

PIZZA SQUARED

Comprehensive Policy & Procedures Manual

Established 2025

Table of Contents

1. Company Overview
2. Product Standards
3. Operations Policies
4. Customer Service Guidelines
5. Safety & Sanitation
6. Employee Policies
7. Delivery Procedures
8. Emergency Protocols

1. Company Overview

Mission Statement

To create authentic Detroit-style pizza that honors our city's culinary heritage while providing exceptional service and value to our community.

Core Values

- Authenticity in recipes and preparation
- Excellence in service
- Community engagement
- Team collaboration
- Continuous improvement

2. Product Standards

Detroit-Style Pizza Specifications

- Square shape, 8x10 or 10x14 inches only
- Steel pan preparation with specific corner-to-corner cheese
- Signature crispy, chewy crust (minimum 24-hour fermentation)
- Wisconsin brick cheese blend mandatory
- Sauce applied on top after baking

Standard Bake Specifications

- Oven temperature: 500°F - 550°F
- Bake time: 12-15 minutes
- Internal temperature: 165°F minimum
- Crust color: Golden brown with charred edges

Quality Control Checkpoints

1. Dough consistency check
2. Proper pan preparation
3. Cheese coverage verification
4. Temperature monitoring
5. Visual inspection before service

3. Operations Policies

Hours of Operation

- Monday-Thursday: 11:00 AM - 10:00 PM
- Friday-Saturday: 11:00 AM - 11:00 PM
- Sunday: 12:00 PM - 9:00 PM

Order Processing

1. Take order through POS system

2. Confirm order details with customer
3. Process payment
4. Provide accurate wait time
5. Issue order number
6. Track order status

Wait Time Standards

- Dine-in: 20-25 minutes
- Takeout: 25-30 minutes
- Delivery: 45-60 minutes
- Large orders (5+ pizzas): Add 15-20 minutes

4. Customer Service Guidelines

Service Standards

- Answer phones within three rings
- Greet customers within 30 seconds of entry
- Maintain eye contact
- Use customer name when provided
- Thank customers for their business

Common Situation Protocols

Late Orders

1. Apologize sincerely
2. Offer immediate status update
3. Provide complimentary breadsticks
4. For delays >15 minutes: 20% discount
5. For delays >30 minutes: Free meal

Wrong Orders

1. Apologize for the mistake
2. Replace order immediately (priority status)
3. Offer complimentary dessert
4. Document incident for quality control

Customer Complaints

1. Listen without interrupting
2. Acknowledge the issue
3. Propose solution
4. Escalate to manager if needed
5. Document incident
6. Follow up within 24 hours

5. Safety & Sanitation

Food Safety

- Hand washing every 30 minutes
- Glove changes between tasks
- Temperature logs every 2 hours
- Daily cleaning checklist completion
- Weekly deep cleaning schedule

Equipment Safety

- Daily equipment inspection
- Monthly maintenance check
- Immediate reporting of malfunctions
- Required safety gear usage
- Emergency shut-off procedures

Allergen Protocol

1. Identify allergens in menu items
2. Use separate prep areas
3. Change gloves for allergen orders
4. Mark orders with allergen alert
5. Double-verify ingredients

6. Employee Policies

Dress Code

- Black pants (no jeans)
- Company-provided shirt
- Non-slip shoes
- Name tag
- Hair restraint
- Clean apron

Schedule Policies

- Schedules posted 2 weeks in advance
- Time-off requests 2 weeks minimum
- Call-ins minimum 4 hours notice
- Three no-shows = termination
- Punctuality within 5 minutes

7. Delivery Procedures

Delivery Standards

- Maximum 5-mile radius

- Hot bags mandatory
- GPS tracking required
- Maximum 3 orders per run
- 45-minute delivery guarantee

Driver Requirements

- Valid driver's license
- Clean driving record
- Personal vehicle insurance
- Company insurance coverage
- Phone with GPS capability

8. Emergency Protocols

Fire Emergency

1. Evacuate premises
2. Call 911
3. Use fire extinguisher if safe
4. Meet at designated area
5. Account for all staff

Medical Emergency

1. Assess situation
2. Call 911 if needed
3. Provide first aid
4. Document incident
5. Contact management

Power Outage

1. Stop taking orders

2. Complete cooking orders
3. Document temperatures
4. Secure premises
5. Contact utility company

This document is confidential and proprietary. Last updated: January 2025