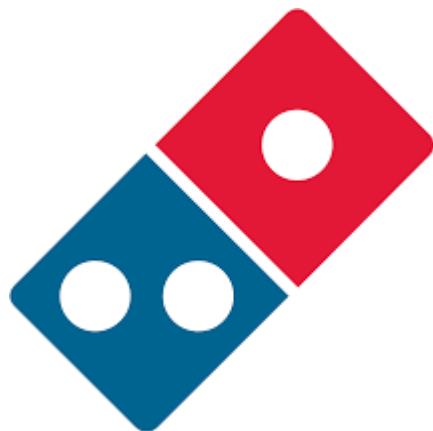


NEW HIRE TRAINING PACKET

KEEP THIS PACKET IN THE OFFICE FOR REVIEW BY YOUR TRAINING MANAGER



TEAM MEMBER: _____ **TRAINER NAMES:** _____

DATE: _____ **STORE:** _____ **TRAINING HOURS:** _____

Follow the Order!

2 orders | 20 minutes

Instructions:

- Go to each station and learn the order of operations. The goal is for you to be 100% certain of our fundamental operations.
- Start at the counter then go to the dough table, makeline, oven, cut table, routing station, and observe a driver bagging an order!
- Write the items for each order in the space provided so you can track them through the process.
- When you're in each station ask team members the questions listed under the appropriate headings below.
- Follow as many **walk-in** customers as possible. Give them the FULL experience: open doors, greet, hand them their order, thank them and wish them well.
- Pay attention to how we treat our customers, increase sales, and focus on speed, quality, safety and cleanliness.

	Counter	Dough Table	Makeline	Oven/Cut Table	Routing Station
Order #1: Items:	<ul style="list-style-type: none">• What are some ways you make customers feel like they are a priority?• What happens after you place an order?	<ul style="list-style-type: none">• Why is it important to keep the dough ball round when you take it out of the tray?	<ul style="list-style-type: none">• Why do we use room temperature sauce?• What's the toughest part of working the makeline?	<ul style="list-style-type: none">• Why do we pop bubbles and when is the best time?	<ul style="list-style-type: none">• How do you dispatch an order?• How do you know an order is complete?• How do you read the driver tag?

	Counter	Dough Table	Makeline	Oven/Cut Table	Routing Station
Order #2: Items:	<ul style="list-style-type: none">• Which do you prioritize, a carry out customer or a phone customer?• Why is it important to read the entire receipt?	<ul style="list-style-type: none">• Why do you keep the soft (sticky) side up?• How long did it take to get good at stretching dough?• Why keep the screens out of the cornmeal?	<ul style="list-style-type: none">• Why do we clean the pits?• What's the toughest part of working the makeline?	<ul style="list-style-type: none">• Does it matter which belt you put an item on? Does it matter where on the belt you place the item?• How do you keep orders organized?	<ul style="list-style-type: none">• How do you know what goes with an order?• What do you like best about driving?• Can you print directions?



IN-STORE TRAINING CHECKLIST

First Day at the Store

- How to clockin
- Store Tour
- Show where the schedule is
- Inform how to request time off
- Review uniform requirements
 - Maintain a clean uniform
 - Shirts tucked in w/ black belt*
 - Black pants or shorts
 - No jeans – black cargo shorts are OK**
 - Clean shaven or neatly trimmed beard
< 1 inch growth
 - Undershirts are white or black
 - Only Domino's logo jackets
 - Jackets are available for purchase through payroll deduction \$40
 - Can wear a plain white or black hoodie under shirt instead of logo jacket
- Explain hours of operation Mon-Sun
- Emphasize customer service expectations

How To Greet Carryout Customers

- How to WOW a customer
- Welcome to Domino's within 9 seconds
- Locate order using Carryout Tracker
- Use quick payments

How To Take an Order

- How to log in
- How to choose caller ID line
- Phone greeting
- Choose Caller ID that corresponds with call
- How to use the headsets*
- How to put a call on hold/park
 - Politely ask customer if they can hold
 - Inform how many calls are ahead
 - Wait for response
 - Put call on hold/park
 - Apologize for the wait when returning
 - Hold can only be answered on the same phone
 - Park allows the call to be answered on any phone

Greetings and Specials

- Explain entire greeting specials section
- Must verify customers phone #
- Choose either delivery or carry out
- Inform customers of specials if interested

Customer Address/Info Section

- Explain entire customer info section
- Ask for customers name and use 3x
- Explain how to input address information
- Review apt, business, and hotel info
- Require customer verification before sharing information

Pizza Section

- Explain entire pizza section
- How to input pizzas
- New pizza, delete pizza, & quantity button
- Review light, extra, etc. options
- Review half/half, specialty, & instructions

Everything Else Section

- Review all items

Coupons Section

- Honor national coupons by request
 - Honor vs. Offer
- Review coupons by code

Payments Section

- Review our payment options
- Inform customer of policies
 - Can make change for \$100*
 - No checks
- Review how to apply payment type

Finish Section

- Verify entire order
- Verify address & phone #
- Quote exact delivery time on the screen
 - Should be communicating with makeline during rush to maintain accurate estimates
- Thank them for their order today
- Inform customer they'll receive a callback from the driver before leaving the store
- Ask if they would like to add gratuity to keep order completely contactless
- How to write tip in under delivery instructions with the amount, their initials, and date

Upselling

- Explain importance of upselling
- Ask ranch or marinara w/ hand tossed crust
- Ask how many – 2 or 3?
- Offer Bread – cinnamon or parm twists
- Offer a drink – 2-liter Coke or Sprite



DELIVERY TRAINING CHECKLIST

Review New Callback Policy*

- Callbacks on every order*
 - Emphasize the 3 circumstances of mandatory callbacks (New, Over \$50 cash, Suspicious orders)
- Have customer give you address
- Give customer an ETA
- If no answer and it's a new or verify customer, do not leave the store
- Inform manager ASAP

When You Arrive

- Bring phone into the store upon arrival
- Clock in
- Log into the Delivery Experience app
- Put cartop on
- Plug cartop in (if applicable)
- Get bank from a manager

Review Banks & Receipts

- Explain \$20 bank and keep coin change
- Assign driver box
- Never keep personal money on person or in car
- Explain drops after every delivery
- Explain the entire order receipt
- Keep all receipts, even pre-tipped orders

Review Dispatch Station

- How to look up delivery on dispatch
- How to bag up orders
- All sides must be gathered before leaving
 - Unless there's an expeditor or runner during rush
- Pedestals on every order for contactless delivery

Dispatching and 90 Second Turn Around

- Only manager dispatches
- Never turn orders around yourself
- Get driver tag early and prepare order
- Gather all side items and drinks
- Do a callback before leaving the store
- Once dispatched, out within 60 seconds
- Checking "in" after returning from delivery
- How to make a drop

Call store if you can't find address or street within 2 minutes – Save store and manager phone numbers.
Google "Dominos <city>"

Payment Procedures

- What to do if customer has \$100
- No checks from customers
- Explain what a PO means and what to do
 - Collect paper PO, return to store and give to GM

Job Requirements and Expectation

- Greet customers
- 100% Perfect Image
- Call backs
- Role Plays
- WOW Customers
- \$20 rule & coin change

Driver Order of Operations aka "BUMP"

- Call your time*
- Make your drop
- Check the rack
- Phones
- Pizzas*
- Restock
- Clean
- Prep

Review Checkout Procedure

- Use app to keep track of tips
- Add tips & mileage, give manager what's left
- Driver should know how much is owed
- Return cartop
- Assigned chores must be completed before leaving



Don't forget to download the
Delivery Experience app!



TRAINER RIDE-ALONG INSTRUCTIONS

- Trainee will ride with trainer for 3 deliveries
- Trainer will ride with Trainee for 3 deliveries
- Trainee will go 3 or more solo deliveries until they're confident
- All ride-along deliveries must be dispatched to the Trainer
- Trainer gets ALL tips for ride-alongs in their vehicle
- Trainee gets ALL tips from their solo deliveries

WRITE THE SOLO ADDRESSES OR ATTACH THEIR DELIVERY RECEIPTS

1. _____
2. _____
3. _____
4. _____

----PLACE DELIVERY RECEIPTS HERE----

DRIVER TRAINER : _____

DATE: _____

TEAM MEMBER: _____

DATE: _____