

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, make-line, 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?
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 clock in
- ☐ 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 "Domino's <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: _____