING SPECIFIC AREAS OF THE STORE.*

<b>ITEMS TO BE CLEANED</b>	<b>METHOD OF CLEANING</b>	<b>FREQUENCY OF CLEANING</b>
<b>OUTDOOR FACIA SIGNS</b>	VINEGAR AND WARM WATER SOLUTION, PAIL, SQUEEGEE, SPONGE MOP CLOT, LADDER AS REQUIRED	MINIMUM MONTHLY AND AS NEEDED
<b>INTERIOR WINDOWS</b>	SAME AS ABOVE OR AN APPROVED WINDOW CLEANING SOLUTION	MINIMUM DAILY OR EACH SHIFT AS NEEDED
<b>EXTERIOR WINDOWS</b>	SAME AS ABOVE OR AN APPROVED WINDOW CLEANING SOLUTION	MINIMUM WEEKLY OR AS NEEDED
<b>PARKING LOT</b>	GARBAGE AND GLOVES TO PICK UP LITTER	MINIMUM DAILY AND AS NEEDED
<b>PERIMETER OF STORAGE &amp; GARBAGE DISPOSAL AREA</b>	SAME AS ABOVE	MINIMUM DAILY AND AS NEEDED TO KEEP DEBRIS TO A MINIMUM
<b>GARBAGE CANS AND WASTE BASKETS</b>	SPRAY SANITIZER SOLUTIONS AND WIPE; 5 STEPS CLEANING MONTHLY	MINIMUM DAILY AND AS NEEDED
<b>LIGHTS</b>	INSPECTS AND REPLACE AS NECESSARY	MINIMUM DAILY AND AS NEEDED
<b>FLOORS</b>	SWEPT	MINIMUM AFTER EVERY SHIFT OR AS NEEDED
<b>FLOORS</b>	FIVE-STEP CLEANING METHOD	MINIMUM DAILY OR AS NEEDED

# FOOD SAFETY (SANITATION)

ITEMS TO BE CLEANED	METHOD OF CLEANING	FREQUENCY OF CLEANING
WALLS	CLEAN AS YOU GO WITH SANITIZING SOLUTION	MINIMUM DAILY OR AS NEEDED
MOPS, MOP PAILS, WRINGERS	FIVE-STEP CLEANING METHOD	MINIMUM WEEKLY OR AS NEEDED
SOAP DISPENSERS	FIVE-STEP CLEANING METHOD	MINIMUM WEEKLY OR AS NEEDED
PREP TABLES/ AREAS, WORKING TABLES, PACKING TABLES, COUNTER TOPS, TABLES AND CHAIRS	CLEAN AS YOU GO WITH SANITIZING SOLUTIONS AND CLEAN WIPE CLOTH	MINIMUM WEEKLY OR AS NEEDED
3 COMPARTMENT SINK, HAND SINKS, TOWEL DISPENSERS, CAN OPENERS, PORTION SCALES, RECEIVING SCALE, SHELVING, CUSTOMER COUNTER	FIVE-STEP CLEANING METHOD	MINIMUM DAILY OR AS NEEDED
WASHROOMS (INCLUDES ITEMS NOT ALREADY MENTIONED)	SPOT CHECKS W/ SANITIZING SOLUTION	SEVERAL TIMES DAILY

# FOOD SAFETY (SANITATION)

ITEMS TO BE CLEANED	METHOD OF CLEANING	FREQUENCY OF CLEANING
<b>ALL SMALLWARES, COOKING UTENSILS, COOKING POTS, MEASURING UNITS, STORAGE CABINETS, BINS, LIDS, KNIFES</b>	FIVE-STEP CLEANING METHOD	MINIMUM DAILY OR AS NEEDED
<b>PEST CONTROL</b>	PROFESSIONAL EXTERMINATOR	REGULARLY SCHEDULED MAINTENANCE SPECIFICALLY FOR EACH STORE.
<b>WALLS, SHELVES, AND RACKS</b>	FIVE-STEP CLEANING METHOD	MINIMUM DAILY OR AS NEEDED
<b>GENERAL STORAGE "HARD TO GET" AREAS "RARELY SEEN"</b>	FIVE-STEP CLEANING METHOD	MINIMUM DAILY OR AS NEEDED
<b>INSIDE WALK-IN CLOOKER</b>	TRANSFER ALL FOOD TO ONE SIDE OF THE WALK-IN, FIVE-STEP CLEANING METHOD ON ALL WALLS, CEILINGS, AND MOVABLE SHELVES. REPEAT FOR OPPOSITE SIDE FIVE-STEP CLEANING METHOD ON ENCLOSURE AROUND COOLING UNIT, DOOR GASKETS, DOOR FRAMES. INSPECT GASKETS FOR CRACKS AND TEARS. REPLACE ALL FOOD USING FIFO (FIRST IN-FIRST OUT)	MINIMUM DAILY OR AS NEEDED

# FOOD SAFETY (SANITATION)

ITEMS TO BE CLEANED	METHOD OF CLEANING	FREQUENCY OF CLEANING
<b>REFRIGERATOR UNITS, DRINK COOLERS</b>	UNPLUG OR TURN OFF CIRCUIT TRANSFER FOOD TO WALK-IN FIVE-STEP CLEANING METHOD INSIDE, OUTSIDE, SHELVES, HINGES, GASKETS, AND DOOR GUIDES. INSPECT GASKETS FOR CRACKS AND TEARS. CLEAN COILS AND FINS ON CONDENSING UNIT USING A BRUSH. REPLACE SHELVES AND RETURN POWER. REPLACE ALL FOOD USING FIFO (FIRST IN-FIRST OUT)	MINIMUM DAILY OR AS NEEDED
<b>ALL COOKING OR POWERED APPLIANCES</b>	<p>EQUIPMENT CARE AND CLEANING IS NECESSARY FOR THE SUCCESSFUL OPERATION OF A PIZZA WORLD STORE. NOT ONLY DOES THE EQUIPMENT PRODUCE OUR DAILY PRODUCT THAT OUR BUSINESS IS BASED ON, BUT ALSO IT IS EXPENSIVE TO REPLACE IF NOT PROPERLY CARED FOR BY REGULAR CLEANING AND MAINTENANCE. THEREFORE, EACH OF THE LISTED EQUIPMENT ITEMS MUST BE MAINTAINED AND CLEANED ON A REGULAR BASIS. BEFORE CLEANING ANY OF THESE ITEMS YOU MUST BE TRAINED TO DO SO. THE MANAGER WILL INFORM YOU OF ALL CLEANING AND MAINTENANCE PROCEDURES AS WELL AS FREQUENCY. ALTHOUGH IT MAY SEEM STANDARD OR ROUTINE, THERE ARE MANY SAFETY PRECAUTIONS THAT MUST BE TAKEN, LIKE USING THE CORRECT DETERGENT. THE MANAGER HAS BEEN INFORMED AND PROPERLY TRAINED IN THE CLEANING AND MAINTENANCE OF THESE APPLIANCES ACCORDING TO THE MANUFACTURER'S SPECIFICATIONS, WHICH ARE ACCESSIBLE AT THE STORE.</p>	

# LOSS PREVENTION & SAFETY

## GENERAL SAFETY RULES

Post all emergency telephone numbers next to the phone

- Police
  - Fire
  - Ambulance
  - Insurance
  - Manager
  - Owner
  - Corporate Office
- Never ignore a safety device or warning on any equipment
  - Remember an employee must be 18 to work with motorized equipment
  - Check floor condition and report any spills or loose tiles
  - Wear shoes with non-slip soles
  - Know location of fire extinguisher
  - Be sure fire extinguisher is serviced and recharged regularly
  - Know the location of the first aid kit and keep stocked
  - Make sure your hands are dry when connecting or disconnecting electrical cords
  - Extension cords or outlet multipliers are NOT acceptable
  - Do not open, disassemble, maintain, or service any electrical equipment unless power is disconnected
  - "Caution - Wet Floor" must be used when mopping floor
  - Keep work areas and aisles free of clutter
  - Keep flammable goods away from pilot lights, open flames, or areas of intense heat
  - Lift with bent knees, not with your back
  - Turn by using your feet, not your back
  - Do not sit, stand or climb on any equipment
  - Stack and store supplies safely and in accordance with procedures

## LOSS PREVENTION & SAFETY

### CASH CONTROL PROCEDURES

### DEPOSITS

### FIRE SAFETY PROCEDURES

- Use equipment only after receiving training in proper use
  - Check parking lot for broken pavement
  - Keep all furniture in good repair
  - Use the "Store Safety Checklist" form
  - Inspect interior and exterior lighting regularly for burned out or broken lights - replace or have replaced and/or repaired immediately
- No discussions of cash and/or sales volumes shall be made while customers are present in a Store or with any callers other than Company personnel.
- No more than \$200 may be kept in the front cash till at any time.***
- Cash is NEVER counted in view of the customers
  - All bulk cash and daily receipts must be kept out of view of customer
  - Bulk cash and receipts on hand must not exceed one thousand dollars (\$1,000) at any one time
  - Bank deposits should be made in the morning and again in the afternoon, after the lunch rush and prior to the dinner rush
  - Cash in excess of \$200 must be removed and placed in the safe as frequently as is prudent.
  - Any other cash handling procedures must be approved in writing, prior to their enactment
- The shift manager is responsible for coordination and evacuation
  - In case of fire everyone must evacuate the building immediately
  - The shift manager must designate one person to go to the nearest phone to call the fire department and ambulance -- DO NOT USE THE PHONE IN THE STORE

# LOSS PREVENTION & SAFETY

## EMPLOYEE ACCIDENTS

- The shift manager should designate an outside meeting place and account for all employees and others in the store
- No one is allowed - for any reason - to re-enter Store until the Fire Department grants permission

In case of an accident involving an employee, use the following steps as a guide.

### **1. Call for help**

If the injury appears to be serious, call for an ambulance or medical help immediately.

### **2. Make the Injured Person Comfortable**

Make the injured person as comfortable as possible, but do not attempt to move the injured person.

### **3. Give First Aid**

**ONLY** an employee trained in first aid procedures by licensed organizations such as the Red Cross may give first aid.

### **4. Notify Manager**

Immediately notify the manager.

### **5. Accident Report Form**

The Manager must complete the Accident Report Form immediately.

# LOSS PREVENTION & SAFETY

## CUSTOMER ACCIDENTS

- In case of an accident involving a customer, use the following steps as a guide.

### **1. Call for help.**

If the injury appears to be serious, call for an ambulance or medical help immediately.

### **2. Make the Injured Person Comfortable**

Make the injured person as comfortable as possible, but do not attempt to move the person.

### **3. Gather Information from the Injured Person**

Get their name, address, and phone number. Get name, address and phone number of any witnesses. Write down all information about the accident.

### **4. Refer any questions**

Never admit guilt. Direct any questions, details and discussions relating to the accident, insurance and coverage to the Manager.

### **5. Notify the Manager**

Notify the Manager immediately. Manager should immediately fill out the Customer Accident Report Form.

- A total prevention plan is the best way for you to reduce the possibility of becoming a robbery victim. Use of the recommendations below will result in a stronger security image, which will reduce the likelihood that a robber will choose your store as a target.

## GENERAL SECURITY RULES

# LOSS PREVENTION & SAFETY

**PREVENTION** *Think like a robber. The following are some things that a robber looks for when deciding what business to rob.*

- Poor exterior lighting
- Cluttered windows
- Large amounts of money
- Lack of witnesses
- Lack of employee awareness to their surroundings
- Easy escape routes
- Slow activity
- Empty Parking Lot

**BE IN CONTROL**

- A robber does not want to be identified. Most robberies are committed within 30 to 90 seconds, with as little human contact as possible.
- Make eye contact with each customer who enters the Store. Eye contact will let the customer know you are aware of their presence and might discourage a would-be robber.
- Never walk alone at night.
- Be suspicious of people wearing clothing, which could conceal a weapon, and customers loitering inside the store.

**CONTROL YOUR CASH**

- Cash control is the strongest deterrent to robbery.
- Making twice daily deposits, using the safe properly, using some type of drop system, and keeping the lowest amount of cash in the till makes the Store a less desirable target.
- Enforce the cash drawer (till) limit policy. Adopt and enforce a policy of regarding acceptance of large bills.
- Train management personnel to monitor cash levels regularly and place excess in the safe.
- Do not display large bills in the cash drawer.

# LOSS PREVENTION & SAFETY

## DEPOSITS

You can make all the money in the world, but it won't do you any good if it is deposited in a robber's pocket rather than in the bank.

- Do not go to the bank at the exact same time every day.
- Disguise the deposit in a grocery bag.
- Always go directly to the bank.
- Vary the route taken to the bank.
- Store should make daylight deposits.
- Check the outside of the Store before leaving for the bank.

All deposit MUST be validated within one day.  
Deposits slips are turned in weekly.

## ADDITIONAL SAFETY PROCEDURES

### REFERENCES

There are many reasons why references should be checked when hiring any new employee. The main reason is that most robberies involve employees or former employees. For this reason all Pizza World employees will have their references checked prior to being hired at Pizza World. Large gaps in any applicant's employment history that cannot be easily explained, are suspicious and should be thoroughly checked out. Telephone contact should be made with all listed references.

A photo of new employees is placed in his/her personnel file servers as a deterrent to any employee considering robbing the store. The photo may also be helpful to the police department for identification in the case that a former employee returns as a robber.

# LOSS PREVENTION & SAFETY

## OPENING AND CLOSING TIMES

Pizza World requires that Stores open and close with two (2) people. Opening and closing are times of highest vulnerability.

### **BACK AND SIDE ENTRANCES**

Back and side entrances must be kept locked at all times. They should be equipped with a peephole and a deadbolt lock. They should not be used for deliveries. If deliveries must come through the back door, have the vendor enter from the front so that you may identify them.

**NEVER OPEN THE BACK DOOR FOR ANYONE.**

Ask them to go to the front.

When any employee is entering the store they should look for strangers or signs of forced entry. If there are signs of forced entry, **NO ONE SHOULD ENTER THE STORE.** Instead they should call the police and wait outside.

All doors should always be kept locked until the Store opens to the public. This reduces the chances that employees may be surprised.

Employees who have keys should NEVER loan them to anyone. If someone needs a key, they will be given one by management. Loaning keys is grounds for immediate dismissal.

Only authorized people should be allowed behind the counter or in the back of the Store. A visiting off-duty employee is not an authorized employee and is NOT permitted behind the counter or in the back of the Store. Please respect this policy.

Any requests for information about Pizza World must be directed to the corporate office.

No one is allowed to enter the Store after the doors have been locked. Please do not make any exceptions to this rule.

## LOSS PREVENTION & SAFETY

The back door should **NEVER** be opened after dark.

Possible escape routes from the Store should be examined and shared with employees.

### **IN CASE OF ROBBERY** – If the Store is robbed, **GIVE THE ROBBER WHATEVER THEY WANT AND DO EXACTLY AS THEY SAY. DO NOT RESIST. EMPLOYEE SAFETY ALWAYS COMES FIRST.**

- Remain calm.
- Inform the robber of other employees in the store... no surprises.
- Always give the robber what he/she wants.
- Robbers don't usually hurt people who are cooperative, therefore, always obey the robber's orders.
- **NEVER** stare at the robber, but pay attention to appearance, clothing and any signs of identification. Try to notice anything unusual, moles, tattoos or scars.
- If the robber has a weapon don't stare at it.
- If the robber asks questions, do not lie. Always tell the truth.
- Remember the robber is as nervous as you are. Do not try to surprise, excite, or confuse the robber. If you are expecting anyone to come into the Store soon, inform the robber ... remember no surprises.
- **NEVER** argue with the robber.
- Never chase a robber. Do try to notice in what direction they left: if they are running or driving what kind of car they got into – anything that may help the police identify and catch them.
- If it is an in-store robbery, the first thing to do after the robber has left the Store is to **LOCK THE DOOR**. Do not open the door for anyone.