

From: Shlomo Buchler shlomo@makerpizza.com
Subject: First Draft New Training Manual for Franchisees
Date: Jun 11, 2025 at 6:20:49 PM
To: Toby Ophir ophir@makerpizza.com, AJ Jaffri aj@makerpizza.com

Gentleman,

Here is a somewhat comprehensive Back of House Training Manual. Please review and add notes where needed. Thank you.

Maker Pizza Franchising Inc.

Back of House Operations Manual

[Company Logo Placeholder]

TABLE OF CONTENTS

- **CHAPTER 1: INTRODUCTION**
 - 1.1 Welcome Message
 - 1.2 About Maker Pizza
 - 1.3 Our Mission & Core Philosophy
 - 1.4 Our Values
 - 1.5 How to Use This Manual
- **CHAPTER 2: SAFETY AND SANITATION**
 - 2.1 Food Safety Fundamentals
 - 2.2 Personal Hygiene
 - 2.3 Handwashing Procedures
 - 2.4 Proper Uniform and Appearance
 - 2.5 Kitchen Safety Protocols
 - 2.6 Fire Safety and Emergency Procedures
 - 2.7 First Aid Basics
 - 2.8 Cleaning Schedules and Procedures
- **CHAPTER 3: KITCHEN EQUIPMENT: OPERATION AND MAINTENANCE**
 - 3.1 Introduction to Your Maker Pizza Equipment

- 3.2 PizzaMaster® Electric Deck Ovens (Model PM 942ED)
- 3.3 Atosa Refrigeration Units
- 3.4 Alto-Shaam Halo Heat® Low Temp Holding Cabinets (Model 4099)
- 3.5 Warewashing Area Equipment
- 3.6 Smallwares and Other Essential BOH Items
- 3.7 Deep Fryer: Operation, Cleaning, and Oil Management
- 3.8 General Equipment Troubleshooting Quick Guide
- **CHAPTER 4: INGREDIENT MANAGEMENT & HANDLING**
 - 4.1 Receiving Procedures for Pre-Prepped Items
 - 4.2 Storage Procedures for Pre-Prepped Items
 - 4.3 Inventory Management for Pre-Prepped Items
 - 4.4 Component Handling, Make-Line Setup, and Final Assembly Preparation
- **CHAPTER 5: PIZZA MAKING FUNDAMENTALS**
 - 5.1 Dough Management & Preparation
 - 5.2 Sauce Application
 - 5.3 Cheese Portioning & Application
 - 5.4 Topping Standards & Portioning
 - 5.5 Special Dietary Considerations
 - 5.6 Quality Control Checkpoints
- **CHAPTER 6: MENU RECIPES**
 - 6.1 Signature Pizzas (Recipes 1-9)
 - 6.2 Side Items and Appetizers (Recipe 10)
 - 6.3 Plating and Presentation Standards
 - 6.4 Desserts (Placeholder)
- **CHAPTER 7: OPERATIONAL PROCEDURES**
 - 7.1 Opening Procedures
 - 7.2 Closing Procedures
 - 7.3 Shift Change Protocols
 - 7.4 Rush Hour Management
 - 7.5 Waste Reduction Strategies

- **CHAPTER 8: TEAM DYNAMICS**

- 8.1 Kitchen Communication
- 8.2 Station Responsibilities
- 8.3 Line Coordination
- 8.4 Working With Front of House & Managing Order Dispatch
- 8.5 Conflict Resolution
- 8.6 Leadership in the Kitchen
- 8.7 Workplace Policies & Expectations

- **CHAPTER 9: QUALITY ASSURANCE**

- 9.1 Food Quality Standards
- 9.2 Portion Control
- 9.3 Consistency Checks
- 9.4 Customer Feedback Handling
- 9.5 Product Recovery Procedures

- **CHAPTER 10: TECHNOLOGY SYSTEMS**

- 10.1 Workforce Management (7shifts)
- 10.2 Revel POS & Order Management
- 10.3 MarketMan Inventory Management
- 10.4 Automated Temperature Monitoring (ComplianceMate)
- 10.5 Captain AI for In-House Delivery
- 10.6 Digital Recipe Access
- 10.7 Internal Team Communication (Slack)

- **CHAPTER 11: REFERENCE MATERIALS**

- 11.1 Common Terms and Definitions
- 11.2 Conversion Charts
- 11.3 Allergen Information
- 11.4 Health Department Requirements
- 11.5 Contact Information for Support

- **CHAPTER 12: TRAINING CERTIFICATION**

- 12.1 Skills Checklists
- 12.2 Performance Evaluations

- 12.3 Certification Requirements
 - 12.4 Continuing Education Opportunities
 - **APPENDICES (To Be Developed)**
-

CHAPTER 1: INTRODUCTION

1.1 Welcome Message

Welcome to the Maker Pizza family! This Back of House Operations Manual has been designed to guide you through your journey as a valuable member of our kitchen team. As part of Maker Pizza, you're joining a revolutionary movement that's redefining what premium pizza delivery can be. The skills and knowledge you'll gain here will enable you to uphold our fundamental principle: Delivery Doesn't Mean Compromise™.

1.2 About Maker Pizza

Maker Pizza was conceived in November 2016 through a collaboration with celebrity chef and culinary influencer Matty Matheson. Our brand was built on a clear vision: to elevate the pizza delivery experience by creating a higher-end, quality-driven product that maintains its excellence from our kitchen to the customer's table. Similar to how Shake Shack revolutionized the burger segment, Maker Pizza set out to transform the pizza category with premium ingredients, chef-crafted recipes, and an unwavering commitment to quality. This quality-focused approach hasn't just separated us from standard pizza chains – it's established Maker Pizza as a trendsetter in the premium pizza delivery space.

1.3 Our Mission & Core Philosophy

- **Our Mission:** To redefine premium pizza delivery by proving that exceptional quality can be maintained throughout the entire customer journey, regardless

of delivery time.

- **"Delivery Doesn't Mean Compromise™":** This isn't just our tagline; it's our foundational principle. Every pizza we create is specifically engineered to maintain structural integrity, temperature, and texture during delivery, delivering a superior experience even after 20+ minutes in transit.

1.4 Our Values

- **Culinary Excellence:** We maintain chef-driven standards with every pizza, guided by the expertise of Matty Matheson and our culinary team.
- **Quality Without Compromise:** Our pizzas are engineered for transport, ensuring consistent premium experience whether consumed in-store or delivered.
- **Operational Excellence:** We maintain complete control over every touchpoint of the customer experience.
- **Innovation Leadership:** Through our LTO program and continuous menu evolution, we lead culinary innovation in the pizza category.
- **Team Unity:** Every member of our kitchen team is essential to delivering the Maker experience.
- **Continuous Evolution:** We constantly refine our processes, recipes, and systems to maintain our position as category leaders.

1.5 How to Use This Manual

This manual serves as your comprehensive guide to back of house operations. Each section builds upon the previous one, providing you with a complete understanding of our kitchen procedures.

- **Start at the beginning** if you're new to our team.
- **Use the Table of Contents** to quickly find specific information.
- **Refer to this manual** whenever you have questions about procedures.
- **Supplement with hands-on training** from your manager or trainer.

CHAPTER 2: SAFETY AND SANITATION

2.1 Food Safety Fundamentals

Food safety is our top priority. Understanding and following proper food safety protocols protects our customers and our reputation.

- **The Four Core Principles of Food Safety:**
 - **Clean** - Wash hands and surfaces often.
 - **Separate** - Prevent cross-contamination.
 - **Cook** - Cook to proper temperatures.
 - **Chill** - Refrigerate promptly.
- **Critical Control Points:**
 - **Bacterial Growth:** Prevented by Temperature Control (Cold foods: Below 4°C/40°F; Hot foods: Above 60°C/140°F).
 - **Cross-Contamination:** Prevented by Separation & Sanitation (Separate raw from ready-to-eat; Clean & sanitize between uses).
 - **Chemical Contamination:** Prevented by Proper Storage (Store chemicals away from food; Label all spray bottles).
 - **Physical Contamination:** Prevented by Inspection & Care (Check ingredients before use; Maintain equipment).

2.2 Personal Hygiene

Proper personal hygiene is essential for food safety. All kitchen staff must:

- Shower or bathe daily.
- Wear clean uniforms for each shift.
- Keep fingernails short, clean, and free of polish.
- Wear hair restraints (hairnets or hats).
- Remove all jewelry except plain wedding bands.

- Cover any cuts or wounds with waterproof bandages and gloves.

2.3 Handwashing Procedures

Proper handwashing is the most important defense against foodborne illness. Follow these steps:

1. Wet hands with hot water (at least 38°C/100°F).
2. Apply soap and work into a lather.
3. Scrub hands and arms for 20 seconds, including between fingers, under fingernails, and around wrists.
4. Rinse thoroughly under running water.
5. Dry with a single-use paper towel.
6. Use the paper towel to turn off the faucet.

When to Wash Hands: Before starting work, after using the restroom, after touching face/hair/body, after sneezing/coughing, after handling any raw meat (if applicable), after taking out garbage, after cleaning tasks, after handling money, and after any activity that may contaminate hands.

2.4 Proper Uniform and Appearance

All BOH staff must arrive in a clean, complete uniform consisting of:

- Company-issued shirt
- Black pants (no jeans)
- Non-slip, closed-toe shoes
- Hairnet or company hat
- Clean apron (to be changed when soiled)

2.5 Kitchen Safety Protocols

- **Preventing Slips, Trips, and Falls:** Clean spills immediately, use "Wet Floor"

signs, keep aisles clear, wear required non-slip shoes.

- **Preventing Burns:** Use dry oven mitts or hot pads, announce "Hot behind!" or "Hot swing!" when carrying hot items, never reach into hot ovens without protection, allow equipment to cool before cleaning.
- **Preventing Cuts:** Always cut away from your body, keep knives sharp, focus on the task when using sharp tools, store knives safely on magnetic bars or designated spots.
- **Lifting Safely:** Bend at the knees, not the waist, keep loads close to your body, don't twist while lifting, ask for help with heavy items.

2.6 Fire Safety and Emergency Procedures

- **Types of Fires:** Class A (Combustibles), Class B (Liquids), Class C (Electrical), Class K (Kitchen/Cooking Oil).
- **In Case of Fire:** Alert everyone, call 911 if necessary, use the appropriate fire extinguisher (PASS method: Pull, Aim, Squeeze, Sweep), evacuate if the fire cannot be controlled.
- **Emergency Evacuation:** Know the location of emergency exits and the designated outside assembly point. Never re-enter the building until authorized.

2.7 First Aid Basics

Each location has a first aid kit. For minor injuries, clean the wound, apply antiseptic, cover with a clean bandage, and report the incident to the manager. For serious injuries, call 911, do not move the injured person unless necessary, and provide first aid only if trained.

2.8 Cleaning Schedules and Procedures

- **Daily Cleaning Tasks:** Wipe down all food prep surfaces with sanitizer, clean equipment after use, sweep and mop floors, empty trash and recycling, clean

and sanitize tools and smallwares.

- **Weekly Cleaning Tasks:** Deep clean ovens, clean behind and under equipment, descale sinks and faucets, clean refrigerator interiors, clean walls and ceilings as needed.
 - **Monthly Cleaning Tasks:** Deep clean hoods and filters, clean refrigerator coils, descale equipment, check and clean drains, inventory cleaning supplies.
 - **Proper Sanitizing Procedure:** 1. Clean surface with detergent. 2. Rinse with clean water. 3. Apply sanitizer solution (check concentration with test strips). 4. Allow to air dry.
-

CHAPTER 3: KITCHEN EQUIPMENT: OPERATION AND MAINTENANCE

(This chapter has been drafted based on the specific equipment lists and procedures you provided)

3.1 Introduction to Your Maker Pizza Equipment

This chapter provides guidelines for the safe and effective operation, cleaning, and basic maintenance of the standard equipment found in a Maker Pizza kitchen. Adhering to these procedures will help ensure team member safety, maintain food safety and quality, maximize equipment lifespan, uphold operational efficiency, and control costs. Always get trained before operating any equipment, and report any malfunctions immediately to your manager.

3.2 PizzaMaster® Electric Deck Ovens (Model PM 942ED)

The PizzaMaster® electric deck oven is the primary cooking equipment for all Maker Pizza pizzas.

- **A. Overview: Key Features & Operator Controls**
 - Multiple Decks, Stone Hearths, Digital Display & Electronic Controls, High Temperature Capability, Turbo-Start Function, Halogen Lighting, Heat-Reflecting Glass Doors, Retractable Front Loading Shelf.
- **B. Startup Procedure**
 1. Ensure the area is clear and ventilation is on.
 2. Power on the oven and individual decks.
 3. Set the desired baking temperature ([Maker Pizza to specify standard temperature]).
 4. Use the Turbo-Start feature for rapid preheating.
 5. Allow the oven to fully preheat until the stone decks are at a stable target temperature. Do not load pizzas before this.
- **C. Daily Operation**
 - Verify temperature before baking.
 - Use a clean, lightly floured pizza peel to load pizzas onto the stone deck.
 - Organize pizzas efficiently on the deck.
 - Set the timer for the specified bake time and monitor through the glass door using the halogen lights.
 - Rotate pizzas part-way through if required by procedure.
 - Carefully unload cooked pizzas using a peel.
- **D. Shutdown Procedure**
 1. Turn off heating elements and main power switches.
 2. Leave doors slightly ajar during initial cool-down if recommended by Maker Pizza policy.
 3. Allow the oven to cool completely for several hours before cleaning.

Never spray water on hot stones.
- **E. Cleaning (As per "Oven Cleaning Procedure.docx" [17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27])**
 - **Required Tools:** Stainless Steel Scourer , Scotch-Brite Sponge , Kitchen Rags/Microfiber Cloths , Labeled Spray Bottle , RE-oven Cleaner

, Windex.

- **Preparation:** Ensure oven is completely cool. Dilute RE-oven cleaner (1 part cleaner to 10 parts water) and label the bottle. Prepare a container of hot water and soap. Brush loose debris from stone decks.
- **Procedure:**
 1. **Inner Glass:** Spray with RE-oven mixture, leave for 1-2 minutes. Scrub with sponge or scourer. You can spray again if needed. Wipe clean, ensuring all chemicals are removed. Apply Windex and wipe with a cloth.
 2. **Oven Body/Interior:** Scrub with the scourer and hot water/soap mixture. Use the RE-oven mixture for tough grease. Wipe down with a clean towel. Weekly maintenance makes cleaning easier.
 3. **Exterior:** Wipe down with approved stainless steel cleaner.
- **F. Troubleshooting:** Refer to the detailed troubleshooting table previously drafted, covering issues like power/heating problems, uneven baking, sticking, and error codes. Always escalate to a manager for issues beyond basic checks.

3.3 Atosa Refrigeration Units

Reliable refrigeration is fundamental to food safety. All Atosa refrigeration units (Pizza Prep, Mega Top, Back Bar, Work Top, Undercounter) must be operated and

maintained correctly.

- **General Principles:** Maintain temperatures at or below 4°C (40°F). Keep doors closed. Do not overload units to ensure proper airflow.
- **Make-Line Units (Pizza Prep/Mega Top):** Keep ingredient pans stocked appropriately, use insulated covers during slow periods, and clean integrated cutting boards regularly.
- **Cleaning:** Wipe down exteriors, handles, and gaskets daily. Perform a thorough interior cleaning weekly.
- **Critical Maintenance:** Clean condenser coils monthly or quarterly to ensure cooling efficiency. Inspect gaskets regularly for damage.
- **Troubleshooting:** Refer to the detailed troubleshooting table previously drafted, covering issues like temperature problems, frost buildup, water leaks, and unusual noises. Always escalate to a manager for issues beyond basic checks.

3.4 Alto-Shaam Halo Heat® Low Temp Holding Cabinets (Model 4099)

Used to keep cooked foods at precise, consistent temperatures without drying them out.

- **Operation:** Preheat to the specified Maker Pizza hot holding temperature (e.g., above 60°C / 140°F). Load hot, freshly cooked items promptly. Adhere to maximum holding times. Keep the door closed.
- **Cleaning:** Once cool and unplugged, remove and clean all shelves and racks daily. Wipe down all interior and exterior surfaces.
- **Troubleshooting:** Refer to the detailed troubleshooting table previously drafted, covering issues like power/heating problems and food drying out.

3.5 Warewashing Area Equipment

- **Two-Compartment Sink:** Used for the 4-step cleaning process: 1. Scrape/Pre-rinse, 2. Wash (hot water & detergent), 3. Rinse (clean hot water), 4. Sanitize (in a third basin with approved sanitizer at correct concentration/time). Air dry all items.
- **Ecolab Commercial Dishwasher:** Used for smallwares and dough trays. Scrape/pre-rinse items first. Load racks correctly without overcrowding. Allow machine to complete its full high-temperature sanitizing cycle. Clean filters and interior daily; leave the door ajar overnight to dry.
- **Hand Sinks:** For handwashing ONLY. Must be kept clean, stocked with soap and paper towels, and unobstructed at all times.
- **Pre-Rinse Faucet:** Use to remove gross food debris before washing. Keep nozzles and hose clean.

3.6 Smallwares and Other Essential BOH Items

This section covers the proper use, cleaning, and storage for the extensive list of smallwares you provided, including: Food Storage Containers, Knives & Cutting Tools, Mixing & Prep Tools, Pizza Specific Tools, Minor Electric Prep Equipment (Spice Grinder, Food Processors, Immersion Blender), Measurement & Monitoring Devices, and Cleaning Supplies. The key principles are using items for their intended purpose, keeping them clean and sanitized, storing them correctly, and operating them safely.

3.7 Deep Fryer: Operation, Cleaning, and Oil Management

The deep fryer is essential for chicken wings.

- **Safety:** Hot oil is extremely dangerous. Keep the area clean and dry. Have a Class K fire extinguisher nearby.
- **Operation:** Preheat oil to 300°F for wings. Do not overload baskets. Cook for the specified time (7-8 minutes). Drain products well.
- **Oil Management (Critical):** Fryer oil **must be changed every other day**.

Filter oil daily if per policy. Safely drain cool oil into a designated disposal container.

- **Cleaning:** Perform a deep clean ("boil out") with an approved fryer cleaner during every oil change. Clean baskets and exterior daily.
- **Troubleshooting:** Refer to the detailed troubleshooting table previously drafted, covering issues like heating problems, smoking oil, and inconsistent cooking.

3.8 General Equipment Troubleshooting Quick Guide

This section summarizes universal first checks for any equipment issue (Power, Safety Features, Controls, Obstructions, Cleanliness) and outlines when to ALWAYS escalate to a manager immediately (e.g., smell of gas/burning, sparks, major leaks, safety feature damage, any unsafe condition).

CHAPTER 4: INGREDIENT MANAGEMENT & HANDLING

(This chapter consolidates the procedures for how ingredients flow into and are handled within the kitchen, based on our previous drafts)

4.1 Receiving Procedures for Pre-Prepped Items

This section details the step-by-step process for receiving deliveries from the Maker Pizza Logistics Team, including: preparing for the delivery, coordinating with the logistics team, and using the **Inventory Ordering System** to verify products against the invoice. It emphasizes performing critical temperature checks, quality inspections, and how to handle any discrepancies or rejections before formally accepting and signing for the delivery.

4.2 Storage Procedures for Pre-Prepped Items

This section outlines the core principles of safe food storage (Temperature Control, FIFO, Labeling, Preventing Cross-Contamination, Pest Control, Storing 15cm/6" off the floor) and details the specific procedures for the three main storage areas:

- **Walk-In Cooler:** Maintaining temperature (at or below 4°C/40°F), organization by zones, ensuring airflow.
- **Under Storage Refrigeration (Make-Line):** Stocking for service, using approved covered containers, frequent cleaning.
- **Dry Storage Area:** Maintaining cool, dry conditions, storing chemicals separately, organization.

4.3 Inventory Management for Pre-Prepped Items

This section details the use of **MarketMan** (as you specified this is your system, I've updated it here) for all inventory tasks. It covers:

- **Par Levels:** Using pre-set par levels to guide ordering.
- **Inventory Counts:** Procedures for conducting accurate weekly (or daily for key items) physical counts.
- **Ordering:** Generating and submitting precise orders to the commissary based on counts and pars.
- **Waste Tracking:** The mandatory procedure for logging ALL discarded items (spoiled, dropped, remakes) and their reasons in MarketMan.
- **Variance Investigation:** A brief overview of how management uses inventory data to investigate differences between actual and theoretical usage.

4.4 Component Handling, Make-Line Setup, and Final Assembly Preparation

This section acts as a bridge between storage and assembly. It covers:

- **Core Principles:** Hand hygiene, using clean/sanitized utensils, minimizing

time in the temperature danger zone, and practicing FIFO on the make-line itself.

- **Make-Line Setup:** Procedures for stocking the Atosa make-line refrigeration units with appropriate quantities of pre-prepped ingredients for the service period.
 - **Temperature Control:** Ensuring make-line units are at temperature and ingredients stay cold.
 - **Final Touches:** Any minor final steps before assembly (e.g., tempering dough, fluffing cheese, draining vegetables).
 - **Cross-Contamination Prevention:** Using dedicated utensils, proper glove use, and special handling for allergen-sensitive orders.
-

CHAPTER 5: PIZZA MAKING FUNDAMENTALS

(This chapter has been drafted based on the specific recipes and procedures you provided)

5.1 Dough Management & Preparation

Details the procedures for handling Maker Pizza's pre-proofed 12" and 16" dough balls, including proper tempering, stretching/forming techniques for Small, Large, and Tavern Styles, and dough management during service.

5.2 Sauce Application

Outlines the standards for applying Maker Pizza's ready-to-use sauces, emphasizing the use of designated ladles for accurate portioning (as per recipe cards) and the technique for achieving an even spread with a consistent 1/2-inch border.

5.3 Cheese Portioning & Application

Covers the accurate portioning (by weight using digital scales) and application of Maker Pizza's various premium cheeses. It emphasizes even distribution, extending cheese only to the sauce line, and the critical importance of keeping the crust edge clean to prevent "cheese scars."

5.4 Topping Standards & Portioning

Details the procedures for portioning (by weight, volume, or count) and applying all pre-prepped toppings according to specific recipes. It also covers the application of post-bake "finishing toppings" like fennel dust, honey, and fresh herbs.

5.5 Special Dietary Considerations

Focuses on the procedures for safely preparing the designated vegan **Marinara Pizza**, emphasizing the prevention of cross-contact with non-vegan ingredients through clean hands, gloves, and sanitized/dedicated utensils. It also clearly states that Maker Pizza does not offer gluten-free options and provides guidance on handling other allergen inquiries.

5.6 Quality Control Checkpoints

Outlines the in-line QC checks performed during production, with special emphasis on the two most critical points:

- **Dough Stretching:** Checking for correct size, even thickness, and integrity.
- **Cooking:** The final BOH QC stage, assessing crust color, cheese melt, topping appearance, and overall bake to ensure every pizza meets Maker Pizza's high standards before being sent to the customer.

CHAPTER 6: MENU RECIPES

(This chapter contains the specific build instructions for menu items, based on the documents you provided)

6.1 & 6.2 Signature Pizzas, Sides & Appetizers (Recipes)

This section provides the detailed, step-by-step assembly instructions for each pizza and side item, presented in a recipe card format. It includes:

- **1. Siena Margherita** (Small, Large, Tavern)
- **2. Dr. Pepperoni** (Small, Large, Tavern)
- **3. Tropic Thunder** (Small, Large, Tavern)
- **4. Frank's Best** (Small, Large, Tavern)
- **5. So Mushroom** (Small, Large, Tavern)
- **6. Napoli Dynamite** (Small, Large, Tavern)
- **7. Cheese Pie** (Small, Large, Tavern)
- **8. Garlic Fingers** (Small)
- **9. Marinara Pizza** (Small, Large, Tavern)
- **10. Chicken Wings** (Classic & Battered preparation procedures)

Each recipe details the specific ingredients and portions for each size, assembly steps, pre-bake and post-bake applications, and final cutting instructions.

6.3 Plating and Presentation Standards

This section outlines the final steps to ensure a high-quality presentation:

- **Boxing:** All pizza items are placed in an appropriate, clean Maker Pizza box.
- **Cutting Standards:** Cuts must be clean, even, and complete. **12" Small pizzas are cut into 4 slices. 16" Large pizzas are cut into 8 slices. Tavern Style pizzas are cut into 16 squares.**
- **Finisher Application:** Provides guidelines for applying finishers neatly and in correct proportions, such as avoiding too much oil/honey, keeping crust finishers on the crust, and distributing powdered/grated finishers evenly.

- **Final Quality Check:** A final visual inspection in the box before it's closed.

6.4 Desserts (Placeholder)

This section holds a place for the preparation and presentation standards for desserts, such as **Avee's Cookies**, including varieties like Chocolate Chip, Vanilla Cream & Fruity Pebble, Burnt Marshmallow Creamsicle, and Double Mint Chocolate Oreo. [Maker Pizza to provide full procedures for handling, storage, and presentation]

CHAPTER 7: OPERATIONAL PROCEDURES

(This chapter consolidates the daily operational workflows)

7.1 Opening Procedures

Details the step-by-step checklist for setting up the kitchen, divided by responsibilities for the Opening Manager (security, equipment startup, temperature logs, initial dough pull) and the BOH Team (station setup, stocking the make-line from commissary items, workstation readiness). Concludes with the importance of a pre-shift huddle.

7.2 Closing Procedures

Outlines the process for shutting down the kitchen, emphasizing that the team is responsible for all cleaning. It includes:

- **Pre-Closing Tasks:** A staggered breakdown of the kitchen starting about 30 minutes before close.
- **End-of-Day Tasks:** Food storage, equipment shutdown & cleaning (using soap, hot water, vinegar, and approved organic/specialty cleaners), and general kitchen cleaning (surfaces, floors, trash).

- **Closing Manager Responsibilities:** Final walk-through, verifying temperature logs, and completing the critical end-of-day inventory count in MarketMan to ensure accurate ordering from the commissary.

7.3 Shift Change Protocols

Covers the procedures for a smooth handover between outgoing and incoming shifts during the operating day. It details the responsibilities for both shifts, including communication of operational status (order volume, 86'd items), station readiness (restocking to mid-shift par levels), and the role of the Shift Leader in facilitating the transition.

7.4 Rush Hour Management

Provides a framework for successfully managing peak business periods, divided into three phases:

- **Pre-Rush Preparation:** Stocking stations to maximum levels, team huddles, equipment checks.
- **During the Rush:** Emphasizes clear communication, quality over speed, efficient workflow, and the role of an Expediter.
- **Post-Rush Recovery:** Restocking all stations, cleaning, organizing, and preparing for the next period of service.

7.5 Waste Reduction Strategies

Focuses on minimizing food cost and environmental impact in a pre-prepped model by concentrating on:

- Accurate ordering and strict FIFO.
- Diligent receiving and proper storage to maximize shelf life.
- Precise portion control during assembly to prevent over-use of ingredients.
- Minimizing remakes through effective quality control.

- The mandatory logging of ALL waste in **MarketMan** for analysis and continuous improvement.
-

CHAPTER 8: TEAM DYNAMICS

(This chapter focuses on the interpersonal and leadership skills for a successful kitchen)

8.1 Kitchen Communication

Outlines the standards for clear, concise, and respectful communication. It includes a list of key Maker Pizza kitchen terms (e.g., "86," "Behind," "Hot Swing") and details the flow of information between stations and up to leadership (Shift Leader, AGM, GM).

8.2 Station Responsibilities

Defines the primary duties for each key BOH station: Dough/Pizza Assembly, Oven, Cut & Packaging (including managing the pass to FOH and take-out window), Warewashing, and any minor Prep. It also details the crucial role of the Expediter (Expo) in managing order flow and quality control.

8.3 Line Coordination

Details how all stations work together in a synchronized flow, covering order pacing and prioritization, managing PizzaMaster oven capacity, coordinating multi-item orders, and efficiently managing the pass and take-out window to ensure speed and accuracy.

8.4 Working With Front of House & Managing Order Dispatch

Focuses on the critical interaction points between BOH and FOH/Dispatch, especially in a modern kitchen where 70% of orders are digital. It covers:

- Managing order timing for various channels (app, online, third-party).
- Interaction with **Captain AI** for in-house deliveries.
- Communicating "86'd" items.
- The role of the physical "pass" and "take-out window."

8.5 Conflict Resolution

Provides a step-by-step guide for resolving disagreements constructively, with a focus on **teamwork and strong, positive communication**. It outlines when and how to resolve issues peer-to-peer and when to escalate to leadership (Shift Leader, AGM, GM) for mediation and resolution.

8.6 Leadership in the Kitchen

Defines the Maker Pizza leadership philosophy of "**kindness but firmness**." It details the qualities and responsibilities of effective kitchen leaders (GM, AGM, Shift Leaders), including leading by example, setting and maintaining standards, motivating and developing the team, and upholding policies fairly and consistently. It also emphasizes that all team members can demonstrate leadership qualities.

8.7 Workplace Policies & Expectations

This section was added to cover key employment policies:

- **Video Surveillance:** Informs team members that premises are under video surveillance for safety and security purposes and that working there implies consent.
- **Electronic Communication & Right to Disconnect:** States that team members are not required to respond to work-related electronic communications (Slack, email) outside of their scheduled hours, in support of

work-life balance and Ontario law.

CHAPTER 9: QUALITY ASSURANCE

(This chapter outlines the overarching systems for ensuring excellence)

9.1 Food Quality Standards

Defines Maker Pizza's commitment to quality through key pillars (Ingredient Quality, Preparation Accuracy, Cooking Excellence, Final Presentation). It provides detailed descriptions of our standards for Visuals (color, shape, topping distribution), Taste (flavor balance, freshness), Texture (crust, cheese melt), and Temperature.

9.2 Portion Control

Emphasizes the critical role of portion control for consistency, cost management, and guest satisfaction. It mandates the use of specific tools (digital scales, ladles, scoops) and adherence to the precise gram, ounce, and ml measurements found in the official Maker Pizza recipe cards. "Eyeballing" is strictly prohibited.

9.3 Consistency Checks

Details the routine verifications used to ensure standards are met at all times. This includes "First Pizza Perfect" evaluations, daily ingredient quality checks, temperature verifications, random portion weight spot checks, and sensory evaluations (taste testing) for new products or ingredient batches. It also covers the documentation of these checks.

9.4 Customer Feedback Handling

Outlines the process for receiving and acting on customer feedback from all channels (in-person, phone, social media, third-party apps, and the **Ovation** feedback platform). It details the protocol for responding to complaints, the BOH role in investigating food-related issues, and how management uses feedback for continuous improvement.

9.5 Product Recovery Procedures

Provides a step-by-step guide for what to do when a product fails to meet standards or a customer order is incorrect. It covers when a remake is necessary, how to prioritize and execute the remake to exacting standards, and the critical importance of documenting the original wasted item in the waste log to learn from the error and prevent recurrence.

CHAPTER 10: TECHNOLOGY SYSTEMS

(This chapter details the specific technology platforms used at Maker Pizza)

10.1 Workforce Management (7shifts)

Used for employee scheduling and for accurately clocking in and out at the beginning and end of each shift.

10.2 Revel POS & Order Management

The central hub for all orders. As there is no KDS, orders are communicated to the BOH via printed tickets from the Revel POS. Management also uses Revel for key BOH tasks like marking items as "86'd" and running the End of Day process.

10.3 MarketMan Inventory Management

The official software for all inventory tasks, including: ordering from suppliers and the commissary, scanning invoices, confirming receipt of orders, taking weekly inventory counts, and completing waste logs.

10.4 Automated Temperature Monitoring (ComplianceMate)

The **ComplianceMate** system automatically monitors walk-in fridge temperatures every 15 minutes and sends alerts to management if temperatures go out of range, providing an automated layer of food safety control.

10.5 Captain AI for In-House Delivery

Used through Revel POS to manage and dispatch in-house delivery drivers. BOH/Dispatch cross-references printed order tickets with the Captain AI dispatch screen to ensure orders are synced and delivery times are accurate.

10.6 Digital Recipe Access

The official source for all Maker Pizza recipes is a master **Recipe Deck available in PDF format**. It is the GM/AGM's responsibility to ensure the kitchen is always using the most current version.

10.7 Internal Team Communication (Slack)

Slack is the primary platform for internal team communications for non-urgent matters, announcements, and sharing information on dedicated channels (e.g., Quality Control, New Product Release).

CHAPTER 11: REFERENCE MATERIALS

(This chapter provides quick-reference guides for essential information)

11.1 Common Terms and Definitions

A glossary of key kitchen, operational, pizza-specific, and technology terms used at Maker Pizza (e.g., "86," "Commissary," "Hot Swing," "Tavern Style," "MarketMan").

11.2 Conversion Charts

Handy reference charts for common Weight (lbs, oz, g, kg), Volume (oz, ml, L, cups), and Temperature (°F, °C) conversions.

11.3 Allergen Information

Outlines the critical importance of allergen safety, lists Canada's priority food allergens, and details Maker Pizza's allergen protocols, including cross-contact prevention steps. It emphasizes referring to the official Maker Pizza Allergen Matrix for all inquiries.

11.4 Health Department Requirements

Provides a guide to compliance with local public health regulations (specifically Ontario's Food Premises Regulation, O. Reg. 493/17). It covers key areas of focus during inspections, how to be "inspection-ready," and what to do during and after an inspection.

11.5 Contact Information for Support

A centralized directory with placeholders for key contacts, categorized into: Immediate Emergencies (911), Internal Maker Pizza Leadership, Key Vendors (Commissary, Ecolab, Pest Control), Equipment & Technology Support (Revel, MarketMan, etc.), and Facility & Utilities.

CHAPTER 12: TRAINING CERTIFICATION

(This chapter outlines the framework for team member development and career growth)

12.1 Skills Checklists

Details the use of practical skills checklists to guide and verify a team member's competency in various areas, such as Basic BOH Skills, Pizza Making, and Oven/Cut/Pack station duties.

12.2 Performance Evaluations

Outlines the process for regular performance evaluations, including the key criteria (e.g., Food Safety, Technical Skills, Teamwork), a standard schedule (e.g., 30-day, 90-day, annual reviews), and an example rating scale.

12.3 Certification Requirements

Describes Maker Pizza's tiered certification program (e.g., Level 1 - Certified Team Member, Level 2 - Cross-Trained Professional, Level 3 - Team Leader), providing a clear path for advancement. It also includes the concept of Specialist Certifications (e.g., Dough Specialist, Certified Trainer).

12.4 Continuing Education Opportunities

Lists the various internal and external training programs available to team members, such as skills workshops, leadership development, and support for advanced food safety certifications, highlighting Maker Pizza's commitment to career development.

APPENDICES

(To Be Developed - This section will contain the detailed forms, logs, and checklists referenced throughout the manual)

- **Appendix A:** Emergency Procedures Quick Reference
- **Appendix B:** Detailed Allergen Matrix
- **Appendix C:** Cleaning Schedules and Checklists
- **Appendix D:** Equipment Specification Sheets
- **Appendix E:** Full Vendor Contact List
- **Appendix F:** Standardized Forms and Logs (e.g., Temperature Log, Waste Log)
- **Appendix G:** Skills Checklist Forms
- **Appendix H:** Performance Evaluation Form