Domino's Pizza Training Manual



Figure 1

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Introduction

Hello Domino's Pizza Employee,

Congratulations on becoming a member of the Domino's Pizza team. Here at Domino's Pizza, we provide our excellent services based on the customers needs. To provide customers with the best service ever, we need to train you to on our foundation, which is, "make the customer happy." No matter what the occasion is our customers always deserve to be satisfied. We have developed the word W.I.N into our company logo meaning:

- Wow every customer
- I make it happen
- Never compromise our standards

With this in mind you should be able to surpass every customer's standards and provide them with the best service possible. This will provide a good experience for you and the customer.

As a Domino's employee you are expected to give our customers the best customer service possible as well as satisfying their order. We strive to give our customers the best tasting pizza possible. One important thing that comes with a great tasting pizza is the cleanliness of the store. Keeping the store clean allows us to construct a tasty pizza that satisfies our customers.

This manual will provide you with all the training you need to keep your store clean and how to properly interact with our customers. This manual will always serve as a reference to you as well as a reference to training new employees. This manual will outline the different positions of Domino's pizza such as, a CSR and a Delivery Expert, and will describe their duties.

We hope you enjoy your experience as a Domino's Pizza employee and we Thank you for becoming a part of our family.



Figure 2

Chapter 1: Opening the Store and Prep of Food



Figure 3

Opening the Store

Both Drivers and CSR's have multiple tasks when it comes to opening the store. If you are a Driver always remember to:

- Be on time to work
- Be in full uniform
- Write down beginning mileage
- Place car top onto your vehicle
- Check vehicle for any malfunctions
- Receive bank from opening manager

These things must be done prior to beginning your workstation inside the store. If you are a CSR you must remember to:

- Be on time to work
- Be in full uniform
- Grab bank from opening manager

After meeting the requirements for your position, both the Driver and CSR must do the following before the store is opened:

- Sweep/Mop the carryout area
- Throw away trash
- Set up the make line
- Gab washed equipment from dish rack and set it up
- Load up the Pulse system on the computer's to there proper setting
- Prep meats, veggies and cheeses
- Prep sauces
- Stock up on boxes or dip cups
- Stock up on coke products
- Refill crushed red pepper and parmesan containers

You may not be able to finish these tasks at once but be sure to do your required tasks. Also when prepping, prep the foods that are most used in your store first. Most used foods will vary from store to store so make sure to ask your manager which foods are the most used. This will prevent any back ups in the make line as well as giving most customers what they want. We will now show you how to prep the foods as well as setting up the store before opening the doors to our customers.



SPEEDYSIGNS

Setting up the Make line



Figure 5

When setting up the make line be sure to turn it on before putting foods products on it and inside of it. Each make line has a freezer down in the bottom for storing foods. From the previous closing shift there will be left over meats, sauces, and veggies under the make line. Be sure to set the items on to their desired location. These items will be used first before using the prepped items in the cooler. After arranging all the:

- Meats
- Veggies
- Sauces
- Tools

On to the make line, fill the rest of the empty buckets so that the make line is ready to go once your store opens. While setting up the make line look to see what food needs to be prepped. This will make it easier and faster for you when the first order comes through. Make sure everything is where it needs to be and make sure to check the expiration dates of each item, as we don't want our customers to experience any food poisoning.



Prepping the food



Meats Figure 7

Prepping the food is one of the most important things to do at Domino's, because if there is no food prepped then pizzas and other foods can't be made and customers won't be satisfied. Each store is different but one topping that every store needs is meats. Which consist of:

- Pepperoni
- Beef
- Italian Sausage
- Italian Sliced Sausage
- Ham
- Bacon
- Salami
- Philly Steak
- Premium Chicken

You should always prep your most used meat first, which will

- Beef
- Italian Sausage
- Bacon
- Chicken
- Ham

These meats will be the next most used. Your least used meats will be last to prep. These meats consist of:

- Salami
- Philly Steak
- Sliced Italian Sausage

To begin prepping you must know what meats go into each bucket. Pepperoni goes into a 44 oz. clear buckets with blue lids and the rest of the meets will go into 22 oz. white buckets with white lids. Each meat item comes in a bag ready to go; the only thing you have to do is place each meat item into the proper bucket. Depending on how much you need to prep you will know how many buckets and lids to grab. Each bag of meat has a certain amount of buckets it goes into as well as a particular bucket. Here's the breakdown:

- 1 bag of Pepperoni will require 3-44oz. clear buckets with blue lids
- 1 bag of Beef requires 3-22oz. white buckets with white lids
- 1 bag of Italian Sausage requires 3-22oz. white buckets with white lids
- 1 bag of Ham requires 1-22 oz. white bucket with a white lid
- 1 bag of Bacon requires 2-22 oz. white buckets with white lids
- 1 bag of Sliced Italian Sausage requires 1-22oz. white bucket with a white lid
- 1 bag of Premium Chicken requires 2-22 oz. white buckets with white lids
- 1 bag of Philly Steak requires 1-22 oz. white bucket with a white lid
- 1 bag of Salami will require 1-22 oz. white bucket with a white lid

Knowing how many containers you need per bag will make it easier for you to know how much to prep. This will help you not over stock and be better prepared for the day.

Veggies

Veggies will be the next thing to prep since they are the second most used toppings. Domino's carries many types of veggies, which include:

- Tomatoes
- Spinach
- Roasted Red Peppers
- Pineapples
- Onions
- Mushrooms
- Jalapeno Peppers
- Green Peppers
- Green Olives
- Black Olives
- Banana Peppers

The veggies come in bags and cans. The veggies that have juice inside the bag or can will need to be drained and rinsed off. These veggies include:

- Tomatoes
- Roasted Red Peppers

- Pineapples
- Jalapeno
- Black and Green Olives
- Banana Peppers

The rest of the veggies will not need to be rinsed off, but all veggies will be prepped in 22 oz. white buckets with white lids. Each bag of veggies like the meats has a certain amount of buckets it goes in to. The amount per bucket per veggies follows:

- 1 bag of Banana Peppers requires 1-22oz white bucket with white lid
- 1 bag of Black or Green Olives requires 1-22oz white bucket with white lid
- 1 bag of Green Peppers requires 1-22oz white bucket with white lid
- 1 bag of Jalapeno Peppers requires 1-22oz white bucket with white lid
- 2 cans of Roasted Red Peppers will go in 1-22oz white bucket with white lid
- 2 cans of Tomatoes will go in 1-22oz white bucket with white lid
- 1 bag Pineapples requires 1-22oz white bucket with white lid
- 1 bag of Onions requires 1-22oz white bucket with white lid
- 1 bag of Spinach requires 1-22oz white bucket with white lid
- 1 case of Mushrooms requires 5-22oz white buckets with white lids

Each store varies on how much you need to prep, so always ask your manager what items are used the most to prep first.

Sauces

Domino's Pizza also carries sauces, which also need prepping. Sauces should always be your last things to prep, as there will be sauces leftover from the previous day. These sauces include:

- White Sauce
- Robust Inspired Tomato Sauce
- Hearty Marinara Sauce
- BBQ sauce

Sauces are either prepped in a 22 oz. bucket or into 32 oz. bottles. The bottles will need a plastic bag to be placed inside of them before putting the sauce in. Robust inspired tomato sauce is trickier to prep, as it will be put into a 5-gallon bucket. Each item should be prepped as followed:

- 2 bags of Hearty Marinara Sauce requires 1-22oz bucket
- 1 bag of BBQ sauce requires 2-32oz bottles. Don't forget to put in a clear plastic bag in the bottle first.
- 3 bags of White sauce require 2-32oz bottles. Don't forget to put in a clear plastic bag in the bottle first
- 2 bags of Robust Inspired Tomato Sauce will require 1 5-gallon bucket. To prep this sauce get a whisk and a bucket labeled with a red line. Fill the bucket to the red line and pour it into the 5-gallon bucket. Then Add 1 bag of Robust Inspired Tomato Sauce into the 5-gallon bucket and whisk until the texture is smooth. Repeat the process for the second bag to complete prep.

You are now finished with putting all the meats, veggies, and sauces into their required locations. Next you will need to go into the pulse system and go to the link named labels. Here you will select how many of each meat, veggie, and sauce you have prepped. This will automatically print out the expiration labels and your prep will be complete.

Restocking



Restocking Carryout

Figure 8

Restocking the carry out is fairly simple. The carry out supplies consist of:

- Napkins
- Menus
- Rug

When restocking the carryout place the items in their desired location. Be sure to make these items look presentable, as we want to impress out customers the moment they walk in the door.

Restocking Work Stations

The rest of the store should always be stocked, because when rush hits you don't want to be out of the materials you need. The materials include:

- Pizza boxes
- Sandwich and cheesy bread boxes
- Pasta boxes
- Dip cups
- Coke products
- Sandwich and Pan pizza matts

- Cut table area
- Crush red pepper and Parmesan cheese
- Sauce bottles for Cut table
- Forks

Each item will be placed at its desired location. Pizza boxes will always be at the back of the store and will already be folded from the day before. The sauces will already be ready and all you have to do is place them at the cut table. The rest of the items will come in boxes and will just need to be grabbed when needed. The cut table will be the most important thing to keep stocked. Always be prepared so the store wont be overwhelmed during rush. You have now completed opening the store



Figure 9

Chapter 2: Closing the Store



Closing the Store

When closing the store the store will be split up into two sections. The first section will be the front and the second will be the back. The front will consist of cleaning the make line as well as sweeping. The back will consist of doing the dishes as well as mopping.

Closing the Front



Figure 11

Closing the front is a very difficult duty. You have multiple tasks such as putting up toppings from the make line and placing them into the bottom of the make line which is refrigerated. In the process of doing this remember to check for:

- Expired items
- Left over dough
- Toppings left on the trays of make line

If an item is to expire the next day be sure to throw away the item that is to expire. Also be sure to grab the left over sandwich bread, dough, and thin crust bread and place them into the bottom of the make line. Next throw away the left over cornmeal that is left on the prep table. Once you have stored the toppings you will next clean the make line. Cleaning the make line takes 5 steps:

- 1. Drain out the make line
- 2. Grab the purple cleaning bottle and spray the make line and begin to scrub with rags
- 3. After scrubbing be sure to throw away the dirty rags.
- 4. Grab some fresh new rags and spray on the blue chemical bottle and dry it off
- 5. Using steps 1 to 4 apply the same process to the prep table

After completing the make line, you will need to remove the trays from the oven scrub them clean using the same process as the make line. After you have completed these steps you will move on to cleaning the cut table. The cut table can be cleaned as follows.

- 1. Using steps 1-4 from the make line clean the cut table
- 2. Next grab the pizza screens and place them back at the prep table
- 3. Last grab the sauce bottles and store them into the walk-in fridge

After cleaning the make line and the cut table you will next sweep the entire store. The person who is closing the back will be in charge of moping the store.

Closing the Back



Figure 12

Closing the back of the store is one of the easiest parts of the job. Your duties are to:

- Wash the dishes
- Mop the entire store

When washing dishes be sure to take the time and clean each dish right and not rush through it. If not washed properly bacteria could begin to grow and sooner or later a customer will be bound to get food poisoning. We want our customers to have the cleanest and most fresh pizza. In order for this to happen we need your help by cleaning the dishes to perfection. Cleaning the dishes only takes 4 easy steps, which are:

- 1. Scrub each dish and take off filth
- 2. Rinse off each dish
- 3. Sanitize each dish
- 4. Place each dish on the dish rack to dry

After this is complete you will next mop the entire store to ensure even more cleanliness for our customers. Once these steps are completed the back will be done. Once everything is done you and the other employees will be ready to go home and call it a day



Conclusion

Domino's Employee,

You are now ready to take on the challenges that face you. You are well prepared to satisfy our customers and proudly represent our standards. This manual has taught you the important steps that come when opening and closing the store. This manual is to be used whenever you need to refer to a step you have forgotten or even train a new employee. Remember our motto W.I.N. By remembering this motto you will grow and become the employee Domino's will always want to have. We hope this manual satisfies any questions you may have. Thank you for all the hard work that is to come when working with Domino's. Welcome to the Domino's family.



Figure 14

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