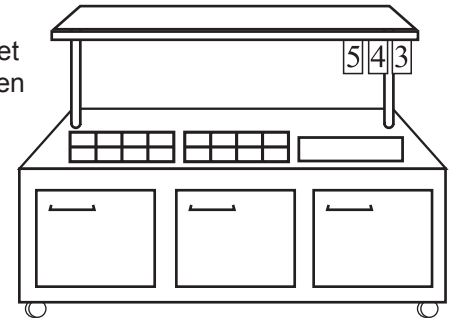


Ticket Flow

A

Front Counter/Telephone

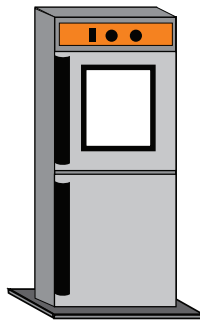
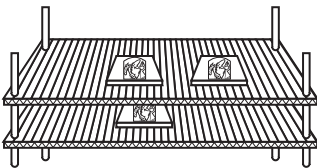
The carryout order is taken at the front counter and is served to the customer right away by the expeditor. The goal is to complete the transaction in thirty seconds or less. If the order is a specialty order, it is recorded on a guest check and taken to the Pizza Dress Station and placed in the ticket minder. If the order is taken by phone, the order is also taken to the Pizza Dress station and placed in the ticket minder.



G

Front Counter

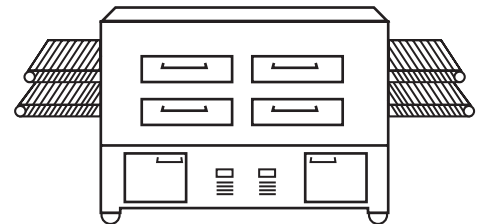
When the customer arrives to pick up their specialty order, the cashier or expeditor locates the order with the guest check already attached. After the cashier rings up the order, the guest check is validated by attaching the receipt. The cashier then places the ticket in a secure place as designated by the manager.



B

Pizza Dress

At the pizza retarder, the first guest check is placed in the ticket minder over the sauce and cheese area. The employee reads the guest check, selects the right sheetout(s), and removes the guest check from the ticket minder, moving the guest check(s) down the retarder as they dress the pizza. Throughout the day, sauced and cheesed, and sauced and cheesed with pepperoni pizzas have to be prepared following the projection charts, and placed on the ready racks before being placed in the oven.



C

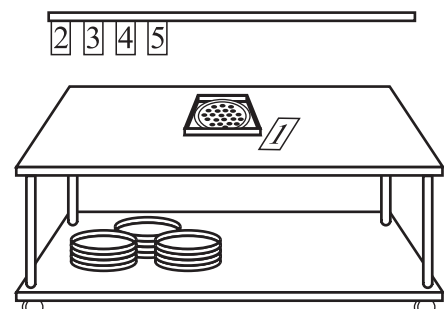
Pizza Oven

The pizza is placed in the oven and the finished guest check is turned over and placed back into the ticket minder near the far end of the retarder. The cut and package person takes the completed guest checks to the Landing Station ticket minder, keeping them in order.

D

Landing

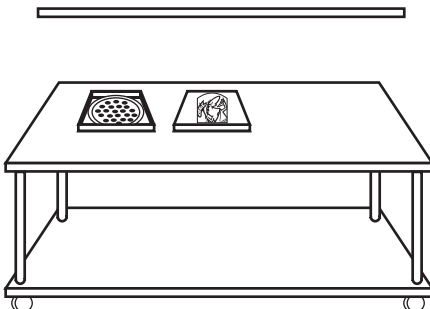
The first pizza coming out of the oven should match the first guest check closest to the end of the oven. All pizzas must meet quality characteristics before being landed. Once quality and accuracy have been checked, pizzas are landed. If it is a specialty order, the ticket is passed along to the Cut and Package Station.



F

Holding Counter/Heat Cabinets

The HNR and ticketed pizzas should be placed on the holding counter(s) or Cres Cors if available. Make sure all products are marked with expiration times. If any reach their expiration time, they must be discarded (follow proper box waste procedure).



E

Cut and Package

The Cut and Package person compares the guest check to the order that was landed. If they match, the pizzas are cut and the box is closed. The pizza is then placed at the holding counter or inside the Cres Cor cabinet. Make sure the ticket is placed on the right side of the box with the customer's information showing. For all HNR pizzas, check for accuracy and quality characteristics before they are cut and packaged. Record expiration time on box and place on holding counter or Cres Cor cabinet. Make sure a bounce back is attached to each box.