

## **Notice**

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## **On The Job Training Guide ("OJT") Suggestion Form**

You may have specific comments or suggestions based on your own experience which would make this guide more effective. Each time we reprint this manual, we will make needed revisions in the guide and your suggestions will be considered.

Please use this form to record your suggestions. When completed, tear it out of the guide and mail to:

Little Caesars Training Department  
Little Caesar Enterprises, Inc.  
2211 Woodward Avenue  
Detroit, Michigan 48201-3400

You can also fax to 313-983-6308

### **Suggestions:**

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Name: \_\_\_\_\_ Position: \_\_\_\_\_

Company Name/Market: \_\_\_\_\_

Address and Phone#: \_\_\_\_\_

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Our goal at Little Caesars is to serve every customer with a HNR pizza with a smile in less than 30 seconds every time. In some markets it is necessary to carry additional menu item products. Our "Core Menu" products are all discussed and covered in this manual.

The "Optional and Expanded Menu" items are in Appendix A. The included job helpers will explain the procedures for these items such as additional size pizzas (12", 16", 18"), small Pepperoni Cheese Bread (PCB), salads, sandwiches and sandwich bun procedures.



# Introduction

## Operational Training

This On the Job Training (OJT) Manual is designed to guide & support you through every aspect of your operational training. This guide focuses on the fundamentals of the Little Caesars Pizza Pride® Production and operating systems. These include product preparation, paperwork procedures, inventory processes, cost controls and troubleshooting skills.

Although this manual is designed to be comprehensive, it is not intended to be your only form of training. Our training system uses multiple platforms that result in a more well-rounded training program that no one system can accomplish on its own. We use an integrated training approach, including multiple delivery formats such as hands-on instruction and practice, classroom discussion using an interactive approach with video support, and our Four Step Method of Training. During training, you will also have the opportunity to visit and work in multiple locations. We willingly invest in our most precious asset: our people.

By becoming operationally certified, our managers become educated to the reasons why and how we function at Little Caesars to improve consistency, and become better, well rounded managers. Once your training is complete, you will see how our founding philosophies, mission statement and operating principles flow throughout our stores every day. We proudly support and practice them at every level of our business.

Attention and focus on detailed training and simplified operating procedures have helped us achieve our success as an industry leader.

And now, a word from our President, Dave Scrivano.



## Little Caesars®

### Welcome to Little Caesars!

I firmly believe that Little Caesars employs some of the best people in the pizza business. We're glad you've joined our team. What makes our employees and franchise operators so outstanding and effective is their commitment to integrity and their strong work ethic.

Every day, we are faced with many situations and choices while running the business. To be as successful as possible, we must always act in a professional manner and, in general, simply do the right thing.

At Little Caesars, our goal is to be the best in the industry. To reach that target we have to provide great products and serve them to our customers fast, friendly and fresh every day. That's our promise — it's what keeps our customers coming back.

We provide an organized and detailed training process for our entire system. Both our company and franchise owned stores utilize this integrated training approach and system, which distinguishes us as an industry leader utilizing new technologies.

You are about to embark on a six-week training program that teaches a wide variety of skills such as making fresh, high quality products. You'll also discover the elements of exceptional customer service, teamwork, and business operations. All of these topics are crucial components to your success, as well as to the success of Little Caesars.

I am very proud of our employees and franchise operators. I hope you find great joy and success in being part of our chain.

This is an exciting time for Little Caesars — I look forward to working with you!

Dave Scrivano

President  
Little Caesar Enterprises, Inc.

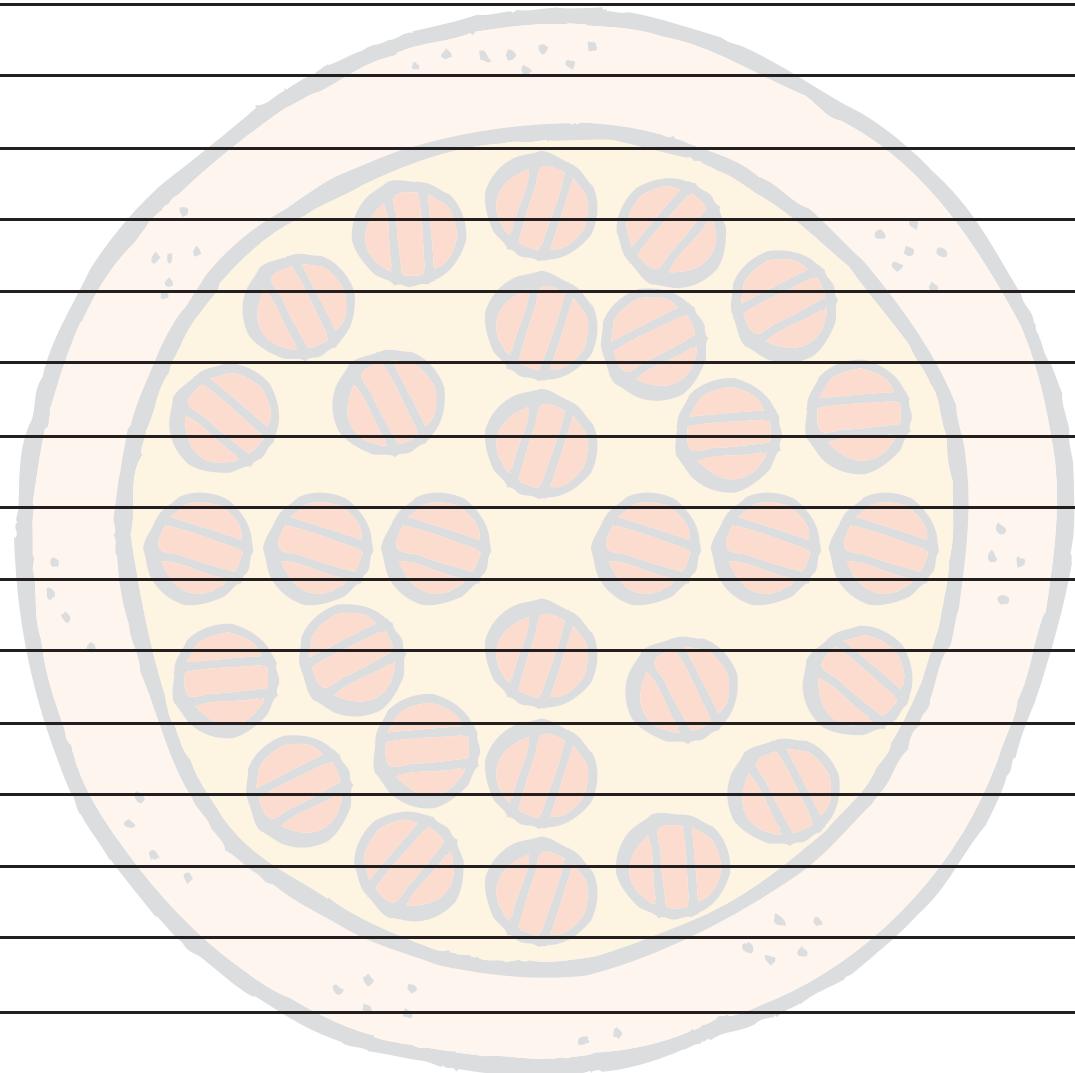
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# Notes & Observations

Observe your Training Manager throughout your training. Make notes and jot down tips that will help you become more successful.





## **MISSION STATEMENT**

To be the best take-home pizza chain

by exceeding customer expectations

with extraordinary value, great tasting products,

and outstanding people while providing

strong returns to our stakeholders.

**Little Caesars®**  
READY WHEN YOU ARE

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## **STAKEHOLDER OPERATING PRINCIPLES**

- CUSTOMERS:** To develop a fun-loving and lasting relationship with every Customer by anticipating, listening, and responding to their needs and by exceeding their expectations with innovative, great tasting food, prompt friendly service and superior value in a convenient and clean environment.
- FRANCHISEES:** To provide our Franchisees with value-added support and discipline in the areas of development, training, operations, marketing, financial services and products, to operate their businesses as profitably as possible, while maintaining a relationship founded on trust, integrity, respect, teamwork and timely communication.
- COLLEAGUES:** To train and encourage Colleagues to achieve excellence, challenge them to be innovative, and recognize and reward them according to their performance, while fostering a positive, fun environment founded on mutual respect, integrity, open communication and teamwork.
- SUPPLIERS:** To develop mutually beneficial relationships built on trust and respect that optimize product and process innovation, consistent quality, competitive and timely service with exceptional cost efficiency.
- COMMUNITIES:** To maintain an image that is a constant source of pride and quality in our communities through active participation and leadership in community affairs, the operation of clean, safe restaurants and providing employment opportunities and economic support.

**Little Caesars®**  
READY WHEN YOU ARE.

# ROLE OF MANAGEMENT OVERVIEW

*What does it mean to be a part of the Little Caesars System? It means to set the example and follow our operational standards with the highest degree of integrity, morale, trust and teamwork.*

## **Being a Role Model**

It might be hard to believe, but what you say and do influences the behavior of your employees. The manager must always set the standards and the pace in a restaurant. As an owner and/or manager, your personal example of doing things right, taking the time to listen to customers and employees with patience and sincerity, and focusing your energy on things that say "quality service" shows your employees what the real rules of conduct and business are in your restaurant.

## **Practicing Hands-On Management**

The best way to run an efficient, profitable restaurant is to take a "hands-on" approach to management. This means being directly involved in the day-to-day operations and taking an ownership role in your store.

You can accomplish this by working at all of the P.P.P.S. (Pizza Pride® Production System) Stations as needed, training new employees, and coaching and counseling your team to achieve its goals.

Hands on management also means getting to know your customers and community. Two ways to stay in touch are talking with customers who are waiting in the lobby and conducting customer call backs. This will help you continually meet and exceed your customers' expectations.

## **Providing Direction and Communication**

You can't con or manipulate people into doing quality work or caring about customers — you can only lead them there. All managers provide direction and instruction every day. For most managers, instructing employees is like breathing. You don't think about breathing — you just do it. But how you ask people to do things can have a major affect on how well those things are carried out.

Ideally, you want your employees to respond to your requests with a positive attitude. This can happen by making sure that your directions are specific and clearly understood, and by asking people to do things in a way that maintains their self-esteem. This will motivate employees to give their best effort.

You cannot run your restaurant by yourself. You need the support of a well trained team. Delegation, motivation, positive reinforcement, proper communication and training are essential to building a successful team.

## **Building Your Bench**

Your success is largely based on the strength of the team that you build. As a manager, you are often mentoring and molding future leaders. One of the ongoing roles of a manager is trying to find the right people to work in their restaurant. The hiring decisions you make will have a long and lasting impact on the success of your restaurant.

Recognizing the right qualities in a crew candidate is an acquired skill. You may find yourself needing to upgrade often until you reach your goal in both quantity and quality. You want to hire the people who not only have the ability but the desire to make your store the best it can be — a shining example of what a Little Caesars should be.

## **Being Accountable**

As part of the management team, you will share in the responsibility and accountability for your entire restaurant. The profitability, cleanliness, customer service, operational efficiency, and compliance with policies and laws will be the true measure of your success.

Occasionally, you will need to discipline and possibly terminate an employee due to poor work habits or performance. You must be able to apply fair and appropriate discipline in accordance with all State, Federal and Local laws.

Know your goals (food %, paper %, labor %) and manage your restaurant to achieve those goals!

## **Solving Problems**

Occasionally, you will face situations that will test your ability to solve problems. By developing possible solutions, choosing the best alternatives and following through, you increase your chances of successfully solving any problem.

Problem solving and your ability to generate creative solutions will be key to handling situations with the best interest of your customers, employees, and Little Caesars in mind. If you can't solve the problem yourself, rely on help from your employees. You can also contact your manager or the Area Supervisor.

Your ability to handle these types of situations will be periodically measured through performance appraisals and awareness reviews.

### **“Golden Rule Of Leadership”**

“If you strive for anything less than excellence, so will they.  
You only succeed if they do.”

## **Creating a Fun and Safe Environment**

Little Caesars must be a fun place to work. This is our #1 Founding Philosophy. Creating an environment that fosters both teamwork and camaraderie can be very rewarding and gratifying for a manager. Always remember, however, that we are also responsible for the adult supervision of employees under the age of 18 and for creating a safe and secure working environment for all.

## **Maintaining Accurate Inventories and Schedules**

Providing good customer service means having enough food and supplies in your restaurant, preparing enough products ahead of time, and having enough labor on hand to make these products. Build-to charts, DO Sheets, projection charts, schedules, and position charts are all tools that will help you give the customer exactly what they want.

Keeping your labor in line, however, is not always an easy process. Take the time to plan your schedules well, with goals in mind. Your ability to plan ahead, monitor weekly, daily and hourly sales and man-hour charts, and adjust your staffing accordingly, will help you provide excellent customer service and keep your restaurant profitable.

## **Protecting Confidentiality**

As a member of the Little Caesars team, you will learn confidential information regarding new products, recipes, national promotions, sales figures, etc. It is important to the success of the company that you keep this information confidential. Occasionally, you may have a customer ask you some questions that you think may be confidential. Do not respond in these situations.

In addition, we never speak to the media. Neither do we ever allow pictures to be taken inside or outside our stores. Our Corporate Communications Department is equipped with the necessary skills to release comments or corporate statements if necessary.

# Training Outline

This outline is for the On the Job Training (OJT) program. It describes what you will learn during your first 6 weeks of in-store training. The schedule follows a 5-day work week. If your store is using a different training schedule, adjust the outline to fit these needs. The outline can also be adjusted based on how quickly you learn and develop your skills. Classroom training will also take place throughout your six weeks of training. All of our training systems focus on hands-on experience.

## In store orientation (video, tour of store)

### Training Summary Week 1

The following areas will be introduced during the first week of your training:

- Ten Customer Service Standards
- All of the Pizza Pride® Production System (PPPS) except: Shift Coordinator
- Local Store Marketing (LSM)
- Food safety and sanitation
- All product preparation procedures including optional menu items such as salads and sandwiches where applicable
- Opening and closing procedures, Time Management Guidelines, Pre-Rush Checklist, Post-Rush Checklist, DO Sheet, Position Chart and HNR Projection Build-to Charts
- Cash management policies, register checks, and hourly reads
- Daily paperwork
- Weekly inventory
- Classroom training

#### What you will learn:

- Introduction to restaurant employees
- Customer service:
  - 10 Customer Service Standards (RACK UP FANS)
  - 5 Priority Guidelines
- Tour the restaurant:
  - All Pizza Pride Production Systems (PPPS) Stations: purpose, safety, cleanliness, operating systems and workflow
  - All restaurant equipment
- General safety rules (do's and don'ts)
- Restaurant cleanliness and sanitation
- Time Management Guidelines
- All menu products and quality characteristics
- Order taking process
  - Front Counter/Greeter Station (ringing up orders and expediting orders)
  - Telephone Station (guest check procedures)

## **Day 1 Open (Wednesday)**

### **What you will learn:**

- Customer Service:
  - 10 Customer Service Standards
  - Priority Guidelines
  - Exceeding expectations
  - PPPS goals/flow
  - Remedy Process
- Sheetout Station
  - Station goals
  - Proofing times
  - Station procedures (Round, Deep Dish, and Crazy Bread® sheetouts)
- Product Preparation
  - Station goals
  - Product preparation (safety and precautions)
  - Product preparation guidelines
  - Prepped product shelf life
  - Dough preparation
  - Sauce preparation
- Training Process
  - FOUR STEP Method of Training.
    1. Explain the task in detail.
    2. Demonstrate and explain the task in detail.
    3. Have trainee demonstrate and explain task.
    4. Provide positive feedback.

Your Training Manager will demonstrate and utilize this technique throughout your training.

### **What you will do:**

- Assist with opening procedures. (Introduction to banking, HNR charts, store setup, LSM.)
- Practice Round, Deep Dish, and Crazy Bread® sheetouts.
- Practice dough preparation. (Timed for the first time. Goal is one batch of dough in nine minutes.)
- Practice sauce preparation.
- Complete Box Count.

## **Day 2 Open (Thursday)**

### **What you will learn:**

- Customer Service, Sheetout Station, and Product Preparation exercises.
- Telephone Station procedures
  - Station goals
  - Telephone tips & techniques
  - Order taking process
  - Product descriptions
  - Suggestive selling
  - Guest checks
  - Ticket flow
- Front Counter/Greeter Station procedures
  - Cash register procedures
  - Drops
  - Cash register checks
  - Hourly reads
  - Box counts
  - Waste Log
- Sauce & Cheese and Pizza Dress Station procedures
  - Sauce & Cheese Station goals
  - Station procedures
  - Crazy Crust application
  - Pizza Dress Station goals
  - Pizza Dress Station procedures
  - Pizza Specs
  - Optional menu procedures

### **What you will do:**

- Assist with opening procedures. (Introduction to banking procedures and store setup.)
- Practice Round, Deep Dish, and Crazy Bread® sheetouts.
- Practice dough preparation (timed on 2 batches).
- Practice taking orders on the phone.

## **Day 3 Close (Friday)**

### **What you will learn:**

- Telephone, Front Counter, Restaurant Safety, Sauce & Cheese and Pizza Dress Station.
- Landing/Cut & Package Stations
  - Station goals
  - Pizza Pride Oven
  - Landing/Cut & Packaging Station procedures
  - Cutting specifications (Round, Deep Dish)
  - Quality characteristics
  - Optional menu procedures (Crazy Bread®, ICB, PCB, and Caesar Wings®)
  - Crazy Crusts
- Time Management Guidelines
  - Time Management Guidelines Checklist
  - Pre-Rush Checklist
  - Post-Rush Checklist
  - Daily Organization (DO) Sheet
  - Position Chart
  - HNR Charts
- Nightly Inventory (Fill in Quarter Book)
  - Cheese count
  - Soda count
  - Box count
- Labor cost calculations
- Expeditor goals and responsibilities

### **What you will do:**

- Assist setting up store for dinner rush.
- Practice Landing/Cut & Package Station.
- Practice Sauce & Cheese & Pizza Dress Stations.
- Complete 8:00 pm register checks (assisted by Training Manager).
- Complete nightly inventory.
- Calculate nightly labor cost.
- Complete register checks at closing time.
- Complete closing box count.

## **Day 4 Open (Saturday)**

### **What you will learn:**

- Landing/Cut & Packaging and Time Management exercises
- Banking procedures (bank deposit policies and procedures)
- Restaurant Safety
  - Safety Guidelines
  - Cash Management Policies and Procedures (change fund, cash drops, cash register procedures, bank procedures, register checks, safe procedures, mysterious cash loss/manipulation, check acceptance policy, key and lock policy, and general information).
  - Robbery prevention and reporting
  - Restaurant safety and security
- Dish Washing Station

### **What you will do:**

- Assist with bank deposit preparation and store set-up.
- Practice the Front Counter/Greeter Station (running one of the registers during lunch).
- Practice dough preparation (timed on two batches).
- Assist with lunch dishes.
- Practice Round, Deep Dish, and Crazy Bread® sheetouts (Lunch and Dinner).
- Practice Sauce & Cheese and Pizza Dress preparation (Dinner).
- Complete remaining items on the Pre-Rush Checklist.
- Complete opening Box Count.

## **Day 5 Close (Monday)**

### **What you will learn**

- Restaurant Safety & Security exercises
- Week-ending inventory
- HNR Master Build-to (projections)
- Week-ending labor calculations and costs
  - Time cards (hours, labor, overtime, breaks)
  - Weekly Payroll Summary (weekly labor dollars, labor hours, labor percent, DPMH, charted hour variance +/-)

### **What you will do**

- Assist with dinner setup. (Follow Pre-Rush Checklist.)
- Practice Telephone Station.
- Practice Sauce & Cheese and Pizza Dress.
- Complete HNR Master Build-to.
- Complete Week-ending Inventory. Compare to Training Manager's Inventory.
- Complete Weekly Payroll Summary.

## **Training Summary Week #2**

The following areas are focused on during the second week of training:

- Daily paperwork procedures
- Daily Cash Summary
- Weekly Sales Summary
- Daily and Weekly Hourly Reads
- Skill practice at all stations
- Daily and Weekly Inventory
- Payroll
- Classroom training
- Area meetings

### **Day 1 Close (Wednesday)**

#### **What you will learn:**

- Time Management Guidelines
  - Time Management Checklist
  - Pre-Rush Checklist
  - Post Rush Checklist and pre-close preps
  - HNR Build-to Charts
- Daily Cash Summary
  - Payouts
  - Overrings
  - Guest check checkout
  - Drops and cash register checks
  - GT beginning and ending (Grand Total numbers)
- Weekly Sales Summary

#### **What you will do:**

- Assist with all Pre-Rush Checklist duties.
- Complete all pre-close preps.
- Prepare sheetouts for dinner.
- Work at Landing/Cut & Package Stations during dinner.
- Assist with all Post-Rush Checklist duties.
- Complete HNR Build-to Charts for the following day.
- Complete Daily Cash Summary.
- Complete Weekly Sales Summary.
- Call in nightly numbers.

## **Day 2 Open (Thursday)**

### **What you will learn:**

- Opening procedures
- STARS program (OVER DO IT)
- Blue Line order
- Time Management Guidelines
- Build-to charts
- Employee Injury Reporting Procedures

### **What you will do:**

- Prepare deposit assisted by Training Manager.
- Prepare Round and Crazy Bread® sheetouts (Lunch).
- Pull Deep Dish sheetouts for lunch.
- Run register during lunch rush (practice suggestive selling).
- Place Blue Line order.
- Assist with dough preparation (timed on two batches).
- Practice at Sauce & Cheese and Pizza Dress Stations (Dinner).
- Practice taking orders at the Telephone Station.
- Complete 3:00 pm cash register checks.

## **Day 3 Close (Friday)**

### **What you will learn:**

- STARS Program (Make & Bake)
- Scheduling
- Oven, sheeter, and Vertical Cutting Mixer (VCM) maintenance
- Nightly paperwork

### **What you will do:**

- Assist with all Pre-Rush Checklist duties.
- Practice at Landing/Cut & Packaging Station (Dinner).
- Complete two days worth of a schedule based on information provided by Training Manager.
- Assist with all Pre-Close Checklist duties.
- Complete Daily Cash Summary.
- Complete Weekly Sales Summary.
- Complete DO Sheet and Build-to Charts for following day.

## **Day 4 Open (Saturday)**

### **What you will learn:**

- Food and labor cost controls
- Scheduling
- 10 Customer Service Standards
- STARS Program (Keep it Safe)

### **What you will do:**

- Assist with opening procedures.
- Complete banking and change fund verification assisted by Training Manager.
- Prepare Round and Crazy Bread® sheetouts (Lunch).
- Pull Deep Dish sheetouts (Lunch).
- Practice at Sauce & Cheese and Pizza Dress Station.
- Assist with dough preparation (timed on 2 batches).
- Assist with Pre-Rush Checklist duties.
- Conduct 3:00 pm register checks.

## **Day 5 Close (Monday)**

### **What you will learn:**

- Remedy Process, 10 Customer Service Standards
- Week-ending payroll
- Nightly and weekly paperwork responsibilities:
  - Inventory
  - Daily Cash Summary
  - Weekly Sales Summary
  - Week-ending Hourly Reads
  - Master Build-to Chart

### **What you will do:**

- Assist with Pre-Rush Checklist duties.
- Prepare Round, Deep Dish, and Crazy Bread® sheetouts (Dinner).
- Assist at Sauce & Cheese and Pizza Dress Stations (Dinner).
- Assist with Post Rush, and Pre-Close Checklist Duties.
- Complete week-ending inventory. Compare to Training Manager's inventory.
- Complete Weekly Sales Summary (Quarter Book).
- Complete HNR Master Build-to.
- Complete Payroll Transmittal.
- Call in week-ending numbers.

## **Training Summary Week 3**

The following areas are focused on during the third week of training:

- New-hire paperwork
- Accuracy and speed at all stations
- Shift coordination including: dinner rush, positioning employees, follow up, monitoring service, expediting orders, and ensuring order accuracy
- Daily paperwork procedures
- Week-ending paperwork responsibilities
- Classroom training

### **Day 1 Close (Wednesday)**

#### **What you will learn:**

- Shift coordination procedures and calculating accurate service times
- Position Chart
- Importance of Expediting Position (Front Counter/Greeter Station)
- Blue Line ordering

#### **What you will do:**

- Assist with Pre-Rush Checklist duties.
- Complete Position Chart.
- Practice Sauce & Cheese and Pizza Dress Station.
- Expedite at Front Counter/Greeter Station (Dinner rush).
- Assist with Pre-Close Checklist duties.
- Complete Daily Cash Summary.
- Complete Weekly Sales Summary.
- Complete hourly reads.
- Call in nightly numbers.

### **Day 2 Close (Thursday)**

#### **What you will learn:**

- Scheduling
- New-hire paperwork
- Daily paperwork

#### **What you will do:**

- Assist with Pre-Rush Checklist duties.
- Complete preps on the DO Sheet.
- Prepare Round, Deep Dish, and Crazy Bread® sheetouts and assist at the Telephone Station (Dinner).
- Complete next week's schedule (with Training Manager's approval).
- Practice new-hire paperwork (exercise).
- Complete Daily Cash Summary.
- Complete Weekly Sales Summary.
- Complete hourly reads.
- Call in nightly paperwork.

## **Day 3 Open (Friday)**

### **What you will learn:**

- New-hire paperwork
- Banking and change fund verification
- Simulated solo open — Coordinate restaurant operations with the trainer alongside offering immediate feedback.
- Employee positioning (scheduling)

### **What you will do:**

- Coordinate opening procedures.
  - Bank deposit and change fund verification
  - Store set up
- Coordinate Pre-Rush Checklist duties (Lunch).
- Work at Landing/Cut & Package Station.
- Practice dough preparation (timed on 2 batches).
- Complete lunch paperwork.
- Coordinate Pre-Rush Checklist duties (Dinner).
- Expedite Front Counter/Greeter Station (Dinner rush).
- Complete 3:00 pm register checks.
- Discuss simulated solo open with trainer.

## **Day 4 Close (Saturday)**

### **What you will learn:**

- Coordination of shift
- HNR set up all stations
- Simulated solo close — Coordinate restaurant operations with the trainer alongside offering immediate feedback.

### **What you will do:**

- Coordinate Pre-Rush Checklist.
- Complete Position Chart.
- Monitor service times and product freshness.
- Monitor HNR Build-to Charts.
- Expedite orders at the Front Counter/Greeter Station (Dinner rush).
- Coordinate Post-Rush & Pre-Close Checklist duties.
- Coordinate Closing Checklist duties.
- Complete all daily closing paperwork (Daily Cash Summary, Weekly Sales Summary, Hourly Reads, HNR Build-to Charts, daily payroll, Waste Log, daily inventory and call in nightly numbers).

## **Day 5 Close (Monday)**

### **What you will learn:**

- Inventory and food cost controls
- Week-ending paperwork procedures
- Assistant Manager certification
- Quarter Book usage

### **What you will do:**

- Assist with Pre-Rush Checklist duties.
- Prepare Round, Deep Dish and Crazy Bread® sheetouts (Dinner).
- Work at Sauce & Cheese and Pizza Dress Stations (Dinner).
- Assist in taking orders at the Telephone Station.
- Complete all week-ending paperwork (Daily Cash Summary, Weekly Sales Summary, payroll, hourly reads, Waste Log, HNR Master Build-to, inventory and call in week-ending numbers).

## **Training Summary Week #4**

The following areas are covered during the 4th week of training:

- Week-ending paperwork and inventory
- HNR product projections, Build-tos and food ordering
- Employee scheduling and cost controls
- 4 Phases of Hiring, state and federal labor laws, and Little Caesars restrictions
- Four Step Method of Training
- Management skills and troubleshooting
- Local Store Marketing (LSM)
- Classroom training

## **Day 1 Open (Wednesday)**

### **What you will learn:**

- Assistant Manager Training Outline
- Co-Manager role and certification process
- HNR projection procedures
- Blue Line ordering

### **What you will do:**

- Assist with opening procedures.
- Prepare Round, Deep Dish and Crazy Bread® sheetouts (Lunch).
- Complete lunch paperwork.
- Practice dough preparation (timed on two batches).
- Assist with Pre-Rush Checklist duties (Dinner).
- Expedite during dinner rush at the Front Counter/Greeter Station.
- Complete 3:00 pm box count, register checks, and hourly reads.

## **Day 2 Open Solo Open (Thursday)**

### **What you will learn:**

- HNR projection Build-to charts
- 4 Phases of Hiring, state and federal labor laws, and Little Caesar handbook policies, procedures and restrictions
- Review of management skills and troubleshooting

### **What you will do:**

- Assist with opening procedures.
- Prepare sauced and cheezed & pepperoni pizzas (Lunch).
- Time on speed and accuracy at all stations — Landing and Cut & Packaging, Sheetouts, Dough, Sauce and Cheese, Pizza Dress, Salads, Sandwiches (if applicable).
- Set up interviews, conduct interviews, review new hire paperwork.
- Assist with Pre-Rush Checklist duties (Dinner).
- Work at Landing/Cut & Packaging Station.
- Complete register checks and hourly reads (Dinner).

## **Day 3 Close (Friday)**

### **What you will learn:**

- Daily closing paperwork
- Scheduling
- Local Store Marketing (LSM) practices

### **What you will do:**

- Assist with Pre-Rush Checklist duties.
- Prepare Round, Deep Dish, and Crazy Bread® sheetouts (Dinner).
- Work at Landing/Cut & Package Station.
- Complete Post-Rush and Pre-Close Checklist duties.
- Complete all daily closing paperwork.

## **Day 4 Solo Close (Saturday)**

### **What you will learn:**

- Coordinate Solo Close of all restaurant operations with the trainer watching but not taking an active role.
- Management skills and troubleshooting

### **What you will do:**

- Review the Solo Close at the end of the shift with the trainer.
- Review Solo Close evaluation form with Training Manager.
- Complete daily paperwork.
- Review all prior exercises with Training Manager.

## **Day 5 Close (Monday)**

### **What you will learn:**

- Week-ending paperwork
- Payroll
- Build-to Charts

### **What you will do:**

- Prepare Round, Deep Dish and Crazy Bread® sheetouts (Dinner).
- Work at Sauce & Cheese and Pizza Dress Stations (Dinner).
- Complete week-ending paperwork.
  - Inventory
  - Payroll
  - Daily Cash Summary
  - Weekly Sales Summary
  - Call in week-ending numbers.

## **Training Summary Week # 5**

By your 5th week of training, you should have a good understanding of our operations. You will have acquired the necessary skills and knowledge to be able to operate a Little Caesars restaurant. In the final two weeks of your training, you will be expected to put your training into practice.

- Additional practice on operational procedures
- All responsibilities associated with Solo Opens and Closes
- All responsibilities associated with week-ending closing procedures
- Classroom training

## **Day 1 Open (Wednesday)**

### **What you will learn:**

- Opening procedures
- New Hire Paperwork Packets
- Time Management Guidelines

### **What you will do:**

- Assist with opening procedures.
- Prepare Round, Deep Dish and Crazy Bread® sheetouts (Lunch).
- Assist at Telephone Station (take care of customer complaints if any).
- Complete 6 Customer call backs.
  - Complaints? Follow up on remedy action taken.
  - Random call-in orders
- Practice dough preparation (timed on two batches).
- Complete a New Hire Paperwork Packet.
- Conduct interviews (or mock interviews with management).
- Assist with Pre-Rush Checklist duties (Dinner).
- Work at Landing Station.

## **Day 2 Close (Thursday)**

### **What you will learn:**

- Scheduling
- Daily closing paperwork
- Troubleshooting equipment
- 4-step Method of Training — Train a new employee on stations of the PPPS.

### **What you will do:**

- Assist with Pre-Rush Checklist duties.
- Work at Sauce & Cheese and Pizza Dress Stations (Dinner).
- Complete next week's schedule with Training Manager approval.
- Complete all daily closing paperwork.

## **Day 3 Open (Friday)**

### **What you will learn**

- Solo open procedures

### **What you will do:**

- Coordinate Solo opening procedures.
- Review Solo Opening Evaluation with Training Manager.
- Practice training employees using the Four Step Method Of Training.
- Coordinate all Pre-Rush Checklist duties.
- Work as an expeditor during dinner.
- Complete 3:00 pm cash register checks.
- Check Closing Build-tos before going home.
- Discuss solo opening with Training Manager.

## **Day 4 Close (Saturday)**

### **What you will learn:**

- Solo closing procedures

### **What you will do:**

- Coordinate Pre-Rush Checklist duties.
- Work as Expeditor during dinner rush.
- Coordinate Post-Rush Checklist duties.
- Conduct 8:00 pm register checks.
- Complete all closing daily paperwork.

## **Day 5 Close (Monday)**

### **What you will learn:**

- Week-ending paperwork
- Payroll processes

### **What you will do:**

- Coordinate Pre-Rush Checklist duties.
- Work at Sauce & Cheese and Pizza Dress Station (Dinner).
- Coordinate Post-Rush Checklist duties.
- Complete 8:00 pm cash register checks.
- Coordinate Pre-Close and Closing Checklist duties.
- Complete all week-ending paperwork.

## **Training Summary Week #6**

By the sixth week, we anticipate that you will be able to operate all aspects of the restaurant with little or no supervision.

- Additional practice on all operational procedures
- All responsibilities associated with:
  - Closing procedures
  - Opening procedures
  - Week-ending closing procedures
- Classroom training

## **Day 1, Day 2, Day 3, and Day 4**

- Trainee coordinates overall operations in the restaurant, while being supervised by Training Manager.

## **Day 5 Week-ending Close (Manager Trainee)**

- Meets with Area Supervisor at trainee's new store.
- Introduced to the crew and management team in the store.
- Changes door locks and change safe combination.
- Conducts Safe Change Fund verification.
- Reviews next week's schedule with Area Supervisor.
- Coordinates closing procedures.
- Completes week-ending inventory.
- Completes week-ending paperwork.

## **Day 5 — Week-ending Close (Co-Manager Trainee)**

- Coordinates Pre-Rush Checklist duties.
- Completes all week-ending closing duties/paperwork.
- Gets in touch with new store and obtains his/her next week's schedule.

**NOTE:** New Franchisees will participate in weekly management training and be Booster Shot certified before attending one week of Franchise Business Training.



**Little Caesars®**

# Productivity Evaluation Tracking

Trainees Name \_\_\_\_\_ Store # \_\_\_\_\_

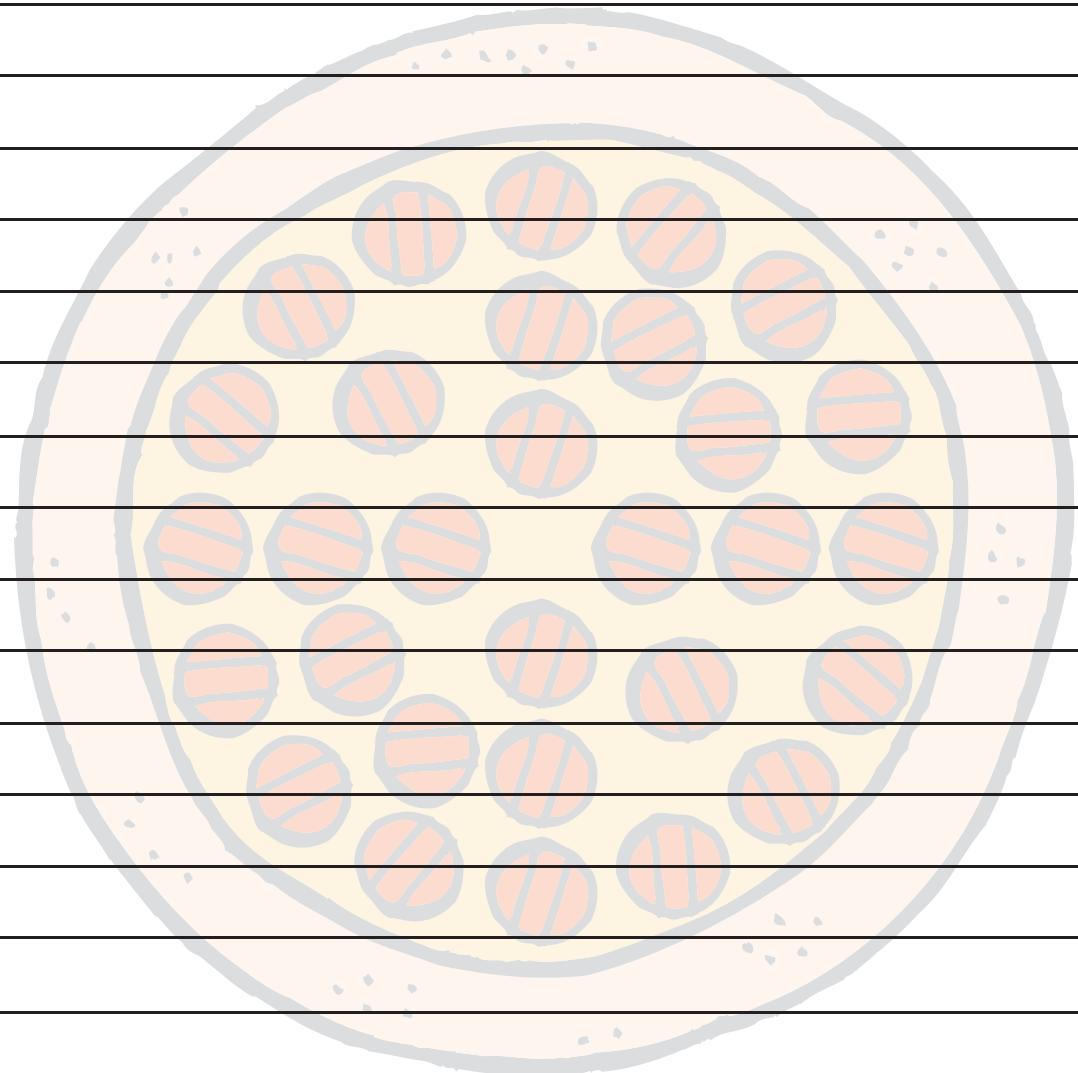
Track the time goals for manager trainees progress on the following tasks:

## Product

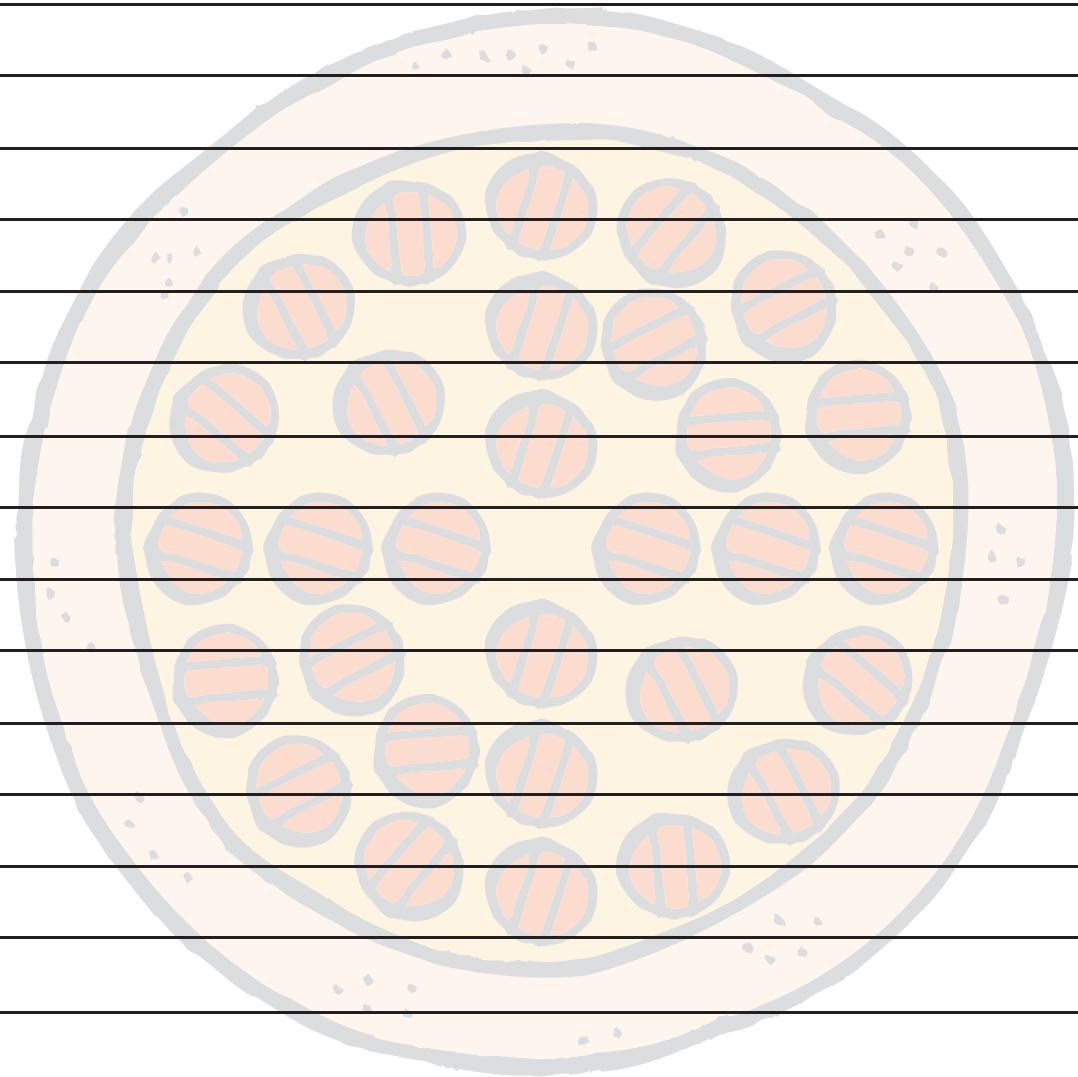
Timings should be done two to three times per week.

Dough	Time Goal	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
1 batch cut/roll/put in walk-in	9 min.						
Sheetouts							
8 - 14" round from tray to projection rack	3.5 min.						
Sauce & Cheese/ Dress							
2 - 14" pepperoni pizzas	70 sec.						
Load/Cut and Box							
2 - 14" pepperoni pizzas	30 sec.						
Crazy Breads							
Load/Prepare/Package Crazy Bread order	45 sec.						
Salads/Sandwiches	2 min.						
Sauce Preparation	10 min.						
Lunch Paperwork	10 min.						
Register Checks	10 min.						
Box Check	8 min.						

# Notes



# Notes



# WOW! Great Customer Service



Customers deserve not only the best possible product we can make, but also the best possible service we can provide. To stay in business, a company must make a product that the customer wants, sell it at a fair price (as defined by the customer), and serve that product to the customer efficiently and consistently. Little Caesars believes that we need to exceed our customers expectations, not just meet them, if we are going to encourage them to return.

Customer service at Little Caesars is so much more than just selling pizzas. We need to WOW! the customer from every angle by giving them every reason we can think of to return to *our* restaurant. We must create a clean, welcoming environment, where they are greeted by warm, smiling faces. We must also guarantee them hot, fresh, quality products at their fingertips, at the right price, every time.

At Little Caesars, we believe that we must exceed our customers' expectations, not just meet them.

Here's how we do it...

Serve **every** customer  
with a **smile** and a **perfect** pizza,  
in less than 30 seconds  
**every** time!

## 10 Customer Service Standards

The 10 Customer Service Standards were designed to keep our focus on our immediate boss — the customer. Little Caesars employees must possess certain qualities that will allow them to exceed their customers' expectations.

The acronym R.A.C.K. U.P. F.A.N.S. is a fun way to remind each of our employees to be:

**R**esponsible

**U**rgent

**F**riendly

**A**ccurate

**P**atient

**A**ttentive

**C**ourteous

**N**eat and Clean

**K**nowledgeable

**S**incere

At Little Caesars, we need to "Rack up fans" every day, every shift, every hour and every minute! Building FANS helps us to flourish as a company and helps us stay focused on what our customers need.



*Customers can depend on you to give them what they want.*

**Examples:**

1. Pizzas fresh, hot and ready.
2. Take responsibility for problems and personally work to solve them. Don't push blame onto others.
3. Be dependable. Report to work on time every day.

**Why be responsible?**

Running a restaurant is a team effort. If every person on the team takes responsibility for their job and behavior, the whole team, and ultimately the customer, wins!



*Care enough to make sure everything you do is correct!*

**Examples:**

1. Serve fresh, hot pizzas — monitor expiration times.
2. Clearly write all guest checks, verify the order and quote accurate service times.
3. If a guest check is poorly filled out, don't guess. Ask the order-taker for verification or call the customer back.
4. Carefully read guest checks and make all orders according to specifications.
5. Follow all Little Caesars recipes.

**Why be accurate?**

Our customers deserve to receive the high quality products they expect, as ordered and when promised.



*Consider the feelings of others. Be well-mannered, and polite at all times.*

**Examples:**

1. Smile and welcome customers by saying, "Hello and welcome to Little Caesars" or, "Hello, how are you today?"
2. Say "hello," "thank you" and "please" to customers and your employees with sincerity.
3. Always thank the customer when calling, holding, placing an order, paying, visiting our restaurants, and at any other appropriate time.
4. Honor special requests when possible.

**Why be courteous?**

Being courteous shows customers we really appreciate and respect them.



*Give customers the information they need.*

### **Examples:**

1. Be able to answer customer questions about products.
2. If you don't know something, know who to ask or where to find the answer.
3. Always up-sell and give kind recommendations of complementary products.

### **Why be knowledgeable?**

Our customers expect us to be experts about our products. When we give them the information they need, we improve our credibility and earn their trust!



*Work quickly and efficiently, taking immediate action to serve the customer.*

### **Examples:**

1. Immediately greet all customers with a smile and a friendly "hello."
2. Answer the phone within two rings and avoid putting the customer on hold.
3. Greet the customer immediately when they walk in the door.
4. Find the customer's order right away. If it is not ready when they arrive, find out how much longer it will be and tell the customer.
5. Keep the HNR Promise.

### **Why be urgent?**

By reacting quickly to customer requests and questions, we show customers that they are our #1 priority.



*Remain calm and easy-going with customers who may not act the way we expect or want them to.*

### **Examples:**

1. Give our customers your full attention.
2. Show appreciation for customers by saying, "Thank You."
3. Don't rush customers who can't make up their minds when they order. Offer suggestions and ideas to help them with their decisions.
4. Don't take a customer's anger personally.

### **Why be patient?**

By being patient, we are showing our customers that they are important to us and that we are willing to take the time to help them.



*Talk to customers in a way that makes them feel welcome and comfortable. Be happy and cheerful in your voice and facial expressions.*

### **Examples:**

1. Always smile when speaking with a customer both in person and on the phone.
2. Use the customer's name whenever possible.
3. Shake hands if you're comfortable with that.
4. Compliment your customer (i.e. "nice purse," or "great tie").
5. Offer children's giveaways.

### **Why be friendly?**

Smiles and light conversation make a visit to Little Caesars a great experience for you and the customer. Being friendly offers that little something extra that exceeds our customers' expectations. When we are friendly, our customers will be friendly and return.



*Respond to the needs of every customer. Be aware of what's going on around you. Customer Service is our first priority.*

### **Examples:**

1. Greet or acknowledge customers immediately!
2. Anticipate customer needs and exceed them (i.e. take the time to assist customers with special needs).
3. Be aware of the needs at other stations, especially the Front Counter/Greeter, and Landing Stations.
4. Continually monitor product levels.

### **Why be attentive?**

Being attentive makes the customer feel important and lets them know that we value their business. It helps us avoid bottlenecks in service and demonstrates that the customer is our first priority.



*Present an organized, professional image both personally and as a restaurant.*

### **Examples:**

1. Always wear a neat, clean, and complete uniform.
2. Always be bathed, clean shaven, and well groomed with shoulder length hair tied back.
3. Continuously maintain the appearance of all areas within customers' view and outside the restaurant (Front Counter/Greeter Station, Telephone Station, lobby, sidewalk, etc.).
4. Follow proper cleaning and sanitation procedures.

### **Why be neat and clean?**

Our customers deserve a clean and safe environment. Studies have shown that customers will perceive food and service to be better if it is served in a neatly organized, clean environment, by a person who looks professional.



*Be truthful, straightforward, and honest. Have the passion to want to provide great customer service.*

### **Examples:**

1. Don't make promises that you cannot keep.
2. Be straightforward and honest about alternatives when you're unable to fulfill a customer's order or special request.
3. Be genuine whenever an apology is necessary.

### **Why be sincere?**

Customers trust you, but you must continue to earn their trust every day. Being honest and sincere, even when there is a problem, will build that trust.

## **Exceeding Customers' Expectations**

Consistently meeting customers' needs is important to the success of our company, however, exceeding them is absolutely critical. Our mission is to be the best take-home chain by exceeding customers expectations with extraordinary value, great tasting products and outstanding people.

Exceeding customers' expectations is not difficult; it just means going an extra step to give customers the type of service that makes them take notice and want to tell their friends about us. Customers remember these things. Customer loyalty is priceless.

# Pizza Pride Production System

The P.P.P.S. is an effective process for preparing our products involving all the production stations in our restaurants. It is designed to provide great customer service while improving employees' efficiency and product quality. Throughout your training, you will learn about each of these stations and how they work together. Although each station has a different purpose, they all have the same goals. These goals keep us focused on what's important to our customers.

## Be Nice

Exceeding customers' expectations is always at the top of our list. Have fresh, hot pizzas made and ready *all day every day!* At some stations, you may deal directly with the customer, while at other stations, you may be working behind the scenes. Remember to greet the customer from any station whenever eye contact is made. You can also make a difference at every station by paying attention to what customers need and helping others do the same. Serve every customer with a smile and a perfect pizza in less than 30 seconds every time.

## Be Ready

We must always be ready for the customer so they get their order as quickly as possible. At each station, there are specific things we do to prepare. This may be preparing dough for sheetouts or folding boxes at the Landing Station. Whatever the task, they all work toward gearing up to meet the customer's needs. Our service goal is less than 30 seconds for hot, fresh products.

## Do It Right

When customers want great tasting pizza they come to Little Caesars. That's because we use only the freshest ingredients to make our products. We also follow specific recipes so our products will taste great no matter who prepares them. At every station, you must make sure products look great, taste great, and are prepared exactly as the customer wants. Serve only perfect pizzas every time!

## Keep It Clean

Customers look for signs of a clean restaurant every time they visit. A clean and organized restaurant creates a positive image. We must keep all stations clean and sanitized to ensure our food is safe.

## Keep It Safe

One of our key goals is to make Little Caesars a safe place to work and visit. Keep safety in mind at every station. Always know the dangers and how to avoid accidents. Follow a "clean as you go" philosophy to maintain safety and cleanliness standards.

# Prioritizing

## Making Decisions With The Customer In Mind

Prioritizing means making sure the customer comes first. During the day, we are responsible for many different tasks. We must realize, however, that those tasks come second to serving the customer.

The ability to prioritize will help you make decisions that achieve the Ten Customer Service Standards and achieve the HOT-N-READY Promise. The Over Do It! STAR covers the Five Priority Guidelines in more detail. Talk to your manager if you would like more examples.

### **HNR Promise**

Serve every customer with a smile and a perfect pizza, in less than 30 seconds every time!

## **The Five Priority Guidelines**

*Cycle of our business. What you do throughout the day.*

1. Serving the customer.
2. Completing station responsibilities.
3. Helping those who are serving the customer.
4. Prepping and restocking.
5. Detail cleaning (clean, clean, clean!).

Taking care of our customers is our number one priority. We need to follow and practice the HNR promise. If we do that, we will rarely disappoint a customer. If we make the customer our #1 priority, they will, in return, give us their "TLC."

- **Trust.** Customers will trust us to always have pizzas ready when they arrive at our store!
- **Loyalty.** Customers will continually choose us over the competition because they are consistently pleased with their visit!
- **Confidence.** Customers will be confident that they will receive excellent, high quality products every time they come to our restaurant!

# The Five Priority Guidelines

## 1. Serving the customer.

- Work together to keep the HNR promise.
- Have fresh products ready all day.
- Show urgency in meeting the customer's needs.
- Keep order accuracy in mind at all times.
- Maintain proper levels of product at all stations.
- Serve the customer from every station (Dishes to Cash).
- Immediately greet them as they enter and welcome them to our store.
- It's everyone's job to serve the customer — no matter which station they are assigned to.
- Answer the phone before the second ring.

## 2. Completing station responsibilities.

- Know the responsibilities of your station.
- Complete responsibilities of your station with customer in mind.
- If assigned more than one station, remain focused and stay ahead of the game.
- Teamwork is vital — if you need assistance, call for help.

## 3. Helping those who are serving the customer.

- Go to the front counter to fill large orders (expedite).
- Assist at the Landing Station with pizzas or breads.
- Help another employee to expedite by giving an extra "hand."
- Answer a phone that may be on hold.
- Open another cash register for faster customer service.

## 4. Prepping and Restocking.

- Prep each station as products and packaging items get low.
- Prep and restock when you have time in between so it doesn't interfere with customer service.
- Follow and practice the "open to close and close to open" philosophy.

## 5. Detailed Cleaning.

- Clean as you go (all day).
- Complete station breakdowns at post-rush and pre-close times.
- Help maintain a clean and organized store.
- Follow the "open to close, close to open" philosophy, always preparing for the next shift.



# The Remedy Process

The Remedy Process is our method of professionally and politely handling customer service complaints. These steps help each employee go through a systematic process of dealing with customer complaints. We encourage everyone to memorize and practice these steps. Empower your employees from day one to do whatever it takes to make our customers happy. The Remedy Process enables them to please the customer without running to you for approval — they know the steps, they know what they can do.

## **Step #1 Listen**

Listen to the customer to identify the concern. Is it product or service related? Remember to stay calm, be patient and breathe. Don't panic and DO NOT take what the customer says personally. DO NOT become defensive. Openly listen, repeat and paraphrase their complaint back to them to assure them that you care about and understand the problem.

## **Step #2 Apologize**

Apologize with sincerity while restating the customer's complaint. DO NOT make excuses or try to deny the problem. For example, either "I'm sorry your pizza didn't have enough cheese on it..." or "I'm sorry we didn't have your order ready as promised," are acceptable responses.

## **Step #3 Decide On A Remedy Option (Goal is to satisfy the customer)**

Look at the remedy options and determine which one will best satisfy the customer. Locate the customer's original guest check and receipt if a specialty order. Involve the customer in the decision and make it quick.

### **For Product Complaint**

Often involves a simple error in product. Remedy this situation by simply giving the customer what they ordered the way they ordered it, so they leave satisfied.

### **For Service Complaint**

You need to be more careful when dealing with a service issue. Usually there are more issues involved than just service. Often times it involves a service complaint and an employee personality issue. Be as delicate as possible. Tempers can flare in cases like these so stay especially calm and polite.

### **If the customer is waiting in the Lobby:**

- A. Offer them a FREE soda while they wait (if you have fountain soda). Or...
- B. Offer them a FREE Crazy Bread®, salad, another product, product replacement. OR
- C. Offer their order FREE of charge (or full cash refund\* if they have already paid).

**\*The shift manager will complete the cash refund transaction. A cash refund is offered only after all attempts to satisfy the customer have been made.**

### **If the customer has called back:**

Apologize, assure the customer that you will try to prevent the problem from happening again and thank them for their patience on the issue and for bringing the problem to your attention. If they are not satisfied, then offer them a FREE Crazy Bread®, drink or pizza topping on their next order.

### **If the customer is still not happy, ask them, “What can we do to resolve this for you?”**

Then provide the customer with what they ask for (up to and including a cash refund).

If they don't know...

- A. Offer immediate remake of the product plus a FREE crazy bread, OR
- B. Offer a FREE product on their next visit.

### **Step #4 Take Action**

Explain to the customer what you are going to do to remedy the problem. Implement the remedy or record in Customer Satisfaction Log (see page 41), and apologize again and thank the customer for bringing the problem to your attention. Do all of this quickly and promptly to assure the customer that the problem is as important to you as it is to them.

Should the customer decide to return at a later date for their remedy, the *manager* greets them, apologizes *again* and thanks them for bringing the problem to their attention.

### **Step #5 Follow Up**

This is our second chance to gain customer satisfaction and even exceed their expectations by turning a bad experience into a good one!

- Refer to the information on the Customer Satisfaction Log in the Quarter Book.
- Identify the cause of the complaint and how it was corrected.
- Follow up with the customer by phone within 48 hours to encourage their return.
- Apologize again for the problem and thank them for their patience and understanding and for giving you another chance.

## **Customer Satisfaction and Product Replacement Guarantee**

The Product Replacement Guarantee is an excellent way to tell pizza customers everywhere that Little Caesars is committed to providing quality products, and great customer service. Your commitment will help us to remain truly the best pizza value in the world.

1. The product replacement guarantee will be honored if the customer calls the store back, asks to speak with the manager, and explains their concern.
2. To avoid confusion, the manager should ask the customer to verify the address of the location where the product was purchased. Often, the location the customer calls is not the actual store from which the product was purchased.
3. We will not ask the customer to return the product to the restaurant as proof of purchase unless a foreign object was found or the customer allegedly becomes ill.
4. We are encouraging all employees to handle customer complaints. If an employee has a question, they should contact the manager on duty. This will speed up the time it takes to resolve the complaint, and keep our customers satisfied.

Our goal is 100% customer satisfaction. To ensure the customer receives a quality product every time, we must provide the customer with a product that meets every Little Caesars quality standard and specification. Please be sure to take every measure to correct the product for the customer.

**Note:** If, on rare occasion, the customer remains dissatisfied and a refund is needed, please contact the shift manager. The shift manager must complete the cash handling and issue the refund after confirming the customers' identity with a piece of ID presented by the customer. A cash refund is offered only after all attempts to satisfy the customer have been made.

### **These steps must be followed for a refund.**

1. A guest check must be completed indicating the type of product and the amount refunded.
2. Write refund on the front of the guest check.
3. Manager signs front of guest check and writes reason for the refund.
4. Ask customer to sign the guest check and record their phone number.
5. Refund purchase price of the order.
6. The refund information is then recorded by the shift manager on the front of the Daily Cash Summary envelope.
7. Place the guest check inside the Daily Cash Summary envelope.

**OUR PLEDGE:  
HAPPY! HAPPY!  
CUSTOMERS!**



**Little Caesars®**

**TALK TO THE STORE  
MANAGER OR CALL: 1•800•7•CAESAR**

**[www.littlecaesars.com](http://www.littlecaesars.com)**

## **Remedy Process In Action: Request for Cash Refund**

Below is an example of how to use the Remedy Process when a customer requests a *cash refund*.

- Customer: I ordered a few pizzas from you yesterday and I wasn't satisfied with them.
- Employee: I am sorry to hear this. What was the problem?
- Customer: They were under cooked and doughy.
- Employee: I apologize for your pizzas being under cooked. What can I do to resolve this for you?
- Customer: I'd like my money back.
- Employee: We can do that for you, or we could remake your pizzas. You could pick them up now or anytime this week. We would really like you to give our product quality another try.
- Customer: Well, okay. That's fair.
- Employee: Can I have your name and the day you placed your original order, please?
- Customer: Yes, this is Mr. Hansen, I came in to Little Caesars Monday night.
- Employee: Okay, Mr. Hansen, I have put you down for two large HNR pepperoni pizzas on your next visit to Little Caesars, plus a free Crazy Bread to help make up for the inconvenience. Just give us a call and we will take care of your order. I apologize again and thanks for bringing the problem to our attention.

The employee would then notify the manager of the problem so the manager could look into why the pizzas were under cooked and then proceed with the tracking procedures. The employee would then complete the Customer Satisfaction Log in the Quarter Book.

The manager would call the customer back within 48 hours to ensure they are satisfied with the remedy option and record any customer comments on the Customer Satisfaction Log.

## **When the Customer Wants a Replacement:**

### **If Mr. Hansen wanted his pizzas remade, the shift manager would:**

- Personally remake the pizzas and greet him at the counter.
- Ask Mr. Hansen to please confirm his identity with a piece of ID.
- A guest check is completed indicating the type of product remade or replaced.
- Apologize again, and ask Mr. Hansen to sign and date the bottom of the guest check and include his phone number.
- Thank him for giving Little Caesars another try.

### **After the pizzas were remade and picked up by Mr. Hansen, the shift manager would:**

- Write "product replacement" on the front of the guest check.
- Sign guest check and write reason for the replacement.
- Place the guest check inside the Daily Cash Summary envelope.
- Record the guest check number, the product, and the reason on the Box Tracking Sheet in the Quarter Book.
- Transfer the products given away as remedies onto the product breakdown section of the Weekly Sales Summary (to account for the food used).

### **On a weekly basis, the Area Supervisor would:**

- Review the Customer Satisfaction Log along with all daily paperwork.
- Review the complaint activity with the guest checks, refunds, etc.
- Call the customer back to ensure they were satisfied with how the employee or manager handled their complaint, as well as the quality of their product.

**The Customer Satisfaction Log should be reviewed weekly. If customers have not redeemed their free products the manager should call the customer(s) to remind them of their product replacements. This is a great way to build customer loyalty.**

Periodically review the names of customers on the Customer Satisfaction Log located in the back of the Quarter Book and the reasons for the dissatisfaction. This will help identify repeat dissatisfied customers. It will also help improve your operations and decrease operational mistakes.

## Customer Satisfaction Log

All complaints should be called back by management to be sure the customer is satisfied.

# Customer Service Review

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your Trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

## 1. What is the HOT-N-READY Promise?

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## 2. Mark an X by the Customer Service Standards.

_____ Knowledgeable	_____ Useful	_____ Sincere	_____ Correct
_____ Attentive	_____ Friendly	_____ Professional	_____ Responsible
_____ Accurate	_____ Reliable	_____ Urgent	_____ Neat and Clean
_____ Helpful	_____ Patient	_____ Courteous	_____ Alert

## 3. "Prioritizing" means (check the box that best describes the statement):

- Completing pizza preps in an organized way.
- Making the customer come first.
- Making pizzas in the correct order.
- Organizing your cleaning tasks so they all will be completed.

## 4. Provide an example of how you can exceed a customers' expectations. Can you RACK UP FANS? List some ways to RACK UP FANS while serving the customer.

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**5. A customer is upset because there are no HNR Pepperoni pizzas ready. The service time they were quoted was incorrect. They have been waiting in the lobby for 15 minutes and are very angry. What is the first thing you should do?**

- Take Action and offer them a free Crazy Bread.
- Tell the customer you will get the manager.
- Apologize for the wait and assure the customer it will be ready soon.
- Listen to identify what they are angry about.

**6. The service time for HOT-N-READY pizzas is less than (fill in the blank):**

\_\_\_\_\_.

**7. Number the Priority Guidelines in the correct order  
(1 = first Guideline        5 = last Guideline)**

- |  |   |
|--|---|
| _____ Restocking & prepping                      | _____ Completing station responsibilities |
| _____ Detail cleaning & station breakdown        | _____ Serving the customer                |
| _____ Helping those who are serving the customer |   |

**8. You have two people assigned to the Front Counter/Greeter Stations who are currently folding boxes at the landing area. More than one customer walks in. What do you do?**

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**9. You are in the middle of a register check when the customer enters the lobby. What do you do?**

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**10. List the 5 steps of the Remedy Process:**

- A. \_\_\_\_\_
- B. \_\_\_\_\_
- C. \_\_\_\_\_
- D. \_\_\_\_\_
- E. \_\_\_\_\_

**11. List some examples of exceeding customer expectations:**

<b>MEETING CUSTOMER NEEDS:</b>	<b>and</b>	<b>EXCEEDING THEM:</b>

**12. List two things you can do to improve the customer service level at your store.**

- A. \_\_\_\_\_
- B. \_\_\_\_\_

**13. Give an example of how you build customer loyalty by connecting with your customers.**

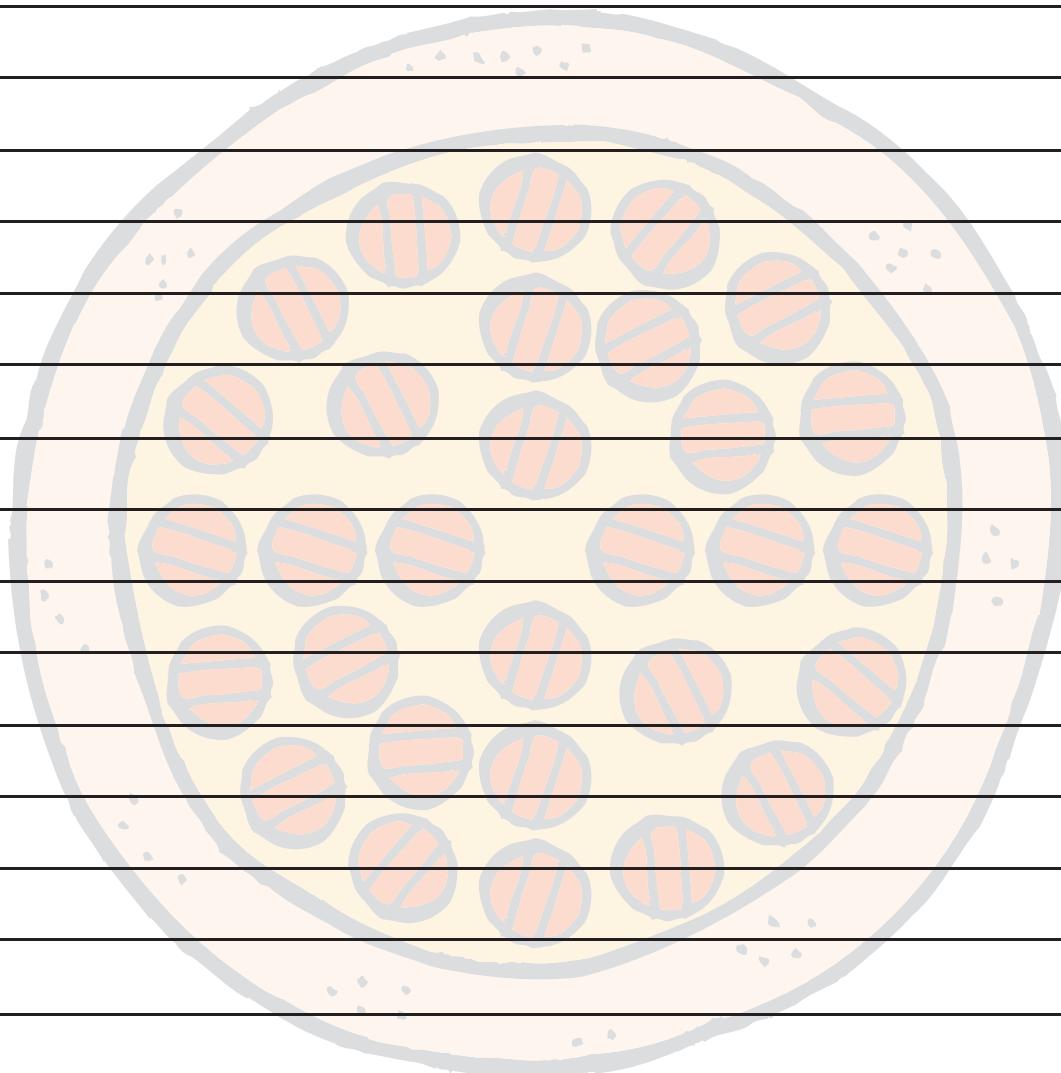
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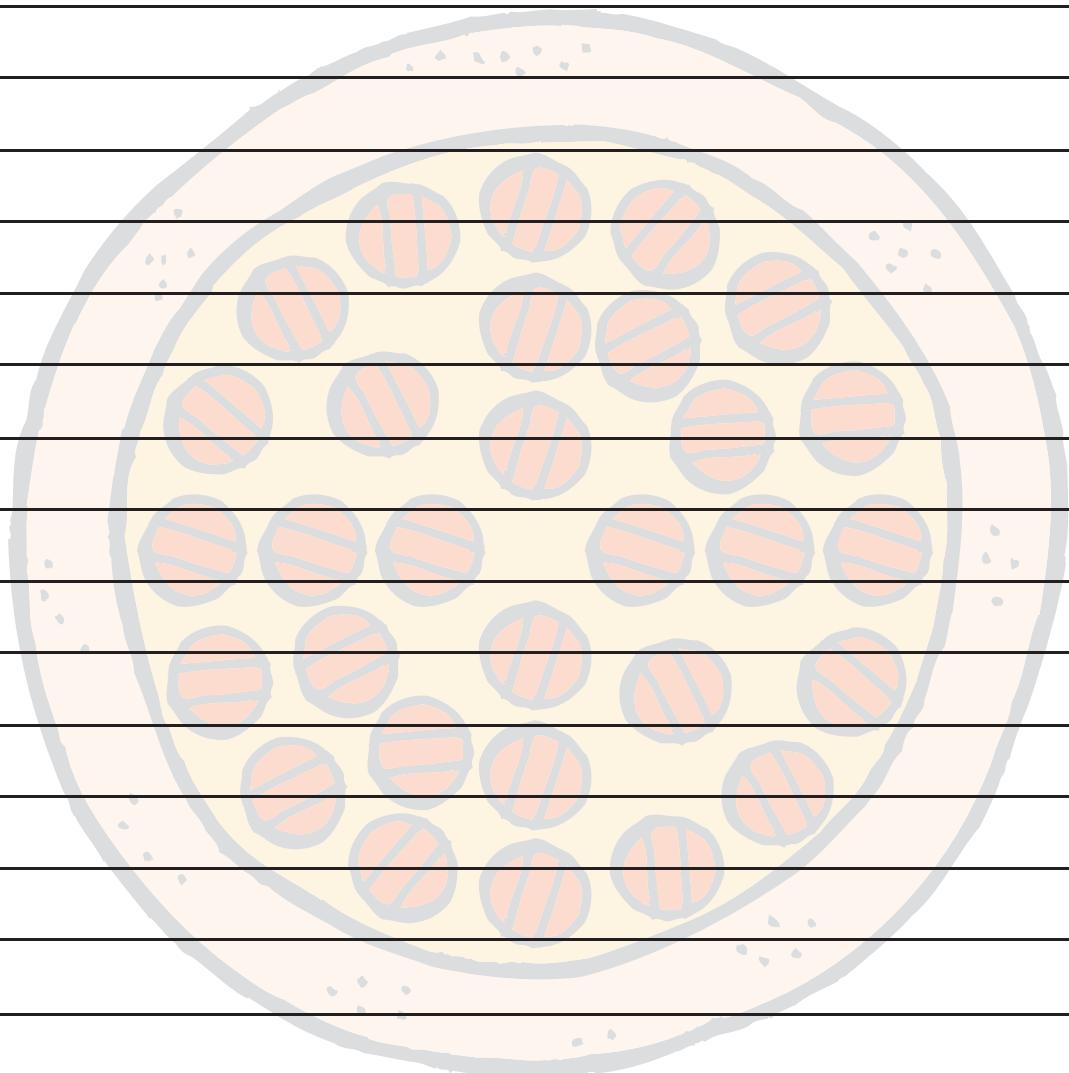
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# Notes



# Notes



# Front Counter/Greeter Station

# SECTION 3

The first impression our customers receive is at this station. The Front Counter/Greeter Station sets the pace of our operations. As mentioned in the Customer Service section, we need to welcome all customers with warm, friendly and smiling faces and take the opportunity to WOW them with our products, service, and actions.

We need to present a positive image of our store to our customers every day. This begins even before the customer walks in the door. How does the parking lot look? Is it neat and clean, or cluttered with papers and cigarette butts? Special attention must also be paid to the lobby, the kitchen, and ourselves. The Front Counter/Greeter Station is responsible for keeping all areas in the customers' view, neat and clean. In addition, a clean, crisp uniform shows our customers that we are serious about cleanliness at all levels.

## **When A Customer Walks In:**

Always remember that our customers come first! When customers enter the restaurant to pick up their pizzas or place an order, they must be greeted immediately by a friendly, smiling employee known as the "Greeter." This shows the customer that they are important to us and that we are happy to see them in our restaurant. This sort of behavior shows that you are polite, urgent, friendly, attentive and sincere! "Welcome to Little Caesars. Would you like to try our HOT-N-READY pizza for only \$5.00?" During prime hours, suggestively sell a specialty pizza or special promotion.

## **Suggestive Selling**

Always suggestive sell! Customers appreciate this because they end up trying new products they'll enjoy. Suggestive selling also increases your ticket average and the store's profitability.



**Our HOT-N-READY® Promise is to serve every customer with a smile and a perfect pizza in less than 30 seconds every time!**

Welcome to Little Caesars!  
Would you like to try...?

Have you tried our  
Caesar Dips?



Have a  
Caesarrific Day!

### **Two Deep Is Too Deep!**

Two customers in line is too many! You should do everything possible to ensure that there is never more than one customer in line at a time. Multiple registers need to be used to ensure this does not happen and we keep the HOT-N-READY Promise.

### **If customers are waiting:**

Do everything you can to make the waiting period as brief as possible. While the customer is waiting, be friendly, promote conversation, and make them feel welcome. This shows you are attentive & courteous. If you are working in the back of the store and you see a customer, make eye contact and smile. This will make them feel welcome.

By having an Expeditor assigned to the Front Counter/Greeter Station, we can make the customer experience even better. As the Expeditor puts orders together, the cashier is free to suggestively sell and ring up orders more quickly. This ultimately decreases our service time.

### **When customers are leaving:**

Show genuine appreciation for their business. Thank them, say good-bye, and invite them to come back again. This shows you are sincere. Mention that we have fresh, hot pizzas and Crazy Breads® available all day, every day. The Expeditor Position will be explained in much detail in Section 11.

### **If a customer asks a question:**

You need to know the answer. If you are unsure, refer to our job helpers, menu board, or ask the manager. This shows you are knowledgeable, responsible and patient. As you can see, at the Front Counter/Greeter Station we really put the 10 Customer Service Standards into action. When we interact with our customers face-to-face, we can add the extra-special attention that makes the difference between meeting their expectations and exceeding them! Always go the extra mile to "WOW" them, so they will be happy to come back.

# Proper Image Checklist

- Neat, clean, controlled. Natural colors only.  
Beards are prohibited.



## H A I R

uniform

- Bathe daily as part of your effort to be clean and well groomed.

## H Y G I E N E

- Clean with bill facing front.

## H A T



- Clean, tucked in and protected by an apron during food-prep.

## S H I R T

- Clean and pressed solid color khaki pants or shorts (no shorter than 3" above knees).

## P A N T S

- Minimal, with no earrings or body piercing jewelry allowed.

## J E W E L R Y



- Leather tops and rubber soles. No open-toed, high-heeled or multi-colored shoes are allowed.

## S H O E S

- Follow proper handwashing procedures.

## H A N D S



- Make Little Caesars a superior place to visit — smile and make eye contact with every customer.



Note: This is a summary and is not intended to replace the image standards in the orientation and training handbook.

# Front Counter/Greeter Station Goals

## Be Nice

- Smile at customers and be friendly, courteous, and professional.
- Give out kids premiums to all children.
- Resolve all customer concerns/complaints to the customers' satisfaction using the Remedy Process.
- Inform customers in the lobby of their order's exact status and chat if you have some extra time.
- Expedite customer's orders by making sure someone is assigned to the Front Counter/Greeter Station, especially during peak periods of business. **Remember: Two Deep Is Too Deep!**

## Be Ready

- Keep The Promise: Have fresh, hot products ready throughout the day.
- Stay near the Front Counter/Greeter Station so you can quickly greet customers (within seconds).
- Give 30 second service to every HNR customer.
- Give accurate service times to the customers on any specialty pizzas.
- Remember, walk-in orders receive first priority.
- Put guest checks for special orders at the appropriate stations.
- Have projection build-to levels updated to maintain accurate levels at all stations.
- Communicate what's being sold and what needs to be put in the oven to the Landing and Pizza Dress Stations, so we don't run out of Ready-to-Serve products.
- Know product descriptions.

## Do It Right

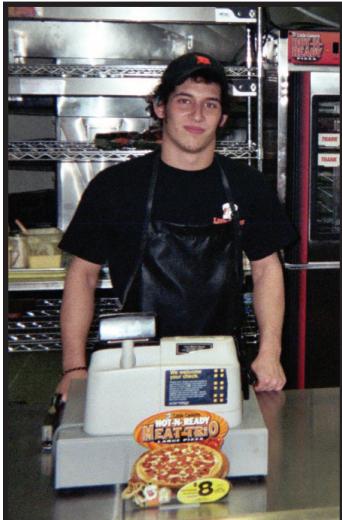
- Serve only properly rotated products to customers.
- Have fresh, hot products available throughout the business day.
- Follow the *Six Step Order Taking Process* at the Front Counter/Greeter Station (See Sect. 3).
- Suggestive sell products to complement your customer's order, such as beverages, salads or Crazy Bread®.
- Keep Crazy Bread® display case filled (if applicable).
- Keep accurate Build-to levels of Crazy Breads® and Crazy Sauce cups stocked.
- On specialty orders, carefully read back each order and make sure the customer receives the correct product(s).
- Repeat and verify each order when ringing up customers.
- Open the box and present each pizza to the customer so you know they're satisfied before they leave, especially on all remedy pizzas.
- Monitor Cres Cor cabinet to ensure it's holding the proper temperature of 155° - 165° and make any necessary adjustments.
- Double check expiration times recorded on all products to assure product freshness.
- Make sure the salad display unit (if applicable) is properly stocked and cleaned.
- **Don't serve it if it has expired!**
- Give every incoming customer your complete attention. If you're in mid-conversation, stop immediately in mid-sentence and greet the customer.

## Keep It Clean

- Regularly check the lobby for cleanliness: spot clean windows, empty trash containers, sweep, etc.
- Make sure the beverage cooler or fountain unit is clean and stocked.
- Keep front counter organized and clean — including the cash registers.
- Maintain a professional image at all times, making sure we ourselves are neat and clean.
- Make sure Crazy Bread display case is (if applicable) properly stocked and cleaned.

## Keep It Safe

- Complete all transactions and collect coupons.
- Make cash drops as often as necessary to keep the cash register drawer unattractive to robbers.
- Validate guest checks by stapling the receipt to the guest check on all specialty or large orders.
- Follow all cash management and robbery prevention procedures — only one employee can operate the cash register at a time.
- Follow proper overing and re-ring procedures.
- Complete regular cash register checks for all opened registers.



**Communication** is therefore critical at this station. For example, if the Expeditor takes two pepperoni pizzas out to sell they need to call back to the Landing Station for two more. The Landing station then communicates with the Pizza Dress station to put two more in the oven. The key to operating an efficient store is staying ahead, and adjusting product levels according to customer traffic.

### Communication Is Essential

The importance of communication at this station cannot be over-emphasized. With the exception of the employees answering the telephone, our Cashiers/Greeters are the only employees who know, on a continual basis, exactly what has been sold.

Managers, as Shift Coordinators, are very busy watching the operation of the whole restaurant, and can't be expected to see every transaction. This is why the Cashiers/Greeters must be excellent communicators, calling back to Pizza Dress immediately after selling any HNR product.

Cashiers/Greeters are also heavily relied upon for communicating the need for additional cashiers as customer traffic increases. They must also communicate the need for increasing overall HNR product levels, and to request the help of an Expeditor when necessary. Clearly, a good Cashier/Greeter must be both focused and aware and is invaluable to our operations.

**Remember:** Our goal is to serve every customer with a smile and a perfect pizza in less than 30 seconds every time!

# Suggestive Selling

## Suggestive selling is:

- Helping customers make decisions by recommending what's good on the menu.
- Suggesting a product the customer may not have thought of that complements their meal.

## What suggestive selling does:

- Increases the ticket average and profitability of your restaurant.
- Customers appreciate suggestive selling because they end up trying new products they'll enjoy.
- These simple recommendations are easy and painless. What's the worst that can happen? The customer may say "No thanks," but you don't know until you ask.
- Decreases waste. When products are promoted, less is thrown away.
- Gives customers more options and breaks the order routine.

## Suggestive selling takes some skills:

- Be sure to make suggestions more interesting (use descriptive adjectives such as tasty, tangy, zesty, and freshly baked).
- Make it fun — be excited about our great products.
- A positive attitude and interest in each customer makes it easier to upsell.
- Try product sampling — it works.
- Recognize a regular customer with a little extra attention.
- Show enthusiasm. Smile.

## You Can't Sell What You Don't Know

One of the most important keys to selling is, "Know what you sell". That's why being knowledgeable is one of our Ten Customer Service Standards. How can you suggest an extra topping if you don't know all of the toppings available? To be effective, you must learn about every product in the store:

- What products do your customers like?
- What does each product taste like?
- What do the products look like?
- What unique characteristics does each product have?
- How many people will each item feed?
- How much do they cost?

## Caesar Dips Suggestive Selling Tips:

- **Ranch Dip** complements our signature Crazy Bread® & Italian Cheese Bread®.
- Suggest **Buffalo** or **Buffalo Ranch Dip** with Caesar Wings® orders.
- **Chipotle Dip** is a great complement to our HOT-N-READY® Pepperoni pizza and 3 Meat Treat™.
- Offer **Buttery Garlic Dip** to customers who request extra Crazy Bread® Spread or request flavored crust.
- **Cheezy Dip** was specially designed to be "kid friendly." Try suggesting it to customers with children or who have purchased Pizza, Crazy Bread or Italian Cheese Bread®.

## **Be Specific**

Sell specific products and make them sound good! Simply saying, "Will there be anything else?" doesn't pack the same punch as one of these:

- "Would you like some freshly baked Crazy Bread® for only [insert price]?"
- "Would you like to try that with some Crazy Sauce®?"
- "Would you like a nice hot order of Caesar Wings® today for only [insert price]?"
- "Would you like to try our Italian Cheese Bread®?"
- "Would you like some ice cold soda to go with your pizza?"
- "Would you like a fresh salad to complement your meal?" (if applicable)
- "How about a Specialty Pizza tonight? We have [insert pizza] ready today for only [insert price]."
- "Would you like to try one of our new...?"
- "Would you like to make that a delicious Deep Dish for only [insert price]?"

When you suggestively sell, you are being knowledgeable, attentive, and sincere. You are putting the Customer Service Standards to good use by making customers feel important. No one wants to feel like a wallet with a person attached. Customers are individuals and want to be treated that way.

Everyone wins with suggestive selling. Customers appreciate the attention while getting the products they want. Your restaurant increases ticket averages and profitability, and you Rack Up Fans!

# Front Counter/Greeter Review

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your Trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

## 1. Complete the following sentences:

- When a customer walks in, a \_\_\_\_\_ and \_\_\_\_\_ greeting is a must!
- The customer's first impression of the store is the cleanliness including \_\_\_\_\_, the \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_ in their view.

## 2. How soon should a customer be greeted when they arrive?

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## 4. A customer should receive their order within \_\_\_\_\_.

## 5. What's the maximum number of people allowed to operate a register at one time?

- a) Two
- b) One
- c) Only the manager
- d) Anyone working in the store.

## 6. The following steps are necessary when taking a specialty order at the Front Counter/Greeter or Phone Station. Number them in the order completed (1 = first — 6 = last).

- \_\_\_\_ Record the customer's information
- \_\_\_\_ Suggestive sell
- \_\_\_\_ Complete the order
- \_\_\_\_ Greet the customer
- \_\_\_\_ Help the customer
- \_\_\_\_ Record the order

## 7. How would you make the customer's wait seem shorter? Please Explain.

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## 8. What does "Two Deep Is Too Deep" mean?

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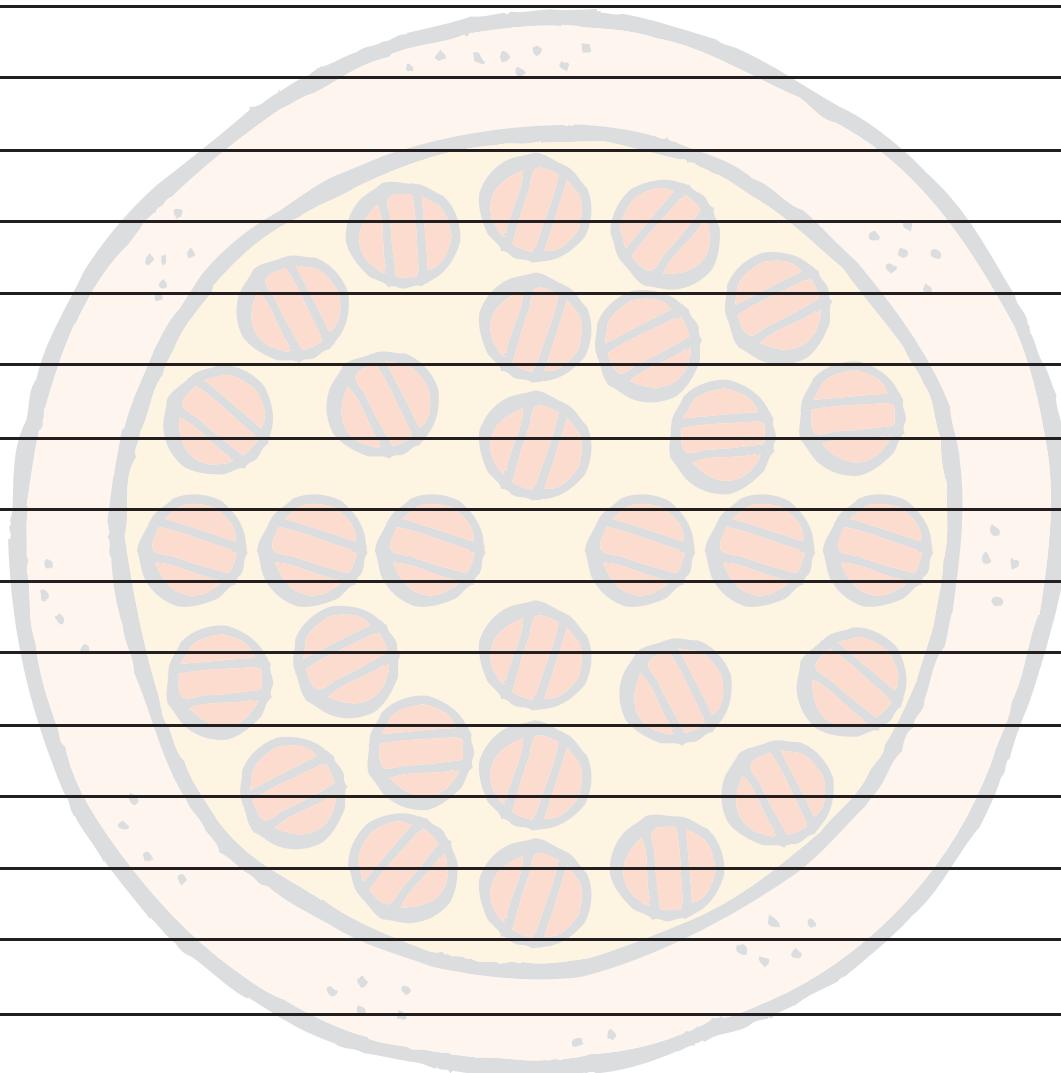


# Training Certification

## How can you Rack Up Fans? S.T.A.R.S. Training Stations:

Responsible	Accurate	Courteous	Knowledgeable	Urgent	Patient	Friendly	Attentive	Neat & Clean	Sincere	Teammate
Show up to work on time.	Read back the customer's order.	Use "please" and "thank you" with customers.	Know how the products are made.	Answer the phone on the first ring so customers don't have to wait.	Do not rush the customer.	Make conversation with the customer.	Update the customer on the status of their order.	Clean as you go and always look your best.	Be sincere.	1
Keep it Safe!	Over Do It!	Make & Bake!	Basic Operations Safety	Hot-N-Ready Booster Shot	Front Counter Certification	Employee Counter Greeter	Pizza Cut & Package	Sheets Dress/Saucer & Cheese	Dishes Product Prep	2
Orientation	Over Do It!	Keep it Safe!	Basic Operations Course (BOC)	Telephone Sanitation Certification	Employee Counter Shot	Customer Counter Shot	Pizza Dress/Saucer & Cheese	Sheets Dress/Saucer & Cheese	Dishes Product Prep	3
Make & Bake!	Keep it Safe!	Over Do It!	Hot-N-Ready Booster Shot	Front Counter Certification	Employee Counter Greeter	Pizza Cut & Package	Sheets Dress/Saucer & Cheese	Dishes Product Prep	Dishes	4
Knowledgeable	Urgent	Patient	Urgent	Patient	Friendly	Attentive	Neat & Clean	Sincere		5
Courteous	Patient	Friendly	Patient	Friendly	Attentive	Neat & Clean	Sincere			6
Accurate	Friendly	Attentive	Friendly	Attentive	Neat & Clean	Sincere				7
Responsible	Attentive	Neat & Clean	Attentive	Neat & Clean	Sincere					8
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# Notes



# SECTION 4

## Telephone Station

The Telephone Station is one of the first points of contact we have with our customers. In fact, many of them get their very first impression of Little Caesars from the way they are greeted on the phone. Our employees represent Little Caesars at this station and play a big role in shaping the image of our company. Their actions and behavior set the tone for the customer experience. They must treat the customer the way they would like to be treated, and exceed the customer's expectations by using courtesy and common sense.

Since every call may be a customer, our employees must answer the telephone promptly (by the second ring) in a friendly and professional manner. They must be thoroughly trained at this station before they are assigned to it. Their knowledge of the product and ability to show sincere patience while guiding the customer through the ordering process, will ensure the customer's satisfaction and encourage their return.



# **Telephone Station Objectives**

## **Be Nice**

- Smile and be pleasant to customers at all times.
- Be aware of your voice, tone and pace.
- Resolve all customer concerns/complaints to the customers' satisfaction using the Remedy Process.
- Help at other stations as directed by the shift manager.
- Practice and maintain all Little Caesars Customer Service Standards.

## **Be Ready**

- Answer the phone promptly. The goal is on the first ring! Never more than two rings.
- Communicate accurate service times to the customer.
- Keep guest checks and pens at the Telephone Station.
- Have a calculator available to determine pricing for customer convenience.

## **Do It Right**

- Use proper phone greeting.
- Suggestive sell our core menu quick serve products.
- Complete the customer's order following the Six Step Order Taking Process for the Telephone Station on all special orders.
- Assist the customer with special needs/requests and explain to the other stations if necessary.

## **Keep It Clean**

- Keep the Telephone Station clean and organized.
- Be aware of your own image and make sure it's neat and clean!
- Neatly and accurately prepare all written guest checks.

## **Keep It Safe**

- Walk to the phone — don't run.
- Wash your hands after handling the telephone.

## Telephone Tips & Techniques

Providing great service on the phone begins with your attitude. Before you pick up the phone, make sure you are ready to provide excellent customer service. Whatever your mood, happy and smiling or frantic and angry, it comes through in your voice! Always remember to follow the Customer Service Standards and the Six Step Order Taking process.



### Telephone Tips

In order to provide excellent customer service, you must be aware of how you're coming through to the customer. These tips can help make each call a success, and they demonstrate two very important Customer Service Standards: courtesy and friendliness. For every call, make sure your:

- Voice is easy to hear without being too loud or too soft.
- Words are clearly spoken and understood. Don't eat, drink, or chew gum.
- Pace is good — not too slow or too fast.
- Energy level shows interest and enthusiasm.
- Full attention is on the customer and their needs — no side conversations.

### Answering the Phone (**by the second ring!**)

When a customer calls and no one answers, the line is busy, or it rings a long time before someone picks it up, it's like telling the customer, "*I'm sorry, but we are very busy here and we don't have time to help you. Go somewhere else!*" Customers must know they are our number one priority!

To give our customers the best impression, we must answer the phone by the **second ring**. This shows urgency. We must always strive to meet this Customer Service Standard.

### The Standard Phone Greeting

The Little Caesars phone greeting is:

"Thank you for calling Little Caesars [location], home of the HOT-N-READY pizza. This is [name], how can I help you?"

or

"Thank you for calling Little Caesars [location], this is [name]. Would you like to try a HOT-N-READY pepperoni or just cheese pizza\* for only \$5?"

\*or insert your daily or regional special.

## Placing A Call On Hold

Sometimes callers must be put on hold — you may need to answer another line or greet a customer at the counter. When placing a call on hold, follow these 4 steps:

1. Before you put someone on hold, look and see if someone else can answer the phone.
2. If you must put a caller on hold, ask their permission first and wait for their answer. This shows courtesy. Yes, it takes a moment longer, but it is well worth the positive impression it creates.

**Example:** "Would you mind holding while I answer my other line?" Wait for the customer to answer. Too often, customers hear, "Please hold" and the person is gone.

3. Set the phone down on the counter without banging it. Loud noises on the phone are very irritating and are seen as rude. Also, don't walk away from a call on hold. Customers can hear everything else going on in the store.

**Example:** "Thank you for calling Little Caesars, will you hold please while I finish with another customer?" Again, wait for their answer *and thank them*.

4. If you have more than one person on hold, remember the priority of each call. Always thank the customer when you return: "Thank you for holding, would you like to try our [insert special] today?"

When you are working at the Telephone Station, you can practice many of our Customer Service Standards, especially: accuracy (repeat order), knowledge (answering their questions), patience (helping them make decisions), friendliness (showing enthusiasm), and sincerity (voice quality). Using these standards will lead to meeting or exceeding our customers' expectations.



# The Six-Step Order Taking Process

## 1. Greet The Customer

Use the proper phone script posted at the station such as, "Thank you for calling Little Caesars at [insert location], this is [insert name], would you like to try [insert current promotion] today?"

- ... one of our HOT-N-READY pizzas?
- ... a Deep Dish for only ...

## 2. Help The Customer

- Explain new products and promotions.
- Answer any questions.
- Give directions to your restaurant if necessary.

## 3. Record Customer Information

- Record the customer's name and phone number on a guest check for all specialty orders — then make it more personal by calling them by their name (eg. "Thank you, Mrs. Robinson.").
- If a core menu item, simply tell the customer, "We have fresh, hot pepperoni pizzas, just cheese, and Crazy Bread® ready all day, every day. Come on in and we will have them ready for you. Thank you, we look forward to seeing you!"
- Ask if they want fresh, HOT-N-READY® products. If so, there is no need to complete a guest check. Ask customer to come in and their order will be ready when they arrive.

## 4. Complete Guest Check for Speciality or Large Orders

- Although we normally don't fill out a guest check for HOT-N-READY® products, we make an exception with orders of 8 or more pizzas. This way, we don't disrupt the HNR service to other customers.
- Pizza type and toppings
- Special requests or coupon offers
- Other menu products

## 5. Suggestively Sell

- The customer doesn't always know what they want. Offer suggestions and be willing and able to explain our products to them.
- Would you like some of our Fresh, HOT-N-READY® Crazy Bread® for only [insert price]?
- Give other options as well. You might also suggest Crazy Sauce, a Deep Dish pizza or Caesar Wings.

## 6. Complete The Order

- Repeat order back to the customer.
- Quote price.
- Mark the guest check with time taken and the time that you told the customer it would be ready.
- Repeat store location.
- Place completed guest check at Pizza Dress Station.
- Communicate any special instructions to all appropriate stations.

# Product Descriptions

## HOT-N-READY® Pizza

A large, round 14" pizza with pepperoni\* or just cheese immediately available hot and fresh out of the oven all day, everyday.

\* Add additional toppings to the above description if you are offering them HOT-N-READY.

## Pizza Types

### Original 14" Round Pizza

A large, round pizza with a medium-thickness crust made with freshly baked dough, a tangy tomato sauce, a blend of 100% real cheeses, and your choice of toppings.

### Deep Dish

A square, thicker crust pizza with a crunchy texture that is baked in a Deep Dish oil blend and cut into eight large, triangle slices.

### Thin

A thin & crispy pizza with a cracker-like crust generally cut into squares.

## Additional Menu Items

### Crazy Bread®

Eight warm sticks of freshly baked bread seasoned with garlic spread and Parmesan cheese. Available hot and fresh out of the oven all day, every day.

### Crazy Crusts

Flavored toppings that can be added to the crust of our pizza. There are two (2) to choose from: garlic and Parmesan cheese.

### Crazy Sauce®

A tangy, tomato sauce made as a dip for Crazy Bread®. Also used for Italian Cheese Bread and as a dip for your pizza crusts.

### Italian Cheese Bread® (ICB)

Ten pieces of freshly baked Deep Dish style bread covered with a blend of melted cheeses, seasoned with garlic spread and Italian spices.

## **Caesar Wings (W)**

8-piece order of oven-roasted chicken wings, freshly baked and topped with flavorful hot sauce, barbecue sauce or served plain.

## **Pizza Slice**

One slice of our round style pepperoni pizza, generally 1/6 of a 14" pizza; additional toppings available upon request.

## **Pepperoni Cheese Bread® (PCB)**

Freshly baked Deep Dish style bread covered with a blend of melted cheeses, topped with pepperoni and seasoned with garlic spread and parmesan cheese. Available in two sizes: Large 16-piece and Small 10-piece.

## **Caesar Dips (Czr Dips)**

A variety of dips available for creating and adding your own flavor to your favorite Little Caesars products. They taste great with Caesar Wings, Crazy Bread, ICB, PCB or to enhance plain pizza crust. The flavor line-up includes:

- **Buttery Garlic** - The flavors of butter and garlic combined in a signature dipping sauce.
- **Buffalo** - A mix of cayenne and red peppers combined with a hint of garlic.
- **Ranch** - A special mix of herbs and spices blended together to create a cool, creamy flavor.
- **Buffalo Ranch** - A tangy combination of hot peppers and cayenne peppers to create a spicy ranch flavor.
- **Cheezy** - A mild, "kid friendly" dip that blends flavors of cheddar and American cheeses.
- **Chipotle** - A creamy blend of ripe, jalapeno peppers that have been dried and smoked to create a Southwest flavored dip.

## **Specialty Pizzas**

### **Pepperoni! Pepperoni! Pizza**

For pepperoni lovers — it's completely covered with pepperoni.

### **Cheeser! Cheeser!® Pizza**

Made with fresh toppings and extra cheese.

### **Meatsa! Meatsa!®**

Made with five meat toppings: pepperoni, ham, beef topping, Italian sausage, and bacon.

### **Ultimate Supreme™ (US)**

Made with pepperoni, mushrooms, green peppers, onion, and Italian sausage.

## **Veggie! Veggie!**

Made with mushroom, green pepper, onion, black olive, and tomato.

## **Hawaiian! Hawaiian!**

Made with ham and pineapple.

## **3 Meat Treat (3MT)**

Loaded with pepperoni, bacon and lots of Italian sausage, creating a hearty, meaty pizza which can be served HOT-N-READY during dinner.

## **Fresh & Ready Salads**

- **Garden Mix Salad** - A prepared salad, consisting of iceberg, romaine and spring mix, sliced cucumbers, grape tomatoes, red onion, shredded carrots, served with your favorite dressing.
- **Chicken BLT Salad** - A prepared salad, consisting of iceberg, romaine and spring mix, sliced cucumbers, grape tomatoes, red onion, shredded carrots, diced chicken, bacon pieces, sprinkled oregano, served with your favorite dressing.
- **Greek Salad** - A prepared salad, consisting of iceberg, romaine and spring mix, sliced cucumbers, grape tomatoes, red onion, feta cheese, beets, black olives, sprinkled oregano, served with our own signature Greek Dressing.
- **Chicken Caesar Salad** - A prepared salad, consisting of iceberg, romaine, diced chicken, croutons, sprinkled with parmesan and oregano, served with our own signature Caesar Dressing.
- **Caesar Salad** - A prepared salad, consisting of iceberg, romaine, croutons, sprinkled with parmesan and oregano, served with our own signature Caesar Dressing.
- **Antipasto Salad** - A prepared salad, consisting of iceberg, romaine, spring mix, ham, genoa salami, provolone cheese, sliced cucumbers, grape tomatoes, red onion, black olives and sprinkled with oregano, served with your favorite dressing.

# Suggestive Selling

## Suggestive selling is:

- Helping customers make decisions by recommending what's good on the menu.
- Suggesting a product the customer may not have thought of that complements their meal.

## What suggestive selling does:

- Increases the ticket average and profitability of your restaurant.
- Customers appreciate suggestive selling because they end up trying new products they'll enjoy.
- These simple recommendations are easy and painless. What's the worst that can happen? The customer may say "No thanks," but you don't know until you ask.
- Decreases waste. When products are promoted, less is thrown away.
- Gives customers more options and breaks the order routine.

## You Can't Sell What You Don't Know

One of the most important keys to selling is, "Know what you sell". That's why being knowledgeable is one of our Ten Customer Service Standards. How can you suggest an extra topping if you don't know all of the toppings available? To be effective, you must learn about every product in the store:

- What products do your customers like?
- What does each product taste like?
- What do the products look like?
- What unique characteristics does each product have?
- How many people will each item feed?
- How much do they cost?

## Be Specific

Sell specific products and make them sound good! Simply saying, "Will there be anything else?" doesn't pack the same punch as one of these:

- "Would you like some freshly baked Crazy Bread® for only [insert price]?"
- "Would you like to try that with some Crazy Sauce®?"
- "Would you like a nice hot order of Caesar Wings® today for only [insert price]?"
- "Would you like to try our Italian Cheese Bread®?"
- "Would you like some ice cold soda to go with your pizza?"
- "Would you like a fresh salad to complement your meal?" (if applicable)
- "How about a Specialty Pizza tonight? We have [insert pizza] ready today for only [insert price]."
- "Would you like to try one of our new...?"
- "Would you like to make that a delicious Deep Dish for only [insert price]?"

When you suggestively sell, you are being knowledgeable, attentive, and sincere. You are putting the Customer Service Standards to good use by making customers feel important. No one wants to feel like a wallet with a person attached. Customers are individuals and want to be treated that way.

Everyone wins with suggestive selling. Customers appreciate the attention while getting the products they want. Your restaurant increases ticket averages and profitability, and you Rack Up Fans!

# Guest Check

A guest check is a bill, or a record of what the customer orders. Every specialty order must be accompanied by a guest check. Follow these guidelines when taking an order.

- Record pizzas starting at the bottom, because tickets slide up inside the ticket minder making the top lines difficult to read.
- Print legibly to avoid confusion when reading the order.
- Use the "slash" method to mark items on the guest check.
- Slash the product information boxes: Number of pizzas, the size, the items, round or deep dish, type of salad, sandwich, slices, or bread.
- Circle the box if "extra" of the topping is requested.
- Record each price point in the far right "price" column for each product ordered including topping charges.
- Total all prices.
- Charge the same for extra cheese as you do for an extra pizza topping.
- Check with manager to see if there is a charge for extra sauce in your area.
- Record customer's name and phone number.
- Record the time taken and the time promised.
- Mark your initials in the appropriate box so that you can be quickly identified if there are any questions.



with pepperoni



with extra pepperoni

## Sections of the Guest Check

### Overview

- The guest check book begins with numbers either ending 51 or 01
- There are 50 tickets in each book
- Each ticket has 2 copies; a yellow (top) copy and the white (bottom) copy
- Serial numbers are used for guest check/check out on the Daily Cash Summary discussed in the Paperwork section 14

## Ticket Flow

- HOT-N-READY®: No guest check is used. The Expeditor gets the requested order together, suggestively sells, and has the cashier/greeter ring up and process the order. They both encourage the customer to come back again soon.
- Specialty (phone order or walk-in order): The yellow guest check is removed from the guest check pad and taken to the Pizza Dress Station to be prepared and placed in the oven.
- Note: All used tickets are to be accounted for at the end of each shift and noted on the Daily Cash Summary. **NO** tickets are to be discarded.
- Tickets and journal tapes should be placed in a bag and dated at the end of each day. A minimum of two weeks worth of tickets should remain in the store.

Serial Number

R 050977

Little Caesars®

B E V	Bottles		Fountain			Other		PRICE					
	20 oz	2 Ltr	16 oz	22 oz	32 oz								
O P T I O N A L		Sand. Deli	IT	HC	V	TK	T	H	R				
		Sand. Oven	MM	SS	PP	V	CC						
		Salads	GT	G	A	C	Dr.						
		Salads	GT	G	A	C	Dr.						
		Salads	GT	G	A	C	Dr.						
C O R E		PCB											
		Pizza Slice	C	P	Caesar Dips								
		Baby Pan	C	P	B	R	BR	G	C Ch				
		Crazy Bread	C	B									
		Crazy Sauce											
		ICB											
		Wings	OR	Mild	Hot	BBQ							
	14	O	<input type="checkbox"/>					C	T				
	P	H	M	GP	O	B	IS	BF	BO GO PN R A				
									JAL				
	14	O	<input type="checkbox"/>					C	T				
	P	H	M	GP	O	B	IS	BF	BO GO PN R A				
									JAL				
	14	O	<input type="checkbox"/>					C	T				
	P	H	M	GP	O	B	IS	BF	BO GO PN R A				
									JAL				
	14	O	<input type="checkbox"/>					C	T				
	P	H	M	GP	O	B	IS	BF	BO GO PN R A				
									JAL				
Service Time	Initials:	Time Taken		Time Ready		Sub Total							
	NAME:					Tax							
	Phone #												
						Total							
	Customer's Signature:												

Beverages

Optional Menu

Core Menu

Pizza

Customer Information

# Beverages, Sandwiches, & Salads

A serial number is used to track and account for all guest checks.

## Sandwiches

**Deli** - Ham & Cheese, Italian, Veggie, Turkey, Tuna.

**Oven** - Meatsa, Supreme, Pepperoni, Veggie, Cheeser

Record the quantity, size and flavor of the sodas ordered.

<b>R050977</b>		 Little Caesars®							
<b>B E V  O P T I O N</b>	Bottles		Fountain			Other		PRICE	
	20 oz	2 Ltr	16 oz	22 oz	32 oz				
Sand. Deli		IT	HC	V	TK	T	H	R	
Sand. Oven		MM	SS	PP	V	CC			
Salads		GT	G	A	C	Dr.			
Salads		GT	G	A	C	Dr.			
Salads		GT	G	A	C	Dr.			
P.S.									

Record the amount requested in the box before the product and slash the box that indicates the product type.

## Salads (If applicable):

G = Greek                    C = Caesar

A = Antipasto              GT = Garden Tossed

"Dr" box = Write in the salad dressing requested.

# Optional Menu Section cont.

## Optional Menu:

Salads, Slices, Crazy Bread®, Crazy Sauce®, Caesar Wings®, Italian Cheese Bread® (ICB) and Pepperoni Cheese Bread® (PCB).

**Slice** = Round Slice

**Baby Pan** = 2 Deep Dish slices

C = Cheese

P = Pepperoni

= Write in other topping requested

Crazy Bread®, Crazy Sauce,  
Italian Cheese Bread® (ICB).

Write number of orders and  
slash size.

B = Extra Garlic Spread

C = Extra Parmesan Cheese

## Caesar Dips

B = Buffalo

R = Ranch

BR = Buffalo Ranch

G = Buttery Garlic

C = Cheezy

Ch = Chipotle

A L		PCB							
		Pizza Slice	C	P					Caesar Dips
		Baby Pan	C	P	B	R	BR	G	C Ch
C O R E		Crazy Bread	C	B					
		Crazy Sauce							
		ICB							
		Wings			OR	Mild	Hot	BBQ	

**Record the amount requested in  
the box before the product and  
slash the box that indicates the  
product type.**

WINGS = Caesar Wings®  
Write in 8

OVEN ROASTED = Plain

MILD = Less Spicy

HOT = Spicy Cayenne

BBQ = Barbeque Flavor

# Pizza Section

14"

= Round

= Deep Dish

C = Extra Cheese

T = Extra Sauce

Record pizzas which are exactly alike in the same pizza box, noting total quantity ordered.

14	<input type="radio"/>	<input checked="" type="checkbox"/>								C	T	
P	H	M	GP	O	B	IS	BF	BO	GO	PN	R	A
											JAL	
14	<input type="radio"/>	<input checked="" type="checkbox"/>								C	T	
P	H	M	GP	O	B	IS	BF	BO	GO	PN	R	A
											JAL	
14	<input type="radio"/>	<input checked="" type="checkbox"/>								C	T	
P	H	M	GP	O	B	IS	BF	BO	GO	PN	R	A
											JAL	
14	<input type="radio"/>	<input checked="" type="checkbox"/>								C	T	
P	H	M	GP	O	B	IS	BF	BO	GO	PN	R	A
											JAL	

Record pizzas that differ, including quantity in separate pizza boxes. For example: Round vs. Deep Dish, different toppings, etc.

Record special instructions in the box under listed pizza toppings. For example: well done, light sauce, no cheese, write-in toppings, half-toppings, etc.

**Crazy Crust**  
(Write in type requested)

GB = Garlic Butter  
PC = Parmesan Cheese

## Write-in Toppings:

CA = Canadian Style Bacon  
TOM = Tomato Slices  
CK = Chicken  
RP = Red Bell Pepper

## Listed Toppings:

P = Pepperoni

H = Ham

M = Mushroom

GP = Green Pepper

O = Onion

B = Bacon

IS = Italian Sausage

BF = Beef Topping

BO = Black Olive

G = Green Olive

PN = Pineapple

R = Hot Pepper Rings

A = Anchovy

JAL = Jalapenos

**Now, let's review some completed guest checks:**

R050977		Little Caesars®													
B E V	Bottles	Fountain				Other		PRICE							
	20 oz	2 Ltr	16 oz	22 oz	32 oz										
O P T I O N A L	Sand. Deli	IT	HC	V	TK	T	H	R							
	Sand. Oven	MM	SS	PP	V	CC									
	Salads	GT	G	A	C	Dr.									
	Salads	GT	G	A	C	Dr.									
	Salads	GT	G	A	C	Dr.									
	PCB														
C O R E	Pizza Slice	C	P	Caesar Dips											
	Baby Pan	C	P	B	R	BR	G	C	Ch						
	1	Crazy Bread	C	B						1.79					
		Crazy Sauce								5.00					
	ICB									5.00					
	2	Wings 8pc	OR	Mild	Hot	BBQ									
	14	O <input type="checkbox"/>					C	T							
	P	H	M	GP	O	B	IS	BF	BO	GO	PN	R	A		
												JAL			
	1	14	O <input checked="" type="checkbox"/>					C	T	6.00					
	P	H	M	GP	O	B	IS	BF	BO	GO	PN	R	A		
												JAL			
	1	14	O <input checked="" type="checkbox"/>					C	T	5.00					
	P	H	M	GP	O	B	IS	BF	BO	GO	PN	R	A		
												JAL			
		$\frac{1}{2}$ JC		$\frac{1}{2}$ BO											
	1	14	O <input checked="" type="checkbox"/>					C	T	5.00					
	P	H	M	GP	O	B	IS	BF	BO	GO	PN	R	A		
												JAL			
Initials		Time Taken		Time Ready		Sub Total		30.79							
AC		4:20		4:32											
NAME:						Tax		1.85							
Phone #															
(313) 222-4222						Total		32.64							
Customer's Signature:															

- Two pizzas were ordered, both 14" Round. One pizza has pepperoni and mushroom, the other has  $\frac{1}{2}$  cheese and  $\frac{1}{2}$  Black Olives.
- One Deep Dish, Ham and Pineapple pizza was ordered. Customer requested extra sauce.
- One Crazy Bread® was ordered.
- Two orders of Caesar Wings® were also ordered, hot.
- The order taker was Ann Chovi.
- The correct retail price has been calculated and totaled.
- The "Time Taken" and "Time Ready" has been recorded. Service time is established as 10-12 minutes.
- The customer's name and phone number were recorded.

<b>R050977</b>		<b>Little Caesars®</b>										
<b>B E V</b>	Bottles		Fountain			Other		PRICE				
	20 oz	2 Ltr	16 oz	22 oz	32 oz							
<b>O P T I O N A L</b>	Sand. Deli		IT	HC	V	TK	T	H	R			
	Sand. Oven		MM	SS	PP	V	CC					
	Salads		GT	G	A	C	Dr.					
	<b>2</b>	Salads	GT	<del>G</del>	A	C	Dr.	<b>Greek</b>	<b>3.99</b>			
		Salads	GT	G	A	C	Dr.		<b>3.99</b>			
<b>C O R E</b>	PCB											
	Pizza Slice		C	P	Caesar Dips							
	Baby Pan		C	P	B	R	BR	G	C		Ch	
	<b>2</b>	Crazy Bread	C	B								<b>1.79</b>
	<b>1</b>	Crazy Sauce										<b>1.79</b>
	<b>1</b>	ICB										<b>4.00</b>
	Wings	OR	Mild	Hot	BBQ							
14	O	<input type="checkbox"/>					C	T		<b>.79</b>		
P H	M G P O	B	IS	BF	BO	GO	PN	R	A	<b>5.00</b>		
										JAL		
14	O	<input type="checkbox"/>					C	T		<b>1.50</b>		
P H	M G P O	B	IS	BF	BO	GO	PN	R	A	<b>1.50</b>		
										JAL		
<b>1</b>	14	<input checked="" type="checkbox"/>	<input type="checkbox"/>				<b>PC</b>	<input checked="" type="checkbox"/>	T	<b>5.00</b>		
P H	M G P O	<del>B</del>	IS	BF	BO	GO	PN	R	A	<b>1.50</b>		
										JAL		
<b>1</b>	14	<input checked="" type="checkbox"/>	<input type="checkbox"/>				C	T		<b>1.50</b>		
P H	M G P O	<del>B</del>	IS	BF	<del>BO</del>	GO	PN	R	A	<b>1.50</b>		
										JAL		
<b>Tom</b>												
Initials	Time Taken		Time Ready		Sub Total							
<b>JS</b>	<b>8:01</b>		<b>8:13</b>		<b>38.35</b>							
NAME: <b>John Dough</b>					Tax		<b>2.30</b>					
Phone # <b>(586) 555-3456</b>					Total		<b>40.65</b>					
Customer's Signature:												

- Two 14" round pizzas were ordered. One pizza has mushroom, green pepper, onion, black olives, and tomatoes. The second pizza has pepperoni, mushroom, green pepper, onion, and extra cheese with Parmesan cheese Crazy Crust.
- Two orders of Crazy Bread® and one Crazy Sauce® were ordered.
- One Italian Cheese Bread® was ordered.
- Two individual Greek Salads with Greek dressing were ordered.
- The "Time Taken" and "Time Ready" section was completed.
- The correct retail price has been calculated and totaled.
- The order taker section was filled out and the customer's name and telephone number were recorded.

# Ticket Flow



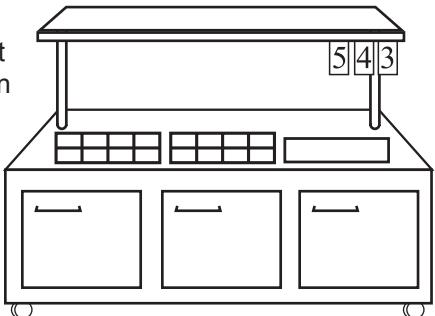
## Front Counter/Telephone

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.



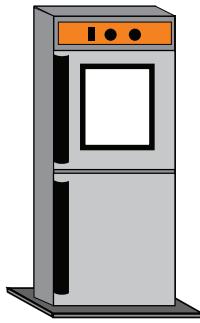
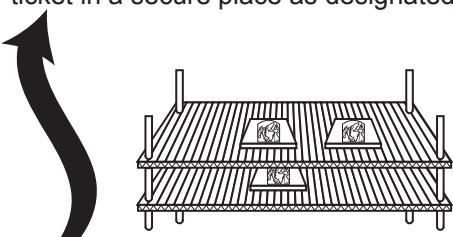
## Front Counter

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.



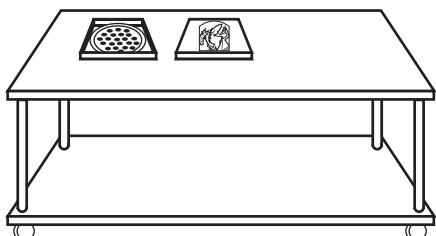
## Pizza Dress

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.



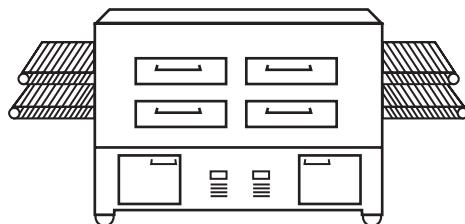
## Holding Counter/Heat Cabinets

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).



## 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.



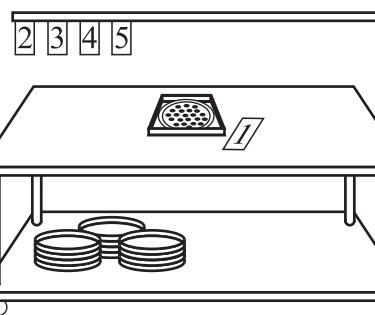
## Pizza Oven

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.



## 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.



# Telephone Station Review

## 1. List four telephone tips which demonstrate the Customer Service Standards:

A) \_\_\_\_\_ C) \_\_\_\_\_

B) \_\_\_\_\_ D) \_\_\_\_\_

## 2. Complete the following sentences:

- To give our customers the best impression, answer the phone by the \_\_\_\_\_ ring, this shows \_\_\_\_\_.
- If you must place a caller on hold, ask their permission, and \_\_\_\_\_, this is \_\_\_\_\_.
- Set the phone down without banging it because loud noises on the phone are \_\_\_\_\_ and are seen as \_\_\_\_\_.
- Working at the Telephone Station shows the following Customer Service Standards: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.

## 3. What is the correct way to answer the telephone?

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## 4. What is the correct way to place a customer on hold and how do you properly greet them upon returning?

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R050977



B E V	Bottles		Fountain			Other		PRICE					
	20 oz	2 Ltr	16 oz	22 oz	32 oz								
O P T I O N A L	Sand. Deli	IT	HC	V	TK	T	H	R					
	Sand. Oven	MM	SS	PP	V	CC							
	Salads	GT	G	A	C	Dr.							
	Salads	GT	G	A	C	Dr.							
	Salads	GT	G	A	C	Dr.							
	PCB												
	Pizza Slice	C	P	Caesar Dips									
	Baby Pan	C	P	B	R	BR	G	C	Ch				
	Crazy Bread	C	B										
	Crazy Sauce												
ICB													
Wings	OR	Mild	Hot	BBQ									
14	O	<input type="checkbox"/>					C	T					
P	H	M	GP	O	B	IS	BF	BO	GO	PN	R	A	
												JAL	
14	O	<input type="checkbox"/>										C	T
P	H	M	GP	O	B	IS	BF	BO	GO	PN	R	A	
												JAL	
14	O	<input type="checkbox"/>										C	T
P	H	M	GP	O	B	IS	BF	BO	GO	PN	R	A	
												JAL	
14	O	<input type="checkbox"/>										C	T
P	H	M	GP	O	B	IS	BF	BO	GO	PN	R	A	
												JAL	
Initials	Time Taken			Time Ready			Sub Total						
NAME:							Tax						
Phone #							Total						
Customer's Signature:													

**Complete the Guest Check using the following Information:**

**Order:**

- 2 Crazy Breads with extra butter & cheese
- 1 Sauce
- 1 Cheezy Dip
- 1 HNR pepperoni
- 1 HNR cheese
- 1 Specialty Deep Dish  $\frac{1}{2}$  M with GP & H on all
- 1 Caesar Wings (hot)
- 12:10 call in order
- Stephanie Joseph took order

## **5. Match the following product descriptions with their correct definitions:**

- |                          |   |
|--------------------------|---|
| A. HOT-N-READY® Pizza    | <input type="checkbox"/> A large, round pizza with sauce and cheese, or cheese and pepperoni, HOT-N-READY® out of the oven all day every day.                     |
| B. Round 14" Pizza       | <input type="checkbox"/> Oven-roasted chicken wings   |
| C. Deep Dish Pizza       | <input type="checkbox"/> Tangy tomato sauce made as a dip for Crazy Bread®.   |
| D. Pepperoni! Pepperoni! | <input type="checkbox"/> Pizza prepared with pepperoni, bacon, Italian sausage.   |
| E. Cheeser! Cheeser!®    | <input type="checkbox"/> Pizza with pepperoni.  |
| F. 3 Meat Treat™         | <input type="checkbox"/> 10 pieces of freshly baked Deep Dish style bread covered with a blend of melted cheeses, seasoned with garlic spread and Italian spices. |
| G. Ultimate Supreme™     | <input type="checkbox"/> Flavored toppings that can be added to the crust of pizza.   |
| H. Veggie! Veggie!       | <input type="checkbox"/> Pizza prepared with fresh toppings and extra cheese.   |
| I. Hawaiian! Hawaiian!   | <input type="checkbox"/> Round crust pizza with all natural ingredients.  |
| J. Crazy Crusts™         | <input type="checkbox"/> Warm sticks of freshly baked bread seasoned with garlic spread and Parmesan cheese.  |
| K. Crazy Bread®          | <input type="checkbox"/> Pizza prepared with pepperoni, mushrooms, green pepper, onion, and Italian sausage.  |
| L. Crazy Sauce®          | <input type="checkbox"/> Square, thicker pizza with a crispy crust.   |
| M. Italian Cheese Bread® | <input type="checkbox"/> One slice of our round pizza.  |
| N. Pizza Slice           | <input type="checkbox"/> Pizza prepared with ham and pineapple.   |
| O. Caesar Dips           | <input type="checkbox"/> Pizza prepared with mushroom, green pepper, onion, black olive, and tomato.  |
| P. Caesar Wings          | <input type="checkbox"/> A line of flavorful dips to create your own flavor or simply for dipping a variety of products.  |

## **6. Mark True or False next to the following statements:**

- |  |
|--|
| <input type="checkbox"/> Suggestive selling is telling customers what they should order.                         |
| <input type="checkbox"/> Customers appreciate it when you suggestively sell.                                     |
| <input type="checkbox"/> Suggestive selling is difficult and takes a lot of practice.                            |
| <input type="checkbox"/> Before you suggestively sell, you must have good product knowledge.                     |
| <input type="checkbox"/> When you suggestively sell, you should sell specific products and make them sound good. |

When customers order fresh, hot products, a guest check is completed every time.

## 7. Fill in the following Guest Check abbreviations:

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Pepperoni                               | <input type="checkbox"/> Green pepper       | <input type="checkbox"/> Bacon          |
| <input type="checkbox"/> Ham                                     | <input type="checkbox"/> Onion              | <input type="checkbox"/> Beef topping   |
| <input type="checkbox"/> Mushroom                                | <input type="checkbox"/> Italian sausage    | <input type="checkbox"/> Pineapple      |
| <input type="checkbox"/> Hot Pepper Rings                        | <input type="checkbox"/> Garlic Crazy Crust | <input type="checkbox"/> Extra Sauce    |
| <input type="checkbox"/> Tomato                                  | <input type="checkbox"/> Anchovy            | <input type="checkbox"/> Extra Cheese   |
| <input type="checkbox"/> Jalapeños                               | <input type="checkbox"/> Crazy Crust        | <input type="checkbox"/> Canadian Bacon |
| <input type="checkbox"/> Red Bell Peppers                        | <input type="checkbox"/> Chicken            |   |
| <input type="checkbox"/> Extra Garlic Spread (on Crazy Bread®)   |   |   |
| <input type="checkbox"/> Extra Parmesan Cheese (on Crazy Bread®) |   |   |

## 8. Why are times and initials necessary on the guest check?

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## 9. Why is it important to repeat orders back to customers?

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## 10. Why is it important to write neatly and legibly on all orders?

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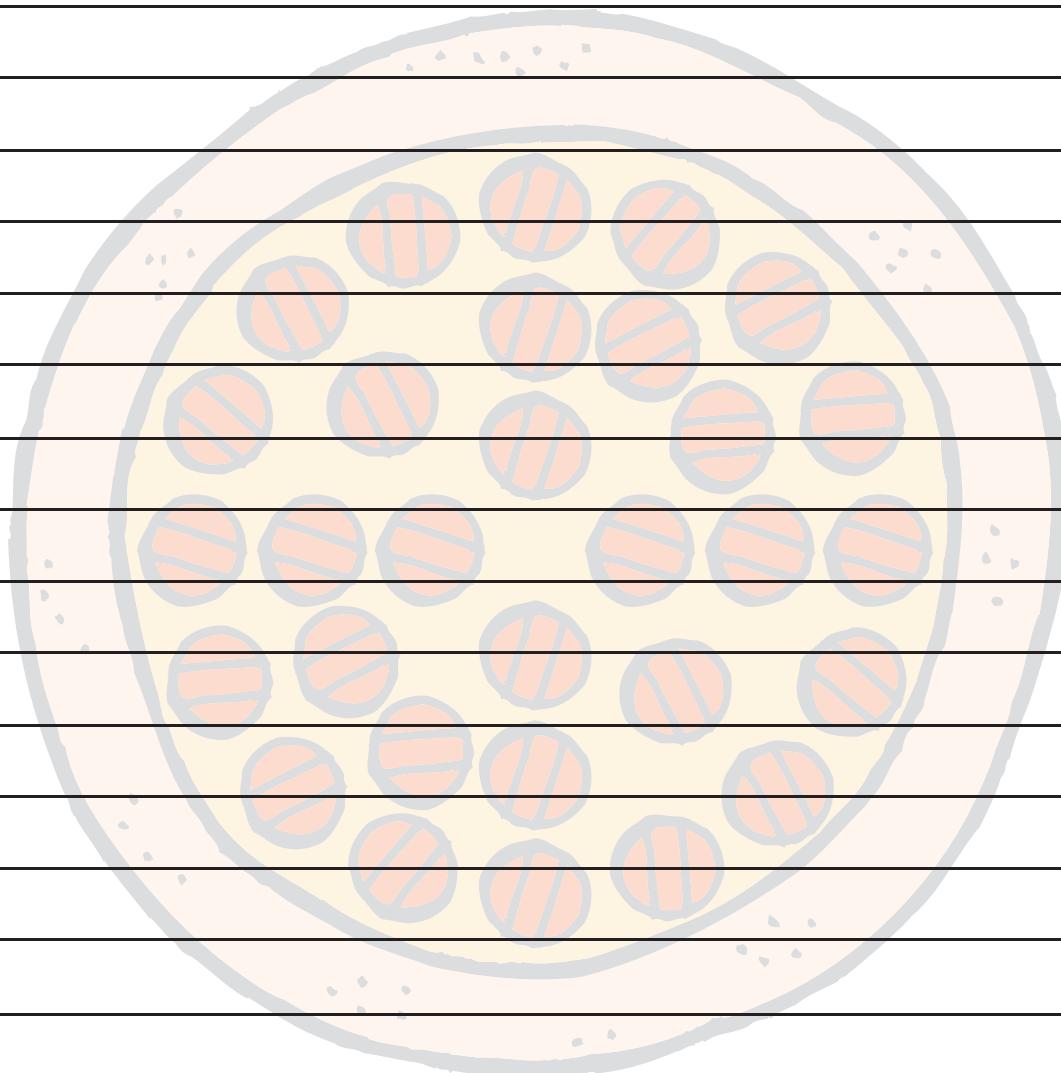
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## 11. How are special orders with guest checks validated and why is it important?

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# Notes



# Time Management Tools

This section concentrates on time management. The Time Management Guidelines, Pre- and Post-Rush Checklists, Closing Cleaning Checklist, and DO Sheet should be used on a daily basis to help you establish a routine.

With practice and experience, managing your time in the restaurant will become second nature. The time management tools help you to establish these habits.

## Opening The Restaurant

Setting the restaurant up properly at the beginning of the day helps us serve the customer efficiently. To get all of the pre-opening work done in an hour's time, you have to plan ahead and use your time well. You will have to practice a few times to get everything done fast enough. On the day you do the simulated solo open, you may need to come in 30 minutes early. This way, if it does take you longer to get the restaurant ready, customer service will not suffer.

A lot of prep work needs to be done during the day shift. However, we can't get so caught up in the preps that we ignore the customer. We must remember that our number one priority is to serve the customer.

Training to open the restaurant will be gradual. The first time through, you will practice with the manager. The second time through, you will do things by yourself, trying to build speed and establish a routine that will work for you. When you have successfully completed the practice opening exercises, you will be able to open the restaurant by yourself.

## Closing The Restaurant

Closing the restaurant is very involved and is critical to running a smooth operation. Preparing for the dinner rush and handling the rush smoothly enables you to accomplish this. Most of the restaurants' sales occur during the evening and closing shift. By the end of the day, all cash transactions are finalized and all costs are figured out. Also, the restaurant must be spotless and ready for the next day's business. To help, the cleaning jobs are broken down into sections based on the time of day. When all employees on every shift help clean the store, it will stay clean throughout the day.

Your first assignment when closing is to coordinate the entire cleaning of the restaurant. From there you will take on more responsibility for coordinating a dinner rush. By the end of your four weeks, you will be able to coordinate both opening and closing shifts effectively.

# Time Management Guidelines

## Pre-open: Arrive At Store

- \_\_\_ Visually inspect parking lot, sidewalks, and lobby; make a list of items to follow-up on prior to open.
- \_\_\_ Turn on lights (prep area only), punch in.
- \_\_\_ Activate the safe (for time delay).
- \_\_\_ Clean oven front while cold.
- \_\_\_ Pull Deep Dish, ICB, and PCB sheetouts according to projection schedule (enough to get through maximum shelf life of sheetout of up to eight hours).
- \_\_\_ Press out Deep Dish sheetouts and stagger stack them until they reach room temperature — approximately 1½ - 2 hours.
- \_\_\_ Complete a box count, verify counts from night before, record in the Quarter Book.
- \_\_\_ Check closing prep Build-to charts for dough, sauce, cheese, pepperoni, and boxes (all critical items).
- \_\_\_ Spot check product preps for proper inventory levels.
- \_\_\_ Verify bank deposit and change fund (2 people must verify all amounts).
  - a. Count out change fund and bank deposit. Verify all drops one by one & complete deposit slip.
  - b. Set up a minimum of two registers with change (make sure registers were properly "Z'd" out the night before).
  - c. Take deposit to the bank and replenish change fund as needed (2 people MUST take deposit).

**\*\*For Armored Truck Service: complete appropriate deposit slips and place money inside security bag, then place deposit inside the armored service safe before 11:00 am. See Cash Management Policies for additional information.\*\***

- \_\_\_ Returning from the bank, complete the banking process, staple or place validated deposit slip inside the Daily Cash Summary.
- \_\_\_ Use the Master Build-to Chart to verify and update all projection charts for proper product levels for lunch and dinner.

## 30 Minutes Prior To Opening:

- \_\_\_ Turn on oven (one or two decks) according to oven schedule.
- \_\_\_ Turn on exhaust fan.
- \_\_\_ Turn on heating cabinets/HRUs 1/2 hour prior to open (check dial setting for proper temperature 155° F).
- \_\_\_ Turn on Crazy Bread® warmer.
- \_\_\_ Re-stack Deep Dish sheetouts using pan dividers once they reach room temperature (mark expiration time on top of stack by using an expiration calendar).
- \_\_\_ Prepare large round and Crazy Bread® sheetouts according to projection charts.
- \_\_\_ Prepare sauced and cheesed pizzas (JC and pepperoni) according to projection charts. Place "dressed pizzas" on the ready racks or blue rack. **Shelf Life:** 30 minutes maximum.
- \_\_\_ Prepare and fill Crazy Sauce® cups (for opening shift).
- \_\_\_ Check to ensure utensils are set up at all stations.
- \_\_\_ Take out trash; evaluate and take action on cleanliness of dumpster area.
- \_\_\_ Set up sinks (wash @120° F, rinse @120° F, sanitize @ 70° F) Remember to "clean as you go."
- \_\_\_ Set up position chart for lunch ("Aces in their places").

## **Expanded Menu Items:**

- \_\_\_ Prepare and bake sandwich buns according to the day's projection (if applicable).
- \_\_\_ Prepare Fresh N Ready™ salads according to projection chart (if applicable).

## **10 Minutes Prior To Opening**

- \_\_\_ Check oven times/temperature; check bake on the first pizza, Crazy Bread®, and Caesar Wings®<sup>TM</sup>, along with other products as needed.
- \_\_\_ Bake pepperoni pizzas, JC pizzas, and Crazy Bread®. Prepare other products needed to keep the HNR Promise such as IS pizzas, ICB, Caesar Wings®, PCB, Ultimate Supreme, etc. Follow projection charts.
- \_\_\_ Pick up trash on sidewalks and parking lot near store.
- \_\_\_ Spot clean doors and windows and set up lobby.
- \_\_\_ Set up marketing materials outside of restaurant (e.g. banners, signs, balloons, etc.)
- \_\_\_ Turn on lights in lobby area.

## **Open For Lunch**

- \_\_\_ Practice RACK UP FANS by being: Responsible, Accurate, Courteous, Knowledgeable, Urgent, Patient, Friendly, Attentive, Neat & Clean, and Sincere.
- \_\_\_ Have greeters and register team in place.
- \_\_\_ Have Expeditor ready to serve customers — keeping the HNR Promise! Serving the customer is our #1 priority.
- \_\_\_ Shakerboard during key times (if a city ordinance allows). Goal is from 11am – 1 pm by someone 18 years of age or older. It's a great sales builder — *make it happen!*
- \_\_\_ Take hourly register readings and record in Quarter Book.
- \_\_\_ Make drops as sales dictate (keep no more than \$100 per open register).

## **To Keep Fresh Hot Products All Day Everyday:**

- \_\_\_ Make sure heating cabinets/HRUs have fresh hot products. Utilize Build-to charts accordingly.
- \_\_\_ Mark ALL HNR products with proper expiration times.
- \_\_\_ Closely monitor expiration times on all products. When they expire, record in the Waste Log then discard the product according to security procedures.

## **To Maintain High Operational Standards:**

- \_\_\_ Greet every customer with a smile — WOW Every Customer!
- \_\_\_ Suggestively sell Crazy Bread®, Caesar Wings®, ICB, sodas, and salads (if applicable).
- \_\_\_ Suggestively sell for add on sales.
- \_\_\_ Work as a team to serve each customer.
- \_\_\_ Communicate what has been sold and what needs to be prepared or placed in the oven. The Expeditor position is key during peak business hours.
- \_\_\_ Monitor projection charts.
- \_\_\_ Follow strict "clean as you go" policy throughout the day.

## **Post Lunch**

- \_\_\_ Complete and prepare items listed on the DO Sheet (according to the projection charts).
- \_\_\_ Prepare all round and Crazy Bread® sheetouts according to projection charts.
- \_\_\_ Replenish Ready Racks with sauced and cheezed pizzas (JC and pepperoni). Maintain Build-to levels.
- \_\_\_ Fill dough racks to proper levels according to projections: \_\_\_ 19 oz   \_\_\_ 10 oz   \_\_\_ 23 oz.

\*\*If making large amounts of dough, be sure to follow the Operations Tips to ensure dough quality is maintained (stagger dough trays, cool VCM after every 5 batches of dough, etc.).\*\*

- \_\_\_ Complete all preps according to Build-to Charts:  
\_\_\_ Sauce   \_\_\_ Cheese   \_\_\_ Pepperoni   \_\_\_ Boxes   \_\_\_ Wings   \_\_\_ All other pizza toppings.
- \_\_\_ Completely detail-clean all equipment, including VCM/mixer and dough rounder to set-up for next day.
- \_\_\_ Complete lunch dishes (including square pans; wiping out round pans).
- \_\_\_ Attach bounce backs to pizza boxes.
- \_\_\_ Spot check lobby for cleanliness (Sweep and mop, clean windows, empty trash containers).
- \_\_\_ Check Cres Cor cabinet temperature for proper holding temp of 155° - 165° F.

## **3:00 - 3:30 pm**

- \_\_\_ Complete lunch paperwork: record lunch sales, hourly reads, and track waste.
- \_\_\_ Conduct a box count for all sizes, then verify for accuracy against lunch PLU's and record in the Quarter Book.
- \_\_\_ Complete a register check for all cash registers (record on Daily Cash Summary).
- \_\_\_ Pull Deep Dish sheetouts.
- \_\_\_ Re-stack Deep Dish sheetouts using pan dividers. Once they reach room temperature, mark expiration time using an expiration calendar (shelf life is 6 hours after they reach room temperature).
- \_\_\_ Monitor time cards/follow break policies.
- \_\_\_ Set up dish washing station with fresh water (wash 120° F, rinse 120° F, and sanitize 70° F).
- \_\_\_ Complete the duties on the Pre-Rush Checklist.

## **5 Priority Guidelines:**

- 1. Serve the Customer.**
- 2. Complete Station Responsibilities.**
- 3. Assist Those Serving the Customers.**
- 4. Prep and Re-stock.**
- 5. Clean, Clean, Clean.**

## Pre-Rush Checklist

**Preparedness is the key to a successful dinner rush.** The following list should be completed prior to and maintained throughout the rush.

- \_\_\_ Double check work schedule to manage labor costs accordingly.
- \_\_\_ Complete all daytime preps (dough, sauce, cheese, pepperoni, pizza toppings; see DO Sheet and prepare according to projection charts).
- \_\_\_ Complete all cleaning responsibilities; lobby spotless (including lunch dishes).
- \_\_\_ Complete lunch paperwork:
  - a. Record lunch sales, hourly reads and track waste in the Quarter Book.
  - b. Register checks completed for all registers and recorded on Daily Cash Summary.
  - c. Registers stocked with ample change and singles.
  - d. Box count completed for all size boxes, verifying counts with PLUs.
- \_\_\_ Post Position Chart and communicate to employees as they enter the store.
- \_\_\_ Prepare and maintain large round and Crazy Bread® sheetouts (see projection charts for proper Build-to levels).
- \_\_\_ Pull projected Deep Dish, ICB, and PCB sheetouts. Press out, stagger stack, and check to make sure you have enough sheetouts to get through dinner.
- \_\_\_ Re-stack Deep Dish Sheetouts using pan dividers once they reach room temperature. Mark expiration time using a pan divider (shelf life is 6 hours after they reach room temperature).
- \_\_\_ Check all stock levels of pizza preps (toppings).
- \_\_\_ Re-stock packaging supplies:
  - a. All size pizza boxes pre-folded with coupons attached.
  - b. Caesar Wing™/ICB/PCB packaging.
  - c. Crazy Bread® bags, deli paper.
  - d. Crazy Sauce® cups and lids.
- \_\_\_ Re-stock soda cooler.
- \_\_\_ Re-stock guest check books and pens for each phone and at the front counter.
- \_\_\_ Re-stock Crazy Bread® spread, (if selling PCB use separate container).
- \_\_\_ Prepare and stock Parmesan cheese for Crazy Bread® (minimum of two shakers).
- \_\_\_ Set up an additional Sauce and Cheese Station, if needed.
- \_\_\_ Replenish and maintain Ready Racks with sauced and cheesed pizzas (Pepperoni and JC).
- \_\_\_ Check oven schedule; turn on second or third deck as necessary; check oven time and temperature.
- \_\_\_ Prepare and fill Crazy Sauce® cups (maximum shelf-life of 4 hours).

### Expanded Menu Items:

- \_\_\_ Prepare and bake sandwich buns according to the day's projection (if applicable).
- \_\_\_ Prepare Fresh N Ready™ salads according to projection chart (if applicable).

### To Keep Fresh HOT Products All Day Everyday:

- \_\_\_ Mark ALL HNR products with proper expiration times.
- \_\_\_ Closely monitor expiration times on all products. When they expire, record in the Waste Log then discard the product according to security procedures.
- \_\_\_ Use the Build-to and projection charts as your guide.

## **Dinner**

- \_\_\_ Serve every customer in less than 30 seconds with Fresh Hot Products.
- \_\_\_ Take hourly reads to manage labor cost. Record them in the Quarter Book.
- \_\_\_ Make cash drops as sales dictate (keep no more than \$100 in cash register before dark or have no more than \$50 in the register after 9:00 pm).
- \_\_\_ Maintain proper levels of Fresh Hot Products in the heating cabinets/HRUs (follow projection charts).
- \_\_\_ Practice R.A.C.K. U.P. F.A.N.S. by being: **R**esponsible, **A**ccurate, **CK**nowledgeable, **U**rgent, **P**atient, **FA**ttentive, **N**eat & **C**lean, and **S**incere.
- \_\_\_ Have greeters and register team in place.
- \_\_\_ Have expeditor ready to serve customers — keeping the HNR Promise!
- \_\_\_ Suggestive sell Crazy Bread®, Caesar Wings®, ICB, sodas and salads (if applicable).
- \_\_\_ Shakerboard during key times (if city ordinance allows). Goal is 2 hours during dinner by someone 18 years of age or older. Great sales builder — *make it happen!* (11 am - 1 and 3 pm to sundown).

## **To Keep Fresh Hot Products All Day Everyday:**

- \_\_\_ Make sure heating cabinets/HRUs have Fresh Hot Products. Utilize Build-to charts accordingly.
- \_\_\_ Mark ALL HNR products with proper expiration times.
- \_\_\_ Closely monitor expiration times on all products. When they expire, record in the Waste Log then discard the product according to security procedures.
- \_\_\_ Serve Fresh Hot pizzas and products all day everyday.

## **To Maintain High Operational Standards:**

- \_\_\_ Greet every customer with a smile — WOW Every Customer!
- \_\_\_ Suggestive sell for add on sales.
- \_\_\_ Work as a team to serve each customer.
- \_\_\_ Communicate what has been sold and what needs to be prepared or placed in the oven. The Expeditor position is key during peak business hours.
- \_\_\_ Monitor projection charts.
- \_\_\_ Follow strict "clean as you go" policy throughout the day.
- \_\_\_ Wash hands frequently.

## **Post-rush Checklist**

### **5 Priority Guidelines:**

1. Serve the Customer.
2. Complete Station Responsibilities.
3. Assist Those Serving the Customers.
4. Prep and Re-stock.
5. Clean, Clean, Clean.

### **As the peak period starts to wind down, begin these items:**

- Clean all areas in the customer's view.
- Review the positioning of the employees; make necessary adjustments and assignments (this will help you manage labor cost).
- Prepare and maintain round sheetouts for next projection period.
- Replenish Ready Racks with sauced and cheezed pizzas (JC and pepperoni).
- Maintain proper levels of Fresh Hot Products in the heating cabinets/HRUs (follow projection charts).
- Make sure all products are marked with expiration times.
- Closely monitor expiration times on all products. When they expire, record in the Waste Log then discard the product according to security procedures.
- Start DO Sheet and begin preps and re-stocking of retarders.
- Complete register checks, determine cash variance for all registers and record on Daily Cash Summary. Make next register assignments; check Drop Log to ensure adequate drops have been made and are being recorded. (All registers.)
- Begin Deep Dish, ICB, and PCB sheetouts. They must proof for a minimum of two hours before being placed in the walk-in (check projection charts).
- Start station clean up: Sweep floors, mop low traffic areas, etc. Make Pre-Close assignments (see Cleaning Checklist for details).
- Count the dough to make sure there is enough prepared for next day's business. Review closing Build-to Charts, making adjustments as needed.
- Rotate dough in walk-in using FIFO method.
- Count sauce containers. Make sure there is enough prepared for the next day's business. (Review closing Build-to, making adjustments as needed.)
- Pre-fold pizza boxes and attach coupons to them.
- Begin food check (cheese, sodas, and all size boxes).
- Leave additional directions with closing manager as needed. Write them in the Quarter Book.
- Drop unneeded change fund inside time delay safe. Record amount on Daily Cash Summary.
- Turn off extra oven decks (according to oven schedule).
- Bring marketing materials inside and store neatly.

## **Pre-Close**

- \_\_\_\_ Complete inventory for nightly food checks.
- \_\_\_\_ Close out extra cash registers (complete register check for cash verification).
- \_\_\_\_ Complete product tracking on extra registers and record information in the Quarter Book.
- \_\_\_\_ Verify labor hours worked on each time card. Calculate labor dollars for those employees already punched out.
- \_\_\_\_ Count white and yellow guest checks and place in numerical order.
- \_\_\_\_ Finish all pre-close cleaning (refer to Daily Cleaning Checklists).
- \_\_\_\_ Wash all dishes and wipe out round pans.
- \_\_\_\_ Restock soda coolers.
- \_\_\_\_ Break down all stations (pizza dress, sheetouts, product prep, landing, cut and package etc).
- \_\_\_\_ Sweep and mop all stations (pull out all stations, racks and tables).
- \_\_\_\_ Restock utensils for the next day's business.

## **Close**

- \_\_\_\_ Lock front doors.
- \_\_\_\_ Turn off oven, heat cabinets/HRUs and Crazy Bread® warmer.
- \_\_\_\_ Complete closing cleaning (see Closing Cleaning Checklist).
- \_\_\_\_ "Z" out all registers and set up journal paper; leave drawers open.
- \_\_\_\_ Count and balance remaining cash in open registers and place it inside the safe.
- \_\_\_\_ Verify change fund, check for shortages and drop the money in the time delay safe. Record all information on the Daily Cash Summary.
- \_\_\_\_ Make last drop and record on Daily Cash Summary.
- \_\_\_\_ Check and verify for overrings and payouts. Check for proper signatures and initials.
- \_\_\_\_ Complete all sections of the Daily and determine cash variance +/-.
- \_\_\_\_ Record final sales figures and product tracking/PLUs information on the Weekly Sales Summary located in the Quarter Book.
- \_\_\_\_ Complete hourly reads and calculate labor hours used (obtain hours used from actual time cards).
- \_\_\_\_ Complete a box count and verify it against product tracking/ PLUs pulled from registers. Record it in the Quarter Book.
- \_\_\_\_ Complete cheese and soda nightly inventory and record them in the Quarter Book.
- \_\_\_\_ Complete all closing paperwork:
  - Daily Cash Summary       Weekly Sales Summary       Waste Log totals
  - Hourly reads       Complete DO Sheet       Complete Closing Checklist
  - Prepare Build-to charts for the following day       Box & Cheese counts complete
- \_\_\_\_ Carry over ending inventory to the beginning inventory on the food check forms for the next day's business found in the Quarter Book.
- \_\_\_\_ Write GT beginning numbers and guest check numbers on a new Daily Cash Summary for the following day.
- \_\_\_\_ Call Supervisor with nightly closing numbers.
- \_\_\_\_ Turn off exhaust fan for ovens.
- \_\_\_\_ Visually inspect store for cleanliness.
- \_\_\_\_ Ensure back door is secured.
- \_\_\_\_ Turn off lights (inc. walk-in cooler & bathroom) and air conditioner. Leave pass-thru door open.
- \_\_\_\_ Punch out using the time clock (all closers).
- \_\_\_\_ Visually inspect surroundings of the store for safety.
- \_\_\_\_ Unlock and exit through front door and re-lock. *Always double-check that door is locked!*



## Oven Schedule

	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
1	Top On						
	Top Off						
2	Middle On						
	Middle Off						
3	Bottom On						
	Bottom Off						

Times & Temperatures	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
1	Temperature						
	Bake Time						
2	Temperature						
	Bake Time						
3	Temperature						
	Bake Time						

## Daily Organization (DO) Sheet

The DO Sheet is a checklist of prep work and other items to be completed during a particular day. It is written by the closing manager during the 8:00 pm to closing period and includes work to be done for that evening and the following day.

<b>Preps Needed</b>	This column represents the “Build-to,” which is the total amount of each item that is needed to get through the next day’s business. These “Build-tos” are calculated every four to six weeks by using the product breakdown and sales information from the Weekly Sales Summary. The Build-to Chart should be posted in the restaurant and be accessible to everyone.
<b>Preps On Hand</b>	This column is the quantity of preps on hand when the DO Sheet is filled out. You are simply recording the physical count of prepared items in the restaurant. Do not include preps that will be expired/thrown out before they can be used.
<b>Preps To Do</b>	This column is the difference between the Preps Needed column and the Preps On Hand column for all the preps that need to be completed.

We use Daily Time Management Guidelines like the Opening Checklist, Pre-Rush Checklist, and Post-Rush Checklist to determine what time of day the particular preps should be done.

**Information required to prepare the DO Sheet are sales projections, product shelf life and product usage. Always consider product shelf-lives when establishing prep levels.**



# Little Caesars® DO SHEET

Day/Date \_\_\_\_\_  
Closer \_\_\_\_\_

	PREPS NEEDED	PREPS ON HAND	PREPS TO DO	COMPLETED BY
Pizza Sauce	_____	_____	_____	_____
Pepperoni	_____	_____	_____	_____
Mushrooms	_____	_____	_____	_____
Green Peppers	_____	_____	_____	_____
Onions	_____	_____	_____	_____
Ham or Canadian Bacon	_____	_____	_____	_____
Bacon	_____	_____	_____	_____
Italian Sausage	_____	_____	_____	_____
Beef Topping	_____	_____	_____	_____
Olives	_____	_____	_____	_____
Pineapple	_____	_____	_____	_____
Hot Pepper Rings	_____	_____	_____	_____
Anchovies	_____	_____	_____	_____
Parmesan Cheese	_____	_____	_____	_____
Caesar Wings	_____	_____	_____	_____
Greek Salads	_____	_____	_____	_____
Antipasto Salads	_____	_____	_____	_____
Garden Salads	_____	_____	_____	_____
Soda Stock	_____	_____	_____	_____
Crazy Sauce Cups	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

## DOUGH TRAYS

Large Round 19 oz	_____	_____	_____	_____
Deep Dish 23 oz	_____	_____	_____	_____
Crazy Bread 10 oz	_____	_____	_____	_____

## SHEETOUTS

ICB	_____	_____	_____	_____
PCB	_____	_____	_____	_____
Baby Pan	_____	_____	_____	_____
Deep Dish	_____	_____	_____	_____
Sub Buns	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

# Closing Build-to

The "Closing Build-to" must be filled out by the opening manager every day. The "Closing Build-to" informs us how many of our key preps (sauce & dough) will be needed to successfully make it through the next day's business. To obtain the number of preps that need to be listed on this chart, refer to your Weekly Master Build-to or to the Projection sheets posted in the restaurant.

The closing manager is responsible for checking the "Closing Build-to" during the post-dinner rush period (perhaps as early as 7 pm) to see if the current prep levels will meet the store's needs. If prep levels fall short of the "Closing Build-to," it is the closing manager's responsibility to have their crew complete whatever batches of dough or sauce are necessary.

## Nightly Closing Build-to



Day/Date \_\_\_\_\_ Sales \_\_\_\_\_

Items	Build-to	Items	Build-to
Large (19 oz) Dough Trays		ICB pans prepped	
10 oz Dough Trays		Baby Pan! Pan! prepped	
Deep Dish Dough Trays		PCB Preps	
Full Size Containers Sauce		Deep Dish Pans prepped	
Pepperoni preps		Bouncebacked 14" Boxes	

All of these items must equal the build-to amount before leaving the restaurant at close.

# **Other Time-Management Tools**

- Salad Build-to
- Pulled Squares Build-to
- Daily Sheetouts Build-to
- Pizza Dress Build-to
- Daily Landing Build-to and Waste Chart

These charts will help you to better manage your time and your restaurant. They are station specific and very valuable from a management perspective. A copy of each can be found on the following pages. A brief description and an explanation of how to use each chart is located in Section 15 of this manual.

# Daily Sheetouts Build-To



Day/Date \_\_\_\_\_ Sales \_\_\_\_\_

## 14" Sheetouts

## Crazy Bread

10:30 to 12:30		
12:30 to 2:30		
2:30 to 4:30		
4:30 to 6:30		
6:30 to 8:30		
8:30 to 10:30		
10:30 to Close		

### Quality Reminders:

- 1) Sheetouts must be round and fit the pan. The sheetouts should not crawl up the sides of the pan.
- 2) No thin spots, wrinkles, folds, or holes.
- 3) Sheetouts must have a soft white edge to achieve a golden brown crust after baked.
- 4) Sheetouts must have a 3/4 inch rise before using at the sauce and cheese station.
- 5) Sheetouts must proof for at least half an hour and no longer than two hours.

# Pulled Deep Dish Square Build-to



Day/Date \_\_\_\_\_ Sales \_\_\_\_\_

## Pull Time

## ICB

## Baby Pan Pan

## PCB

## Deep Dish

9:00 to 3:00				
1:00 to 6:00				
4:00 to 10:00				
8:00 to Close				

### Quality Reminders for Deep Dish Products:

- 1) All square product corners must be squared off before using.
- 2) All square product must proof at room temp. for a minimum of two hours. They are good for six hours after proofing.
- 3) Square product must be covered to avoid drying out.
- 4) Before using square products they must rise one to one and a quarter inch.
- 5) Deep Dish pans must be separated with the white dividers before allowing to proof. This will stop the sheetout from sticking to the bottom of the pans.

## Pizza Dress Build-To



Day/Date \_\_\_\_\_ Sales \_\_\_\_\_

	14" Cheese	14" Pepperoni	Deep Dish	Other _____
10:30 to 12:30				
12:30 to 2:30				
2:30 to 4:30				
4:30 to 6:30				
6:30 to 8:30				
8:30 to 10:30				
10:30 to Close				

### Quality Reminders:

- 1) Sauce and Cheese must be evenly distributed throughout the pizzas. No race tracks on the pizza.
- 2) Toppings must be evenly distributed over the pizzas, with sprinkled toppings start at the edge of the ring going towards the middle of the pizzas.
- 3) After taking off the ring the crust must be free of toppings and cheese.
- 4) Make sure the sheetouts are properly proofed at least one-half hour before baking. Room temp. for the Deep Dish pizzas.
- 5) On the Deep Dish, the cheese needs to go all the way to the edge of the pan. **NOTE:** There is no crust on the Deep Dish.
- 6) We must use all the proper specs when making pizzas to ensure a consistent quality product.

## Daily Landing Build-To and Waste Chart



Day/Date \_\_\_\_\_ Sales \_\_\_\_\_

	HNR PEPPERONI		HNR CHEESE		HNR DEEP DISH		CRAZY BREAD		OTHER _____	
	BUILD TO	WASTE	BUILD TO	WASTE	BUILD TO	WASTE	BUILD TO	WASTE	BUILD TO	WASTE
11 to 12										
12 to 1										
1 to 2										
2 to 3										
3 to 4										
4 to 5										
5 to 6										
6 to 7										
7 to 8										
8 to 9										
9 to 10										
10 to 11										
11 to 12										

### Quality Reminders:

- 1) Golden brown crust and bottom of the pizza.
- 2) Golden brown specks on the cheese and cheese 1/2 inch from the edge of the pizza on the rounds.
- 3) Toppings evenly distributed on the pizza.
- 4) The round pizza should rise 3/4 inch and deep dish 1 to 1 1/4 inches. (No flat pizzas.)
- 5) Pizza should crunch when you cut it.
- 6) Crust is free of toppings and cheese. (Except on the Deep Dish.)
- 7) Bread should be golden brown all the way around.
- 8) Bread is also eight even sticks, not one loaf.

## **Station Specific Cleaning Checklist**

Our customers expect not only to receive fresh, hot, quality products ready to be served by friendly and courteous employees but also to know that the products they receive are prepared in a clean, organized and sanitized restaurant.

The best way to keep your restaurant clean is to assign cleaning tasks to all the employees every day utilizing the Daily and Station Cleaning Checklists along with the Five Minute Jobs. Each employee must understand that they are responsible for cleaning their assigned station and should be given additional cleaning tasks each shift.

The following cleaning checklists offer station specific tasks to be completed throughout our restaurant. Cleaning must take place throughout the day: "Clean as you go!"

Practicing our "clean as you go" philosophy will make things easier to clean in the long run. When cleaning, keep in mind our number one priority is the customer. A customer should never wait while we finish a cleaning task. The customer must come first! Always!

**Assigning specific cleaning tasks while filling out the position chart will let our employees know what cleaning they are responsible for.**



# Little Caesars®

## Five Minute Jobs

- |  |   |
|--|---|
|  | Shakerboarding is being done                      |
|  | Sweep the parking lot                             |
|  | Spot clean the windows                            |
|  | Sweep & mop the lobby                             |
|  | Clean the glass on the soda cooler                |
|  | Fill merchandiser and soda cooler                 |
|  | Wipe the window mullions                          |
|  | Clean the counter facia and top                   |
|  | Dust the vents in the lobby                       |
|  | Do a register check                               |
|  | Wipe the register with a slightly moistened towel |
|  | Dust menu board                                   |
|  | Remove any old decoration decals                  |
|  | Wipe under HRU rack on back counter               |
|  | Clean phones with a slightly moistened towel      |
|  | Organize phone area/shelving                      |
|  | Pan pick-up and wipe landing shelves              |
|  | Sweep and mop the kitchen                         |
|  | Organize the shelf under the counter              |
|  | Organize the dishes and fill the sinks            |
|  | Wipe under-shelves of tables                      |
|  | Clean out freezer                                 |
|  | Wipe the microwave in and out                     |
|  | Fill all the shakers; cornmeal & parmesan         |
|  | Organize the walk-in                              |
|  | Rotate the dough                                  |
|  | Wipe the back door                                |
|  | Dust the vents in the kitchen                     |
|  | Check the paper towel dispensers and fill         |
|  | Check handsink/restroom soap dispensers and fill  |
|  | Check the light bulbs in the lobby and change     |
|  | Take out the garbage                              |
|  | Check proof times on all items                    |
|  | Make sure prep levels are adequate for business   |
|  | Prepare position chart for shift                  |
|  | Place bouncebacks on boxes                        |

# Station Specific Cleaning Checklist

## Parking Lot

- \_\_\_\_ Pick up litter from sidewalks and parking lot areas.
- \_\_\_\_ Check dumpster area (clean/lid closed).
- \_\_\_\_ Remove deflated balloons.
- \_\_\_\_ Wipe down marketing signs and banners.
- \_\_\_\_ Check building appearance for proper image.

## Lobby

- \_\_\_\_ Clean all windows (inside and out) and window sills.
- \_\_\_\_ Thoroughly sweep and mop floors and baseboards.
- \_\_\_\_ Wipe down chairs and tables (units with dining rooms).
- \_\_\_\_ Empty and clean trash cans.
- \_\_\_\_ Clean/Shake out mat thoroughly.
- \_\_\_\_ Wipe down photo panels/mural.
- \_\_\_\_ Clean thresholds and door handles.

## Front Counter/Greeter/Telephone Stations

- \_\_\_\_ Wipe down all counters and surrounding walls.
- \_\_\_\_ Sweep and mop floors and baseboards.
- \_\_\_\_ Organize shelves under Front Counter/Greeter Station.
- \_\_\_\_ Wipe down soda dispenser and bottled drink cooler and restock (if applicable).
- \_\_\_\_ Wipe down cash register (avoid getting water in the key board).
- \_\_\_\_ Keep phone area organized and stocked.
- \_\_\_\_ Organize pens and ticket books.
- \_\_\_\_ Wipe inside and out of Cres Cors daily. Wipe off tops of HRUs.
- \_\_\_\_ Wipe down salad display case and/or Crazy Bread® case.

## Sauce & Cheese/Pizza Dress Stations

- \_\_\_\_ Re-stock pizza retarder with product preps. Use clean containers when refilling.
- \_\_\_\_ Clean pizza retarder (inside, outside, doors, over shelf, rack, and gaskets).
- \_\_\_\_ Pull out retarder, sweep & mop floors and baseboards.
- \_\_\_\_ Clean wall behind and around pizza retarder (wipe down spec charts and job helpers).
- \_\_\_\_ Clean sauce & cheese and sheetout projection rack (shelves, legs, casters, etc.).
- \_\_\_\_ Clean Ready Rack, shelves and covers.
- \_\_\_\_ Regularly (daily) wash make ring, topping cups and change cheese container.
- \_\_\_\_ Clean off dust/dirt from condenser coils (back of retarder). Be sure to unplug first.

## **Landing/Cut & Package Stations**

- \_\_\_\_ Clean ovens (pre-open).
- \_\_\_\_ Sweep and mop floor and baseboards.
- \_\_\_\_ Pull out tables and clean walls, floors, and baseboards.
- \_\_\_\_ Re-stock: folded boxes, Crazy Bread® bags, slice containers and all other packaging supplies.
- \_\_\_\_ Maintain a clean table top and under-shelf throughout the day.
- \_\_\_\_ Keep utensils clean, sanitized, and organized.
- \_\_\_\_ Wipe out all round & Crazy Bread® Pans.
- \_\_\_\_ Take all square pans to the dish sink for proper cleaning (Deep Dish, ICB, PCB, and Baby Pans).
- \_\_\_\_ Clean oven filters weekly.
- \_\_\_\_ Clean and wipe down oven hood weekly.

## **Sheetout Station**

- \_\_\_\_ Wipe out all round pizza & Crazy Bread® pans and stack up-side down on clean shelves.
- \_\_\_\_ Brush off all Crazy Bread® trays.
- \_\_\_\_ Wipe down table tops throughout the day.
- \_\_\_\_ Change out flour container and refill.
- \_\_\_\_ Change and refill cornmeal shakers.
- \_\_\_\_ Clean inside of sheeter and blades daily (only 18-year-old employees may clean this machine).
- \_\_\_\_ Stack all Deep Dish pizza pans on shelf.
- \_\_\_\_ Move Sheeter Station table and sweep & mop.
- \_\_\_\_ Wipe walls.
- \_\_\_\_ Clean under-shelf and casters of table.
- \_\_\_\_ Clean and sanitize utensils (dough scraper, cutters, cornmeal shaker & lid).

## **Preparation Area/Back Kitchen Area**

- \_\_\_\_ Wipe down and sanitize prep table throughout the day.
- \_\_\_\_ Wipe down freezer.
- \_\_\_\_ Clean and sanitize V.C.M. (only 18-year-old employees are allowed to clean this machine).
- \_\_\_\_ Clean and sanitize dough rounder (only 18-year-old employees may clean this machine).
- \_\_\_\_ Pull out prep tables. Sweep & mop floors and baseboards.
- \_\_\_\_ Wash/rinse/sanitize all dishes (including Deep Dish pans).
- \_\_\_\_ Clean walls.
- \_\_\_\_ Put away and organize clean dishes.
- \_\_\_\_ Clean under-shelf and casters of table.
- \_\_\_\_ Clean and sanitize sinks.
- \_\_\_\_ Clean and sanitize can opener before and after every use.
- \_\_\_\_ Clean and sanitize garbage cans; replace liners.
- \_\_\_\_ Clean and mop walk-in, moving dough racks.
- \_\_\_\_ Clean rest rooms (sink, toilets, floor, mirror, etc.).
- \_\_\_\_ Clean mop area (mop bucket, mop sink, floor, etc.).

# Spot Check Daily Cleaning Scorecard

## Outside

- Parking lot
- Sidewalk
- Signage/lighting
- Building appearance
- Dumpster area/lid closed
- Marketing/banners

## Counter Area

- Cash register/clean/working
- Counter/Organized
- Back counter/no clutter
- Phone Station/clean/organized
- Phones working
- Phone script/prices
- POS/clean/working

## Entrance/Customer Area

- Front door
- Threshold
- Windows
- Floor mats
- Floor
- Baseboards
- Walls
- Ceiling
- Vents
- Bench/chairs/tables
- Soda cooler/clean/stocked/lit
- Drink dispenser
- Menu board
- Front counter/clean/no clutter
- Pass thru door
- Photo panel/mural

## Landing area

- Landing tables
- Ovens
- Hood/Filters
- Utensils
- Boxes/bags/organized
- HRU units
- Cres Cor Cabinet
- Bounce backs attached

## Pizza Retarder

- Exterior clean
- Interior clean/organized/proper stock level
- Gaskets/clean and in good repair
- Portion cups/templates/available/clean
- Condenser/drip pan/clean

## Salad/Display/Retarder

- Clean/stocked
- Fresh produce
- Salad Display Unit/Clean

## Employee Appearance

- Proper uniforms
- Uniforms clean
- Slacks/Hat/Apron/Shoes
- Hair/Grooming

### Sheeter Station

- Sheeter exterior/clean
- Sheeter interior/clean
- Blades/spring/working
- Sheeter safety devices
- Pans clean/neatly stacked
- Crazy bread trays/clean
- Under-shelf clean
- Flour container/Bowl/clean
- Cornmeal dispenser clean/full/lid
- Ready Racks

### Prep Area

- Shelves clean
- Can opener/blade/clean
- Mixer/clean
- Mixer seal/gasket/good repair
- Freezer clean/organized
- Inventory neat/organized/accurate

### Walk-in

- Exterior walls clean
- Door handle/clean/closes properly
- Seal/Gasket good repair
- Dough racks clean
- Floor clean
- Evaporator free of debris
- Food stocked on rack/dunage

### Dish Area

- Compartment sink/clean/good repair
- Overhead shelf clean/organized
- Chemical storage below eye level
- Hot water heater area clear
- Mop sink clean/organized
- Sanitizer strips available

### Overall Store

- Hand sinks
- Towel dispensers
- Toilet
- Bathroom/sink/soap/trash
- Walls - job helpers
- Ceilings/Vents
- Baseboards/clean/repair
- Blue racks/Shelving/clean
- Floors/clean/repair
- Lights/working (all)
- Time clock/rack area
- Soda storage area
- Thermometers in place/working
- Mop bucket clean
- Mop clean/good shape/fresh
- POP Material organized/current
- Rear door secure/clean/weather strip – no daylight
- CO2 tanks secure
- Oven timed properly (gas 7/electric 8 minutes)
- Paperwork/organized/out of view – put away
- Communication Board organized/up-to-date
- Trash cans clean
- Ice machine/exterior clean/bin clean - ice scoop clean

100 points minus \_\_\_\_\_ = \_\_\_\_\_

MIC \_\_\_\_\_

Evaluator \_\_\_\_\_



## CLOSING CHECKLIST

Store # \_\_\_\_\_  
Date \_\_\_\_\_

<b>LOBBY</b>	<b>PHONE STATION</b>	<b>WALK-IN</b>
A. Shake out floor mat(s)	A. Counters wiped down	A. Rotate Dough Racks
B. Floor swept/mopped	B. Restock pens and ticket books	B. Sweep/mop
C. Front Counter/Pass-thru door wiped down	C. Clean off top of HRU /Hot Boxes/Cres Cor	C. Wipe off and spot clean energy curtain
D. Soda cooler stocked and cleaned (5 deep 20 oz & 2 ltr)	D. Complete DO Sheet for next day	D. Clean door and handle
E. Register turned off with drawer open	E. Complete Communication Log in Quarter Book	<b>SINK AREA</b>
G. Spot-Clean windows	A. All dishes washed	A. All dishes washed
	B. Sinks clean (no food)	B. Sinks clean (no food)
	C. Clean floor drain	C. Clean floor drain
	D. Soak sink mat for 1 hour and pull the drain before leaving	D. Soak sink mat for 1 hour and pull the drain before leaving
<b>LANDING/CUT AND PACKAGE</b>	<b>PIZZA DRESS</b>	<b>LAST WALK THROUGH</b>
A. Wipe down table/under shelf	A. Rotate and stock all toppings/cover containers	A. HRU/Cres Cor OFF
B. Clean all round pans and crazy bread pans	B. Clean inside and under all containers	B. Ovens OFF
C. Pull tables sweep/mop	C. Wash speed rails	C. Walk-in door closed & light OFF
D. Clean walls	D. Pull retarder sweep/mop	D. No dripping faucets
E. Boxes couponed and folded to projection	E. Clean walls	E. Waste log completed
F. Change garlic butter and wing sauce containers	F. Wash all cups, rings, ladles	F. Empty mop bucket
G. Wash Parmesan cheese and veggie shakers	G. Clean projection racks	G. Rinse out mop and hang
H. Clean, wipe down ticket minders	H. Clean doors, seals, cover shelf and ticket minder	H. Rinse out mop sink
I. All station utensils set up	I. Set up all station utensils	I. All lights OFF
J. Wipe out round pans		J. Trash by back door/tied
K. Brush off Crazy Bread pans		K. Trash cans cleaned
<b>SHEETOUT AND PREP TABLES</b>	<b>SECURITY ITEMS</b>	<b>RESTROOM</b>
A. Wipe down table/under shelf	A. All monies secured in safe	L. Front and back door locked
B. Clean sheeter (unplug first)	B. All bills dropped	A. Toilet
C. Pull tables sweep/mop	C. Lock safe	B. Sink
D. Clean walls	D. Register drawers opened	C. Mirror
E. Change out flour containers	E. Back door locked with security bar in place	D. Trash
F. All Deep Dish sheetouts prepared for next day	F. Pass through door open (if applicable)	E. Floor
G. Clean and restock cornmeal shakers	G. Front door locked	
H. Wipe down blue sheetout rack	H. Alarm set (if applicable)	
I. Clean can opener		
J. Set up all station utensils		

# Time Management Review

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your Trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

**1. Fill in the time period the following activities must be completed according to the Time Management Guidelines. Choose one of the following for each:**

- A. Pre-open
- B. Open For Lunch
- C. Post Lunch
- D. 3:00 - 3:30 pm
- E. Pre-rush, Dinner
- F. Post-rush
- G. Pre-close
- H. Close
- I. All day

- Prepare round sheetouts.
- Clean oven front.
- Complete Lunch paperwork.
- Hourly reads.
- Begin food check.
- "Z" out registers.
- Clean VCM.
- Pull Deep Dish sheetouts.
- Have fresh, hot products.
- Turn on additional decks if needed.
- Begin Deep Dish sheetouts.
- Fill heat cabinets/HRUs with fresh, hot products according to projections.
- Prepare sauced, cheesed and pepperoni pizzas and just cheese.

**2. When should you clean the front of the oven? Why is it important to clean the oven at this time only?**

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**3. The following steps are done to verify the bank during Pre-Open. Number them in the correct order (1 = completed first — 6 = completed last).**

- Verify all drops one by one.
- Count out change fund and bank deposit.
- Complete deposit slip.
- Set up registers with change (2 or more) if needed, check to see registers were Z'd out.
- 2 people to the bank.
- Staple validated deposit slip on Daily insert.

**4. Name three main objectives for the Dinner Rush period?**

A) \_\_\_\_\_ B) \_\_\_\_\_ C) \_\_\_\_\_

**5. Match the following Pre and Post-Rush duties with the matching Priority Guideline. Place the Priority Guideline number next to the Pre/Post-Rush duty.**

- a. Serving the Customer
- b. Completing station responsibilities.
- c. Assisting those who are serving the customer.
- d. Prepping and restocking
- e. Thorough station cleaning.

- Prepare all round sheetouts.
- Clean all areas in customers' view.
- Begin Deep Dish sheetouts.
- Re-stock packaging supplies.
- Prepare fresh, hot products for dinner.
- Post position chart.
- Help expedite orders at the front counter.
- Sauce & cheese station set up and Ready Racks stocked.
- Complete all dishes.

**6. Who is responsible for completing the DO Sheet? \_\_\_\_\_**

**7. What time is the DO Sheet filled out? \_\_\_\_\_**

**8. Complete the following sentences:**

- A) The \_\_\_\_\_ column is the \_\_\_\_\_ on hand when the DO Sheet is filled out.
- B) The \_\_\_\_\_ column is difference between the \_\_\_\_\_ column and the \_\_\_\_\_ column for all the preps that need to be completed.
- C) The \_\_\_\_\_ column represents the total amount of each item that is needed to get through the next day's business and is referred to as a \_\_\_\_\_.

**9. List three Pre-Open (Open - 11:00 am) duties\*:**

A) \_\_\_\_\_ B) \_\_\_\_\_ C) \_\_\_\_\_

**10. List three day shift (11:00 am - 4:00 pm) duties\*:**

A) \_\_\_\_\_ B) \_\_\_\_\_ C) \_\_\_\_\_

**List three Pre-Close (8:00 pm - Close) duties\*:**

A) \_\_\_\_\_ B) \_\_\_\_\_ C) \_\_\_\_\_

**11. What is the number one priority during lunch?**

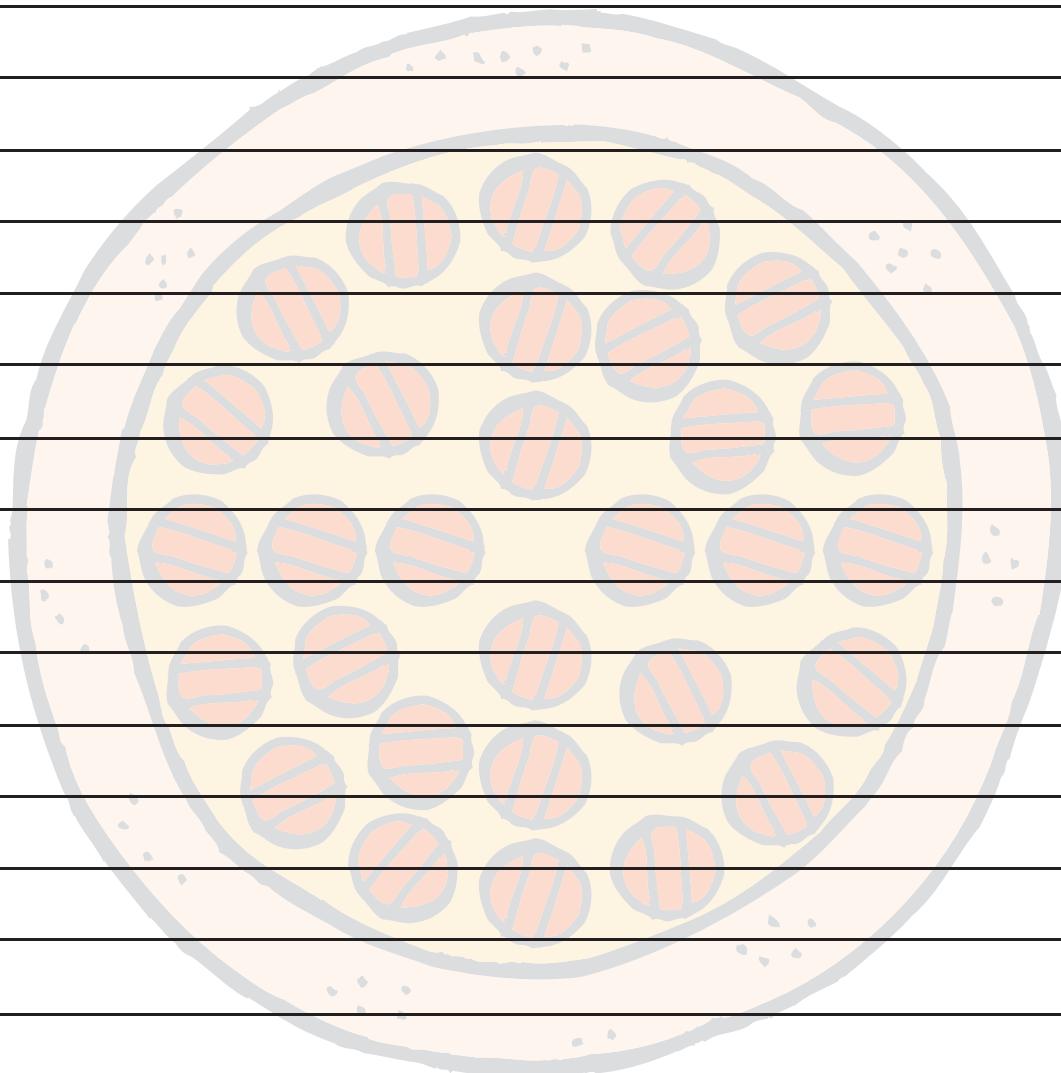
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**12. What is the number one priority during dinner?**

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\*There are many answers for each of these questions.

# Notes



# SECTION 6

## Landing, Cut & Packaging Stations

The Landing and Cut & Packaging Stations are very important for product quality. The employees working at these stations must work with speed and accuracy. One ticket mix-up at the Landing Station on a specialty order creates a chain reaction of problems. The Cut and Package person is the last person to see all the pizzas before they are boxed. If anything has gone wrong, they can still correct it before the product is given to the customer.

Many things are handled by the Landing/Cut and Packaging individual(s). The Front Counter/Greeter Station relies on the Cut & Packaging Station to match names of customers to the guest checks for specialty pizzas and time products with expiration times to guarantee product freshness. The Pizza Dress Station depends on Landing to handle special orders. The Telephone Station relies on the Landing/Cut and Package Station to monitor service times. This station is so important to the operation that the person working there has to be experienced enough to handle the peak hours of business. In some cases, due to sales volume, two or three employees may need to work at these stations.

You should eventually be able to handle a \$600.00 hour without assistance at these stations. To do this, you will need to cut and package one 14" Pizza in fifteen seconds! Our research has shown that you will need 20 - 25 hours of practice to achieve this goal. Your manager may have you work with another person at first. As your skills improve, you will be able to handle it yourself.



# Landing/Cut & Package Station Goals

## Be Nice

- Make eye contact with customers as often as possible.
- Say "Hello" to customers if you make eye contact.
- Smile when placing the order on the counter and call out the customer's name for specialty orders.
- Help at the Front Counter/Greeter, and Landing/Cut & Package Stations to maintain great customer service.

## Be Ready

- Pre-fold and attach bounce-backs to pizza boxes whenever possible.
- Re-stock Crazy Bread® bags, tri-stands and other packaging items as needed.
- Maintain proper levels of all HNR products by following accurate and current projection charts.
- Keep the shift manager updated on current service times.
- Keep Crazy Bread® Spread, Parmesan cheese, Caesar Wing® sauce, veggie seasoning and squirt bottles of Crazy Bread® Spread stocked.

## Do It Right

- Serve only perfect pizzas every time.
- Make sure products meet our quality characteristics before cutting.
- Check for bubbles on pizzas at the half way point.
- Cut all pizzas in the box according to specifications.
- Place garlic/Parmesan on pizzas when requested.
- Check all pizzas for quality and accurately match the guest check (for specialty pizzas) before closing the box.
- Pick up guest checks from the Pizza Dress Station as needed, keeping them in the same order.
- Time all HNR products. Discard them when they have reached expiration times following proper tracking procedures for security checks and balances.
- Rotate all HNR products for freshness (packaging must be marked with accurate expiration times).
- Use projection charts to maintain proper levels in Cres Cor cabinets or HRUs.
- Correct or remake product if it does not meet all quality characteristics.
- Prepare and package Crazy Bread®, ICB, PCB, and Caesar Wings® according to specifications.

## **Keep It Clean**

- Stack all pizza and crazy bread pans neatly on the shelf under the landing table.
- Call for a pan pick-up when needed (take hot pans to back yourself if time permits).
- Wipe out pizza pans whenever possible.
- Stack all clean Crazy Bread® and Round pizza pans upside down on the shelf under the sheeter table.
- Wash, rinse, and sanitize the pizza cutter regularly *and always after cutting an anchovy pizza.*
- Use a separate pizza cutter for ICB and veggie products.
- Keep coupons, boxes, and packaging supplies stocked and organized.
- Clean and sanitize table regularly.
- Wipe down inside and outside of Cres Cor cabinets daily.

## **Keep It Safe**

- Wash hands regularly and as needed. Avoid touching food products and inside of packaging.
- Wash, rinse, and sanitize landing table and utensils every four hours.
- Leave at least 3" between products and the heating element on the heat retention unit (HRU).
- Be careful when removing pizzas and other products from oven. They will be very hot.
- Use proper lifting techniques when performing a pan pick-up and moving bundles of boxes.
- Use the pan grippers and spatula when removing pizza and Crazy Bread® from the oven.
- Do not set pizza pans directly on the table — the table will become dangerously hot.
- Use the bubble fork/poker to move pizzas as needed while they're in the oven.
- Be sure to clean and sanitize the bubble fork/poker regularly.
- Discard expired product and follow proper tracking procedures for security checks and balances.
- Place no more than 2 pizza boxes per shelf on Cres Cor cabinet racks. May cause fire.
- Keep floors around your station clean to avoid slips & falls.

# The Pizza Pride® Oven Timing:

To time an electric oven chain speed for an 8 minute bake, place a clean Crazy Bread® pan lengthwise on the oven. Time from the moment the front of the pan enters the oven chamber until the moment the front tip of the pan exits the oven chamber. The time should be 8 minutes.

Quick Test: Place a 14" round pan on the conveyor belt and time the pan from when it starts to enter the oven chamber until the back of the pan reaches the beginning of the oven chamber. If you have a 96" chamber, the time should be 72.5 seconds.

## Electric Oven Bake Times (8 minutes):

Use the following timing marks:

**Well Done Pizza:** Full 8 minutes bake time, then 2 additional minutes

**Precooked Pizza:** 5 minutes

**Crazy Bread®:** 5 ½ minutes (center on 1/3 mark from entrance)

**Italian Cheese Bread:** 7 minutes (push 1 pan length into the oven)

## Troubleshooting Electric Temperature Controls:

- If the red needle is to the right of the green area on the temperature gauge of the oven, it means the oven temperature is above the desired level.
- If the red needle is to the left of the green area on the temperature gauge of the oven, it means the oven temperature is below the desired level.
- The red light on the temperature gauge of the oven comes on to indicate that the oven is calling for heat. The red light should be on only when the red needle is to the left of the green area on the temperature gauge.

## Over/Under Cooked Pizzas:

Areas to check:

- Chain speed 8 minutes (electric)? Never adjust speed — always temperature.
- Oven temperature too high or low? Adjust the temperature if necessary.
- Over/under proofed sheetouts?
- Pizzas backed up into the oven chamber/pulled early?
- Pizzas forced backward/pushed forward in the oven by Crazy Bread® or some other object?

## Bake Time Recommendations:

- **Pizza Pride (electric):** 8 Minutes
- **BOFI (gas):** single topping 5 Minutes (multi-topping and Deep Dish 6 minutes)
- **Mastermatic/Blodgett/Middleby-Marshall (gas):** 7 Minutes

## **Gas Ovens:**

Timing of gas ovens varies depending on the type. For example, the new BOFI oven bakes in 5 minutes for single toppings, 6 minutes for multi-toppings and Deep Dish; but the Middleby Marshall bakes in 7 minutes.

To time a gas oven for a 7 minute bake, place an empty Crazy Bread® pan lengthwise on the oven.

Time from the moment the front of the pan enters the oven chamber until the moment the front tip of the pan exits the oven chamber. The time should be 7 minutes.

Quick Test: Place a 14" round pan on the conveyor belt and time the pan from when it starts to enter the oven chamber until the back of the pan reaches the beginning of the oven chamber. If you have a 96" chamber the time should be 72.5 seconds.

## **Gas Oven Bake Times**

**Well Done Pizza:** Full 7 minutes bake time then 2 additional minutes

**Precooked Pizza:** 4 ½ minutes

**Crazy Bread®:** 5 minutes (center or 1/3 mark from entrance)

**Italian Cheese Bread:** 1 minute less than a pizza (push 1 pan length into the oven)

**Chicken Wings:** (thawed) same as a pizza; (frozen) 1 ½ passes

## **Troubleshooting a Gas Oven**

- If oven doesn't turn on, check circuit breakers. If breakers are not the problem, check fuses in front of control box.

## **Over/Under Cooked Pizzas**

Areas to check:

- Chain speed is not set to correct speed for oven. Never adjust speed — always temperature.
- Oven temperature too high or low? Adjust the temperature if necessary.
- Over/under proofed sheetouts?
- Pizzas backed up into the oven chamber/pulled early?
- Pizzas forced backward/pushed forward in the oven by Crazy Bread® or some other object?

# Landing, Cut & Package Station Procedures

## Landing a Pizza

1. Allow pizza to completely exit oven chamber. Do not pull pizza early. Remove pan with pan grippers and support with a nylon spatula. (Do not use Crazy Bread® spatula).
2. Check pizzas for proper bake characteristics.
3. Remove the pizza from the pan using a spatula and place in the proper size box. Stack the pan neatly on the under-shelf of the landing table.
4. Match the correct pizza to the guest check for specialty orders. Check for even topping placement and correct specifications and make sure the pizza is made according to the customer's request.
5. Keep accurate levels of fresh, hot products using Master Build-to Charts and projection charts.
6. Pass the first pizza and the guest check down to the Cut & Packaging employee.

## Cutting a Pizza

1. Check the pizza's quality characteristics and verify it against the guest check for specialty pizzas.
2. Cut the pizza in the box according to specifications. Make sure to press the pizza cutter down hard enough to cut all the way through the pizza.
3. Check the guest check for Crazy Crust and apply if requested.
4. Place a pizza tri-stand in the center of the pizza, if necessary, to prevent the top of the box from sinking into the pizza. This is especially important for Deep Dish.
5. Close the lid and place the guest check in the right hand corner of the box with the customer's name showing for a specialty order.
6. Mark box with 30 minute expiration for all HNR pizzas and place on HRU or in Cres Cor cabinets.
7. Discard any HNR product that reaches its expiration time, properly recording it on the Waste Log inside the Quarter Book.

**Note:** Do not cut pizzas on stack of boxes.

## **Crazy Crusts: Garlic and Garlic/Parmesan**

### **Preparation**

- Fill a plastic 8 oz. squirt bottle with Crazy Bread® spread and keep the bottle at the Landing/Cut & Package Station.
- Keep two Parmesan cheese shakers filled at the Landing/Cut & Package Stations. Shakers are used for both Crazy Crust and Crazy Bread®.

### **Distribution Steps**

1. Check the guest check for Crazy Crust requests.
2. Cut pizza accordingly.
3. For garlic, squirt one line of Crazy Bread® spread around the entire crust of the pizza.
4. For Parmesan cheese, sprinkle a medium coat of Parmesan cheese on top of the Crazy Bread® spread.

### **Guidelines**

**Never serve a pizza — or any product — that does not meet Little Caesars' quality standards.** You should always:

- Put under-baked products back into the oven.
- Remake over-baked products.
- Ask your manager if a pizza or any other product is questionable.
- Monitor service times by matching the order time with the ready time. Keep the manager and the Telephone/Counter Stations updated on the accuracy of service times.
- Discard any expired product by following security procedures.

# Quality Characteristics

**Visually inspect EVERY product for quality.**

## **Round Pizza:**

- Bottom crust is dark golden brown, firm and crisp.
- Top crust is golden brown all the way around and the center is thoroughly cooked.
- Cheese melted and flowing to the crust of the pizza, ( $\frac{1}{2}$ " from edge). Golden brown specks are beginning to form on the cheese.
- $\frac{3}{4}$  inch even rise throughout the entire pizza.
- Proper amounts of cheese and toppings are evenly distributed across the pizza.
- Crust is free of cheese and toppings.

## **Deep Dish Pizza:**

- Consistent square shape with high corners.
- 1" to  $1\frac{1}{4}$ " rise throughout the entire pizza.
- Firm, crisp, golden brown crust.
- Cheese melted and flowing to the edges of the pan. Golden brown specks covering entire surface.
- Proper amounts of cheese and toppings evenly distributed across pizza.
- Pizza should crunch when cut.
- The inside texture should be light and airy — not moist and gel-like.

- *Empower every employee to throw away ugly pizzas.*
- *If you wouldn't serve it to your parents, don't serve it to a customer.*
- *A perfect pizza every time.*
- *Refer to Quality Characteristics and Quality Checkpoints job helpers.*
- *When in doubt — throw it out!*

**Never sacrifice quality for speed!**

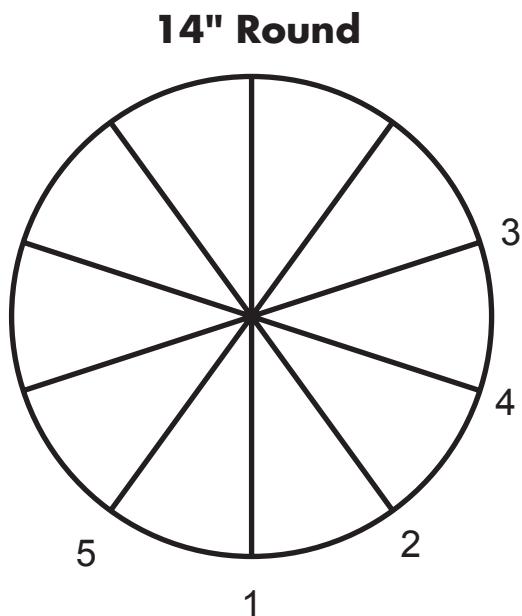
**Make it for Mom & Dad!**

# Cutting Specifications

## Round

### Cutting a 14" Pizza (10 Slices)

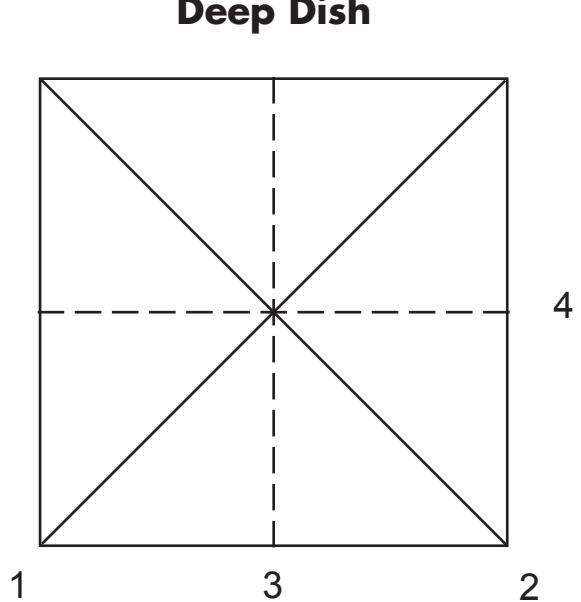
1. Cut the pizza in half.
2. Cut one slice to the right (make a bow-tie).
3. Cut the rest in half.
4. Cut the two big parts in half.



## Deep Dish

### Cutting a Deep Dish Pizza (8 Slices)

1. Cut pizza corner to corner.
2. Cut pizza corner to corner again.
3. Cut pizza in half horizontally.
4. Cut pizza in half vertically.



## Landing/Cut & Package Stations

### HOT-N-READY® CHARTS

The HOT-N-READY® charts are used to maintain proper levels of fresh, hot products either on the HRUs or in Cres Cor cabinets. It is the responsibility of all the employees that work at the Landing and Cut & Package Station to follow the chart at all times.

Our main goal is to provide customers with HOT-N-READY products all day, every day!

# HNR LUNCH / DINNER

**P**

Pepperoni

**C**

Cheese

**CB**

Crazy  
Bread

**W**

Caesar  
Wings

**DD**

Deep  
Dish

*Lunch Needs*  
*Dinner Needs*

## Daily HNR Landing Build-To & Waste

	P	Waste	JC		DD	CB	CW	ICB	
Lunch	11 - 12								
	12 - 1								
	1 - 2								
	2 - 3								
	3 - 4								
Dinner	4 - 5								
	5 - 6								
	6 - 7								
	7 - 8								
	8 - 9								
	9 - 10								
	10 - 11								
	11 - 12								

## Landing Build-To

Lunch/Dinner



Pepperoni

Cheese

Crazy Bread

Deep Dish

Caesar Wings

ICB

other: \_\_\_\_\_

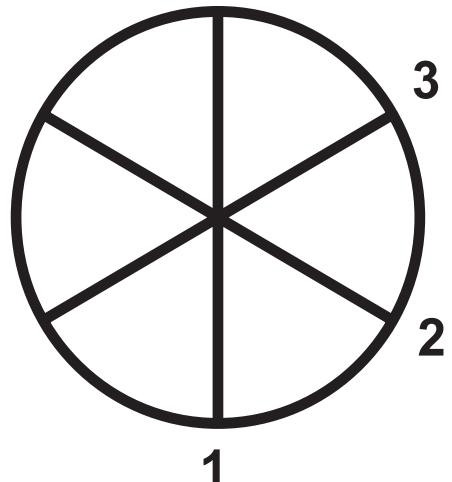
other: \_\_\_\_\_

# Expanded Menu Procedures

## Slice Pizza

### Steps:

1. Check for quality characteristics.
2. Remove large, round pizza from the oven with pan grippers supported by a nylon spatula. Land on a metal tray or landing/cutting board and cut three times for six slices. Stack empty pan on the shelf under the landing table.
3. Package in a single slice clamshell and mark for 30 minute expiration, placing on HRU or in Cres Cor cabinet.



**Holding Time:** Discard after 30 minutes and record on the Waste Log in the Quarter Book.

## Crazy Bread®

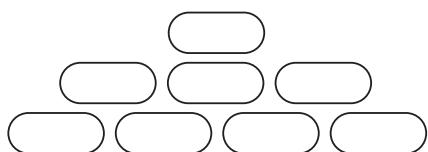
### Steps:

### Crazy Bread Spread Preparation

Shake well and pour desired amount into a clean container. At closing time, pour any leftover into a clean container and place it in the walk-in.

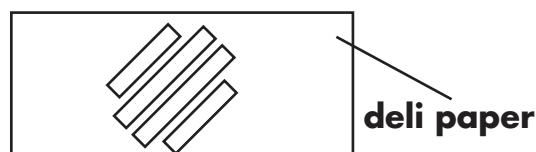
1. Check for quality baking characteristics. Don't serve under/over-cooked Crazy Bread® or loaves (Crazy Bread® which has grown together).
2. Remove Crazy Bread® pan from the oven using pan gripper and spatula. Stack empty pan on under-shelf of landing table.
3. Remove the Crazy Bread® with a metal spatula and place on the Crazy Bread® preparation tray.
4. Stir the Crazy Bread® Spread with a pastry brush and apply to each stick, from end to end.
5. Sprinkle medium to heavy coat of Parmesan cheese on each stick.
6. Place the sticks on a deli wrap sheet at an angle: four on the bottom, three in the middle, one on top (4-3-1).\*
7. Wrap and bag the Crazy Bread®. Neatly fold the open end of the bag toward the back of the bag twice to seal it.
8. Record expiration time on the Crazy Bread® bag, and place under the HRU or inside the Cres Cor cabinets (**Rotation of bread is highly important — discard them once they reach their 30-minute expiration time** and record the information in the Quarter Book's Waste log.)

**\*Stack pieces like a pyramid:**



**View from the side**

**Angle and pull corners to close**

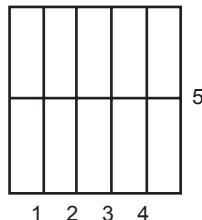


**View from the top**

# **Italian Cheese Bread (ICB)®**

## **Steps:**

1. Check the Italian Cheese Bread® while in the oven and use the bubble fork to pop any bubbles. After it's baked, check for quality characteristics (light golden-brown crust, golden brown specks on the cheese).
2. Remove pan from the oven with pan grippers and upside down nylon spatula.
3. Stir the Crazy Bread® Spread with a brush and apply an even coat across the entire surface.
4. Remove ICB® from the pan and place it into a 10" pizza box on top of a box liner.
5. Cut the Italian Cheese Bread® five times for ten pieces.
6. Sprinkle a heavy coating of Veggie Seasoning on top of the cheese, close the box, mark with expiration time and place it on the HRU or inside the Cres Cor cabinet. Shelf Life is 30 minutes.
7. Discard after 30 minutes if this is a HOT-N-READY product in your market and record the information on the Waste Log in the Quarter Book.



# **Caesar Wings®**

## **Preparation**

1. Check Caesar Wings® when they exit the oven for proper baking characteristics. If necessary, push pan back in the oven chamber to cook the Caesar Wings® thoroughly.
2. Place the cooked wings in the stainless steel bowl, using a pan gripper and a spatula.
3. Ladle in the correct amount of sauce and mix the wings with the rubber spatula.
  - Oven Roasted = plain
  - Mild = 1 oz. hot sauce (4 pumps)
  - Hot = 2 oz. hot sauce (8 pumps)
  - Barbecue = 2 oz. BBQ sauce
4. Place the wings on a heat sheet inside of wing packaging. Pour any remaining hot sauce over the wings using the spatula. Neatly fold the excess foil over the top of wings to help contain heat.
5. Close the lid of the box, record expiration time, and place under the HRU or in the Cres Cor cabinet.
6. Discard after 30 minutes if this is a HOT-N-READY product in your market and record the information on the Waste Log in the Quarter Book.

**Note:** Never dip wings in a plastic container of hot sauce. This will contaminate the mixture. A bowl must be used for each order and the hot sauce ladled on or a plastic jug with pump can be used to properly measure hot sauce.

### **Hot Sauce Preparation**

Measure 8 oz. hot sauce and 1oz. Little Caesars Crazy Bread® spread into a 1/6-size container or pour into plastic jug with pump. Mix well and store under refrigeration. Label product with five-day expiration.



# Little Caesars® **HOT-N-READY™**

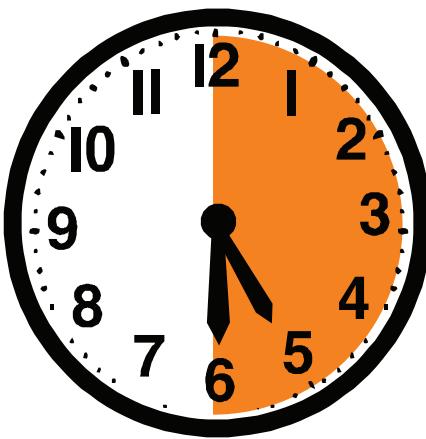
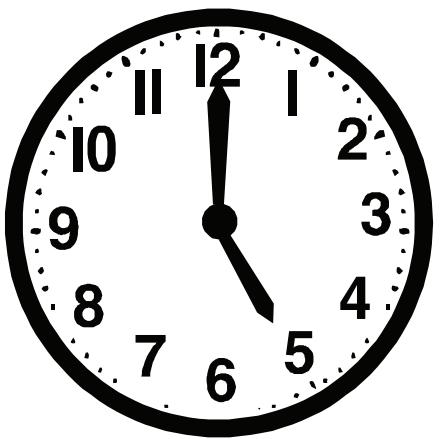
## **Marking Expiration Times**

Pizzas can be boxed and held in the hot box (Cres Cor), under the heat retention unit or in the Polyfoam box for up to 30 minutes. Each box must be marked with an expiration time. To do this, check the time when the pizza is placed in the box, add 30 minutes from that time, determine what number on a clock correlates to that (expiration) time, then mark that number on the box.

**Note: All Hot-N-Ready products must be marked!**

For example: If you landed the pizza at 5:00 PM, it will expire 30 minutes later, or at 5:30 PM. The 30 minute mark is represented by marking a slash over the number 6 on the box.

Please be sure to mark **all** products with expiration times to ensure Fresh Hot Products all day long.



1 2 3 4 5 6 7 8 9 10 11 12

# Landing/Cut & Package Station Review

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

## 1. The following are Landing/Cut & Packaging Station procedures. Place a "1" next to the Landing procedures and a "2" next to the Cut & Packaging procedures.

- |  |  |
|--|--|
| <input type="checkbox"/> Match the pizza to the guest check.                 | <input type="checkbox"/> Review pizza for proper bake.         |
| <input type="checkbox"/> Check guest check for Crazy Crust.                  | <input type="checkbox"/> Remove pizza from the pan.            |
| <input type="checkbox"/> Place order on HRU or in Cres Cor.                  | <input type="checkbox"/> Stack pans neatly on the under-shelf. |
| <input type="checkbox"/> Mark expiration time on pizza box.                  | <input type="checkbox"/> Prepare and package Crazy Bread®.     |
| <input type="checkbox"/> Rotate all HNR products for freshness.              | <input type="checkbox"/> Discard any expired products.         |
| <input type="checkbox"/> Place a pizza tri-stand in the center of the pizza. |  |
| <input type="checkbox"/> Keep accurate levels by following Build-to charts.  |  |

## 2. Mark "True" or "False" next to the following statements:

- |  |
|--|
| <input type="checkbox"/> Remove under-cooked pizzas from oven.   |
| <input type="checkbox"/> Pizzas are cut in the box.  |
| <input type="checkbox"/> The Telephone Station will update the Landing/Cut & Packaging Station on accuracy of service times. |
| <input type="checkbox"/> Use the landing/cutting board to place hot pans on during landing.                                  |
| <input type="checkbox"/> HOT-N-READY® pizzas are held on the HRU or in Cres Cor cabinets for 30 minutes.                     |
| <input type="checkbox"/> To maintain a proper amount of hot, fresh pizzas, we use the "DO Sheet" chart.                      |
| <input type="checkbox"/> After a HOT-N-READY® pizza has reached its expiration time, we re-use the pizza box.                |

**3. How many slices/pieces are in the following pizzas and how many cuts are necessary?**

	# Slices	# of Cuts		# of Pieces
14" Round	_____	_____	Crazy Bread®	_____
Deep Dish	_____	_____	Caesar Wings®	_____
ICB	_____	_____		

**4. The following are Quality Characteristics for Round and Deep Dish Pizzas. Place a "1" next to Round pizza characteristics, a "2" next to Deep Dish pizza characteristics, and a "3" next to characteristics of both.**

- |  |  |
|--|--|
| <input type="checkbox"/> Cheese flowing to the pizza crust.                            | <input type="checkbox"/> Inside texture is light and airy.           |
| <input type="checkbox"/> Crust is golden brown.  | <input type="checkbox"/> $\frac{3}{4}$ " even rise throughout pizza. |
| <input type="checkbox"/> Corners are high.   | <input type="checkbox"/> Crust is free of cheese and toppings.       |
| <input type="checkbox"/> 1" to $1\frac{1}{4}$ " rise throughout pizza.                 |  |
| <input type="checkbox"/> Proper amounts of cheese and toppings are evenly distributed. |  |

**5. List four possible causes of a burnt pizza:**

- |          |          |
|----------|----------|
| A) _____ | B) _____ |
| C) _____ | D) _____ |

**6. How long do the following products bake in the Pizza Pride® Oven (gas oven/electric)?**

- |                         |                     |
|-------------------------|---------------------|
| Pre-bake: _____         | Crazy Bread®: _____ |
| Well done pizzas: _____ | Slices: _____       |
| Caesar Wings: _____     | ICB: _____          |

\* gas/electric

**7. Complete the following sentences:**

Apply an even coat of \_\_\_\_\_ across the top surface of Italian Cheese Bread® and a heavy shake of \_\_\_\_\_.

Slices are held for \_\_\_\_\_ min on HRU or in Cres Cor cabinets.

Apply \_\_\_\_\_ for Garlic Crazy Crust and \_\_\_\_\_ and \_\_\_\_\_ for Garlic and Parmesan Crazy Crust.

Cut Italian Cheese Bread® \_\_\_\_\_ times for \_\_\_\_\_ pieces.

**8. Number the following steps to prepare Crazy Bread® in the correct order (1 = completed first — 7 = completed last).**

\_\_\_\_\_ Place the sticks on a deli wrap sheet (4-3-1).

\_\_\_\_\_ Stir Crazy Bread® Spread and apply to each stick from end to end.

\_\_\_\_\_ Remove sticks with spatula and place on preparation tray.

\_\_\_\_\_ Wrap and bag the Crazy Bread®.

\_\_\_\_\_ Sprinkle Parmesan cheese on sticks.

\_\_\_\_\_ Remove pan from the end of the oven.

\_\_\_\_\_ Check bread for quality.

**9. Why is a spatula used underneath the pan when removing a pizza from the oven?**

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**10. List four things for which the Landing and Packaging employees are relied upon.**

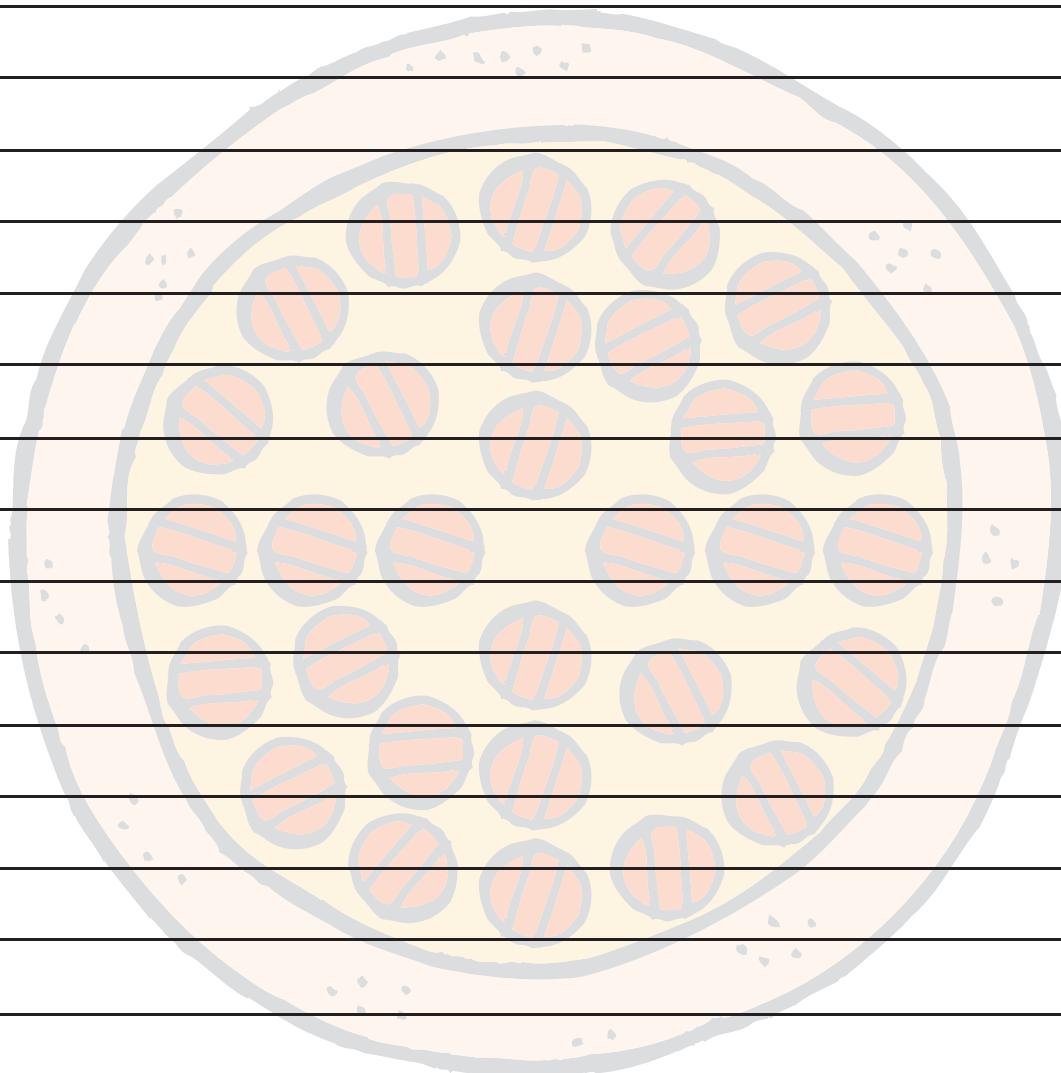
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# Notes



# Sheetout Station

This station is a critical part of the PPPS, but often gets a “dirty” reputation. In other words, covered in flour. So be prepared to literally get elbow deep in your work. This is the second step in assuring product quality for our customers. The first is, of course, dough. Our dough quality must be perfect in order to create a perfect sheetout.



The Sheetout Station is one of the easiest yet most important stations to master. You will learn the process of taking a doughball, flattening it and fitting it into a pan to make the base of a pizza. We call this a “sheetout.”

Round sheetouts are handled differently than Deep Dish. Round sheetouts are seasoned with cornmeal, while square pans are coated with a Deep Dish oil mixture. Deep Dish sheetouts are refrigerated, while round sheetouts must never be refrigerated. Your goal is to complete one stack of eight, quality, 14" sheetouts within 3 ½ minutes.

All of our sheetouts (round or square) must sit at room temperature for a period of time to proof before using them. This activates the yeast, allows the dough to properly rise, and makes our pizzas taste great! That's why its so important to closely follow all projection charts posted around the store.

You will discover these and other important things as you learn about this station. Now, dig right in there and practice, practice, practice! Start creating those masterpieces we all know you are capable of!

# Sheetout Station Goals

## Be Nice

- Be aware of customers presence and help at other stations as needed or when directed by the shift manager.

## Be Ready

- Make sheetouts and Crazy Bread® according to Build-to levels so products are ready when needed, always using the daily projection charts.
- Pull all "square" (Deep Dish) products (DD, ICB, PCB, Baby Pans) according to projections, being sure to allow for proper proof times.
- Keep an eye on the dough supply in the walk-in cooler, replenishing if needed.
- Prepare all Deep Dish products for next day's business according to projection charts.

## Do It Right

- Follow the correct procedures to prepare Crazy Bread®, Deep Dish, ICB and round sheetouts.
- Monitor the minimum proof time and maximum shelf life of all products.
- Make sure sheetouts completely fit the pan, have a soft, white edge and do not have any holes or wrinkles.
- Press out Deep Dish sheetouts and stagger stack them at the regular pull times. Re-stack once they reach room temperature so they don't dry out.
- Make sure Crazy Bread® trays are properly rotated on the holding rack and the individual pieces are separated (no loafs).

## Keep It Clean

- Get pizza pans and Crazy Bread® pans from the Landing Station when needed.
- Wipe out and store all pans upside down in their designated area.
- Take all Deep Dish pans to the Dish Washing Station so they can be washed, rinsed & sanitized.
- Wipe down the table and sheeter often.
- Clean sheeter periodically throughout the day including blades, being careful not to damage them.
- Wash cornmeal shakers and flour bowl daily to eliminate build-up.
- Wipe out round pans using a clean, soft cloth or paper towel (wash, rinse, sanitize and completely air dry monthly).
- Brush off Crazy Bread® trays using a nylon brush.

## Keep It Safe

- Wash hands regularly and as needed.
- Use proper lifting technique when doing a pan pick up.
- Clean and sanitize all food contact surfaces.
- Unplug the sheeter machine before cleaning it and **do not allow employees under the age of 18 to clean it.**

# Dough Proof Times

Keep an eye on and regularly monitor the minimum proof time and the maximum shelf life of all products:

## Round Dough Balls

	Minimum	Maximum
<b>Large</b>	12 hours	48 hours
<b>Crazy Bread®</b>	12 hours	36 hours

## Round Sheetouts

	Minimum	Maximum
<b>Large</b>	½ hour	2 hours
<b>Crazy Bread®</b>	½ hour	1 ½ hours

**The temperatures of stores and the season of the year will effect these minimum and maximum proof times.**

## DEEP DISH

	Minimum	Maximum
<b>Dough Balls</b>	12 hours	24 hours
<b>Deep Dish Sheetout</b> (in the walk-in)	12 hours	36 hours
<b>Sheetout</b> (pulled)	2 hours*	6 hours (after proofing)

**Remember:** Newly prepared Deep Dish sheetouts must sit at room temperature to rise for at least two hours before being placed in the walk-in overnight.

After Deep Dish sheetouts have proofed in the walk-in for a minimum of 12 hours, they can be pulled out according to the projection charts. They must sit at room temperature again (for at least 2 hours or until they reach room temperature) before they can be used.

Deep Dish sheetouts are good for six hours after they reach room temperature (max lifespan of 8 hours). The temperature in the restaurant will affect the sheetout life-span. (This will vary with the seasons of the year.)

\* Or until sheetout reaches room temperature.

# Sheetout Station Procedures

## Preparing a Round Sheetout

### Pressing Out the Dough ball

Pressing out the dough ball is very important to ensure the quality of the finished pizza. It helps push the soft dough to the edge so a delicious crust rises and bakes properly. The object is to achieve a flat sheetout, without folds or wrinkles, with a  $\frac{1}{4}$  inch white edge all the way around. Here is one way to achieve this.

### The "X" Method

1. Select and pull out a tray of properly aged dough balls from the walk-in cooler.
2. Set out the number of pans needed and sprinkle them with a medium/heavy coating of cornmeal.
3. Remove the dough ball, using a spatula, to help retain the round shape and make clean-up much easier.
4. Lightly flour both sides of the dough ball.
5. Place the floured dough ball soft side up on the sheetout table.
6. Press down in the center of the doughball with two fingers from each hand. Pull in opposite directions, dragging the soft dough to the edge. Turn doughball  $90^{\circ}$  and repeat the process, ultimately creating an "X" in the dough.
7. Continue to press the soft dough out over the edge (from the center) of the dough creating a soft white edge all the way around.
8. Place one "pressed out" dough ball in the top chute of the sheeter machine, soft side facing you. Allow the sheetout to flow freely through the first set of rollers. Turn it  $90$  degrees and slide it into the second set of rollers.
9. Slap off the excess flour and stretch sheetout around the edge until it fits the pan. Be sure not to stretch from the center. This causes sheetout to become thin and unable to support pizza toppings.
10. Place the sheetout crust side up directly into a corn-mealed pan.

**NOTE:** Do not stack filled pans as you place the sheetout in the pan. This causes the pans to stretch out and sink into one another. The sheetouts then stick to the pan above making them hard to handle or impossible to use.

11. Stack 14" sheetouts only 8 high. This allows sheetouts to reach room temperature and prevents pans from over-stretching.
12. Sprinkle cornmeal into the cover pan.
13. Using your finger, write the expiration time in the cornmeal. Shelf-life is 2 hours.
14. Use the same sheetout method for Crazy Bread® ICB and Deep Dish products. When preparing CB or DD be sure to square off corners before placing in sheeter (rectangle in = rectangle out).

## **Round Sheetout Quality Characteristics**

- Soft white edge of the dough forms ring around outside of sheetout.
- Fills the entire bottom of the pan without falling short or climbing up the pan sides.
- Free of wrinkles, holes, thin spots, and is crust side up in the pan.
- No over-proofed dough is used to prepare sheetouts.

## **Sheeter Settings \***

	<b>Top Roller</b>	<b>Bottom Roller</b>
<b>Round</b>		
Anets	3.5	3.5
Randell	4	4
<b>Deep Dish</b>		
Anets	5	5
Randell	2	2
<b>Crazy Bread®</b>		
Anets	5	
Randell	4	

The sheeter machine should be set correctly so the sheetout is one to two inches from the side of the pan. This will prevent overstretching the dough.

Crazy Bread® sheetouts do not need to be stretched — only shaped into a rectangle with distinct corners. Run only through top set of rollers.

\* Ask your manager for your machine's proper setting. Each machine varies slightly.

**No one under the age of 18\* is allowed to clean, assemble or disassemble any part of the sheeter machine.**

**Make sure the sheeter "No Action letter" is posted at this station.**

**\*Check state law as it may vary on the requirement for operating the sheeter.**



# Round Sheetout Projection Chart

Round sheetouts should be prepared by following the projections written on the Daily Projection Charts posted by the Sheetout Station. This chart must be filled out every morning before opening the restaurant and followed throughout the day to insure that we never run out of sheetouts. The number of stacks of sheetouts will vary greatly from lunch to dinner; in fact, some stores use an hourly chart to ensure proper levels are maintained throughout the day. The manager in charge will be responsible for ensuring that these procedures are followed and will also be responsible for keeping all projections updated.

## Daily Sheetouts Build-To

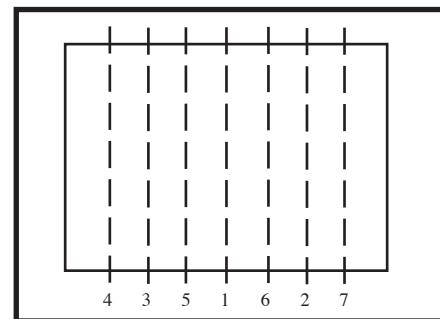
Day of the week _____	Projected Sales \$ _____
LUNCH PREP 11 am - 3 pm (Lunch Projection)	
Maintain # of Crazy Bread® Sheetouts:	\$
Maintain # of Round Sheetouts (stack of 8):	
Maintain # of Deep Dish Sheetouts:	
Maintain # of ICB Sheetouts:	
DINNER PREP 4 pm - 8 pm (Dinner Projection)	
Maintain # of Crazy Bread® Sheetouts:	\$
Maintain # of Round Sheetouts (stack of 8):	
Maintain # of Deep Dish Sheetouts:	
Maintain # of ICB Sheetouts:	

# Crazy Bread® Sheetouts

## Preparing A Crazy Bread® Sheetout

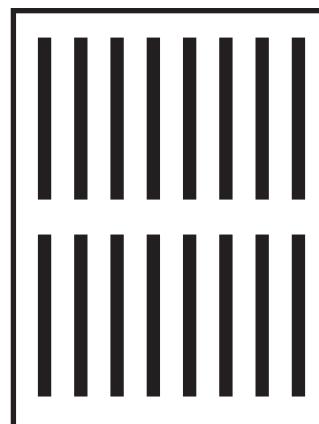
### Adjust Sheeter to Crazy Bread® Settings

1. Begin with a "pressed out" 10 oz. dough ball (one that has a soft dough edge all the way around) and square the corners, shaping it into a rectangle with distinct corners before placing into the sheeter (setting for Crazy Bread® on an Anets sheeter is 5).
2. Place the "pressed out" dough ball into the sheeter, soft side facing you. Only run it through the first set of rollers; this produces a rectangular sheetout.
3. Slap off the excess flour and place the sheetout crust side down on a lightly corn-mealed cutting board (Best Practice).
4. Stretch the corners of the sheetout to form a distinct rectangular shape.
5. Using a clean pizza cutter, cut the sheetout accordingly:
  - Cut the sheetout in half vertically (cut #1).
  - Then cut each half in half (Cuts 2 & 3).
  - Finally, cut each quarter in half (Cuts 4, 5, 6 & 7) for a total of 7 cuts making 8 equal pieces.
  - Always use a bread cutting board (Best Practice).
6. Slide bread from board onto a Crazy Bread® pan.
7. Separate the individual pieces to ensure good quality and proper baking. No loaves!
8. Place the Crazy Bread® pan into the holding rack. Remember to rotate so the older ones are used first (FIFO).



**Note:** Although it is acceptable to cut the Crazy Bread® directly on the Crazy Bread® pan, this may dull the edge of the cutter and warp pans over time.

Two Crazy Bread®s per pan is also acceptable



### Crazy Bread® Sheetout Quality Characteristics

- Rectangular in shape and crust side down on the pan.
- Cut into eight (8) even pieces and all pieces separated on the pan.
- Dough is within proper age (12 - 36 hrs) and sheetouts are properly proofed ( $\frac{1}{2}$  hr -  $1\frac{1}{2}$  hrs)

# Deep Dish Oil Mixture



1

Write "Deep Dish Oil Blend" and date on empty jug with permanent marker.

**Deep Dish Oil Mixture:**

½ vegetable oil

½ Crazy Bread® Spread



2

Fill oil measuring cup with 32 oz. of vegetable oil using spigot.

***Do not use 2-gallon pitcher!***



3

Place funnel into one-gallon jug and use measuring cup to pour vegetable oil into jug.

**Repeat steps 2-3 for a total of 64 oz.**



4

Shake Crazy Bread® Spread and pour into a measuring cup.



5

Pour pitcher of Crazy Bread® Spread into jug using the funnel.

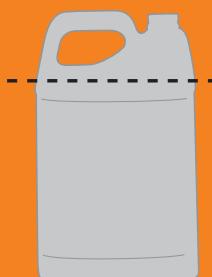
**Repeat steps 4-5 for a total of 64 oz.**



6

Attach pump to jug.

Only fill up to just beneath handle so mixture doesn't overflow when you connect the pump.



7

Shake jug to mix vegetable oil with Crazy Bread® Spread.

**Shelf Life: 30 days**

Post at: Prep Area

07/06

# Deep Dish Sheetouts

## Preparing Deep Dish Pans:

1. All Deep Dish products, including ICB, PCB, Baby Pans and our Deep Dish pizzas, are coated with Deep Dish oil blend (a special 50/50 mixture of vegetable oil and Crazy Bread® Spread).

2. Add Deep Dish Oil.

Large (pan)	(4 pumps) or 1 oz
ICB (small pan)	(2 pumps) or ½ oz

**NOTE:** Oil mixture is obtained from mixing two quarts of Deep Dish oil with two quarts of Crazy Bread® Spread (50/50 mixture). Place the mixture in an empty plastic container with a pump. Be sure to label container "Deep Dish oil blend" using a black permanent marker.

3. Spread the oil evenly around the bottom and sides of the pan with a pastry brush.

## Preparing A Deep Dish Sheetout

1. Adjust sheeter roller settings — approximately 5/5 for Deep Dish.

2. Square off the edges of a "pressed out" dough ball.

3. Run the "pressed out" dough ball through the sheeter just like the round.

4. Slap off the excess flour, square off the corners again, and place it into the oiled pan, crust side up.

5. Gently press out the sheetout to fit the pan, so it reaches the corners and sides.

6. Separate with pan dividers to allow room for the dough to rise.

7. Allow the sheetouts to proof at room temperature for approximately two hours or until they reach the pan indentation line.

Once the Deep Dish sheetouts have properly proofed, place in walk-in overnight for use on the next day.

### This additional time:

- Seals in the moisture.
- Assists in the dough fermentation process.
- Allows the sheetout to absorb Deep Dish oil.
- Gives Deep Dish its unique texture and flavor.

## **Deep Dish Pulls (Pulling Deep Dish Sheetouts from Walk-In)**

Pull times for Deep Dish sheetouts are open, 2 pm, 6 pm or as needed. Follow these steps:

1. Remove the projected number of Deep Dish sheetouts (12 - 36 hrs. old) from the walk-in.
2. Press out the corners to ensure the sheetout fills the entire pan.
3. Stagger stack the sheetouts to allow air to reach the dough, thus allowing them to reach room temperature more quickly.

**Note:** If your store is hot, only press out corners then re-stack using pan dividers.

4. Once sheetouts have reached room temperature, re-stack using pan dividers so that the sheetouts don't dry out. Deep dish sheetouts are good for 6 hours after they have properly proofed.

**Note:** Never press out Deep Dish sheetouts after they have proofed. Make sure they fit the pan before they are allowed to rise.

## **Deep Dish Sheetout Quality Characteristics**

- Consistent square shape, even thickness, and high corners.
- Properly proofed with no air bubbles.
- Oil brushed evenly in the pan. No oil on top of sheetout.
- Crust side up in the pan.
- Properly aged dough (12 - 24 hrs.) and proof times (12 - 36 hrs. in walk-in and 2 - 6 hrs. at room temperature). Temperature of store and season of year will effect holding times.



## **Preparing Italian Cheese Bread® (ICB) Sheetouts**

Italian Cheese Bread® is prepared with a 10 oz. doughball.

1. Evenly coat a small (10") square pan with two pumps of the Deep Dish oil mixture using a pastry brush.
2. Flour both sides of the dough ball.
3. Press out dough ball to ensure a soft white edge. Square off edges. "Press out" like all other sheetouts.
4. Run through both rollers of the sheeter, with both top and bottom set on #5 for Anets sheeter. Be sure to turn doughball 90° before running through bottom-rollers to maintain square shape.
5. Slap off excess flour, square off the corners and place with crust side up into an oiled, small square pan.
6. Gently press out the sheetout to fit the pan, so it reaches corners and sides.
7. Allow to proof for two hours — until it reaches room temperature or the pan indentation line.
8. Place in walk-in (12 - 36 hrs.) for next day's business.
9. Pull as needed the following day. Cross-stack until they reach room temperature (approximately 2 hours). Re-stack and place on the projection rack.
10. ICB Sheetouts are good for 6 hours after they are properly proofed.

# Sheetout Station Review

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your Trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

## 1. Fill in the minimum proof times and maximum shelf lives for the following products:

	<b>Minimum</b>	<b>Maximum</b>
<b>Crazy Bread Sheetout®</b>	_____	_____
<b>Round Sheetout</b>	_____	_____
<b>Deep Dish Sheetout (in walk-in)</b>	_____	_____
<b>Deep Dish (pulled)</b>	_____	_____
<b>Round Dough Ball</b>	_____	_____
<b>ICB sheetout (pulled)</b>	_____	_____
<b>ICB sheetout (in walk-in)</b>	_____	_____

## 2. Complete the following sentences:

- Remove dough balls from the tray using a \_\_\_\_\_ to help \_\_\_\_\_ and \_\_\_\_\_.
- The sheeter machine should be set correctly so the \_\_\_\_\_ is \_\_\_\_\_ from the side of the pan.
- To press out the dough ball, place the floured dough ball \_\_\_\_\_. Press down in the center of the dough ball making an \_\_\_\_ to pull dough to the edges.

**3. We use the following steps to make a Round sheetout. Number them in the correct order (1 = completed first — 8 = completed last).**

- Sprinkle cornmeal into the cover pan and write the expiration time.
- Slap off the excess flour and stretch.
- Set out pans needed and add cornmeal.
- Press out dough to achieve a soft, white edge.
- Run doughball with a soft, white edge through the sheeter.
- Place sheetout crust side up into pan and press out so it fits completely.
- Stack sheetouts in pans according to amount of dough balls on a tray (8 per tray).
- Remove dough from walk-in.

**4. Fill in the number of sheetouts per stack for each size:**

14" Round: \_\_\_\_\_ Deep Dish: \_\_\_\_\_

**5. Place a check next to the Crazy Bread® statements that are true:**

- Do not stretch the corners of the sheetout.
- Separate the individual pieces to ensure proper baking.
- Place the sheetout crust side up to cut it.
- Cut the Crazy Bread® into 10 pieces.
- Place Crazy Bread® pan in walk-in.
- Use a lightly corn-mealed Crazy Bread® cutting board when cutting Crazy Bread®.

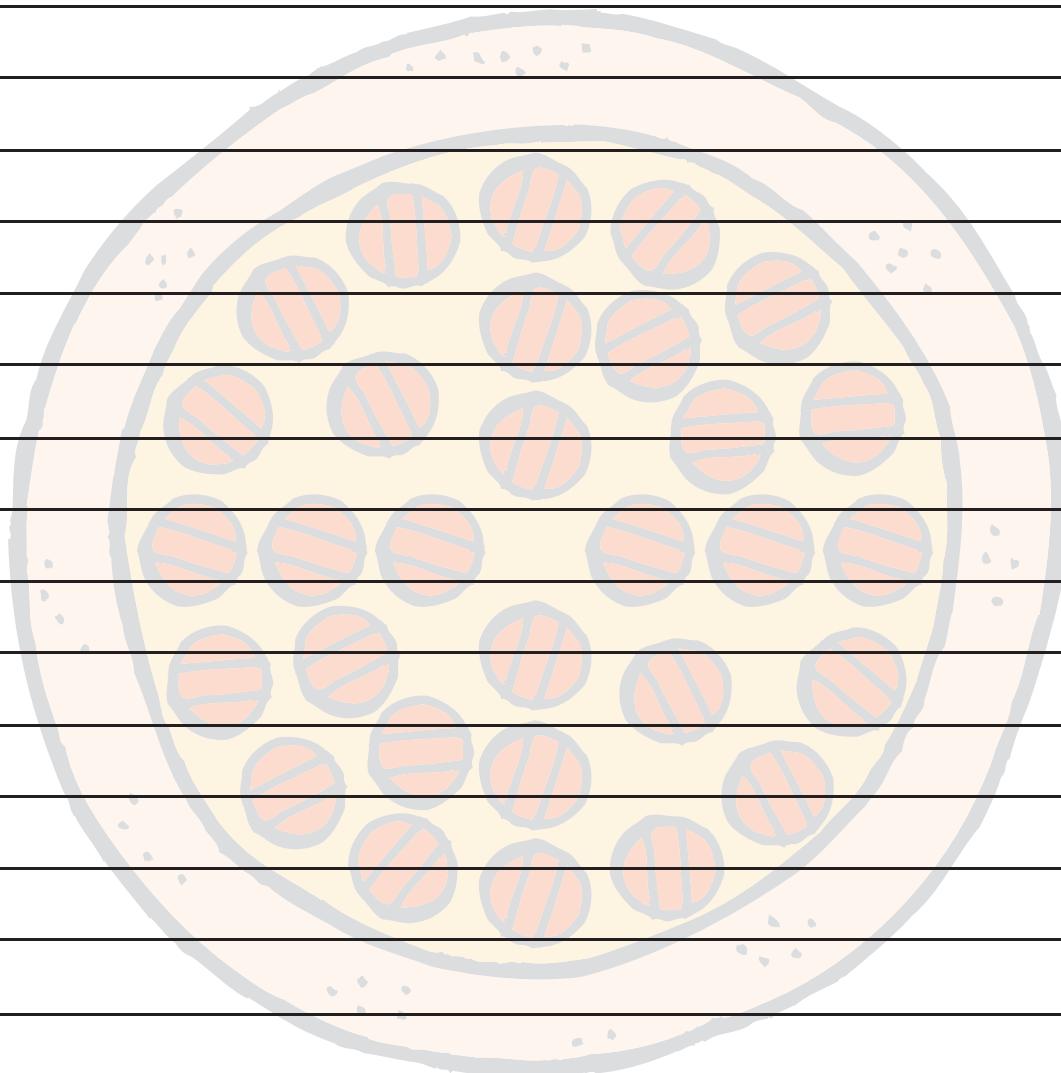
**6. Answer True or False to the following questions:**

- A Deep Dish pan receives 2 pumps of oil.
- The Deep Dish sheetout is run through the sheeter in the same way as the round.
- Do not press the sheetout to fit the pan after it has risen.
- A Deep Dish sheetout can be used immediately.

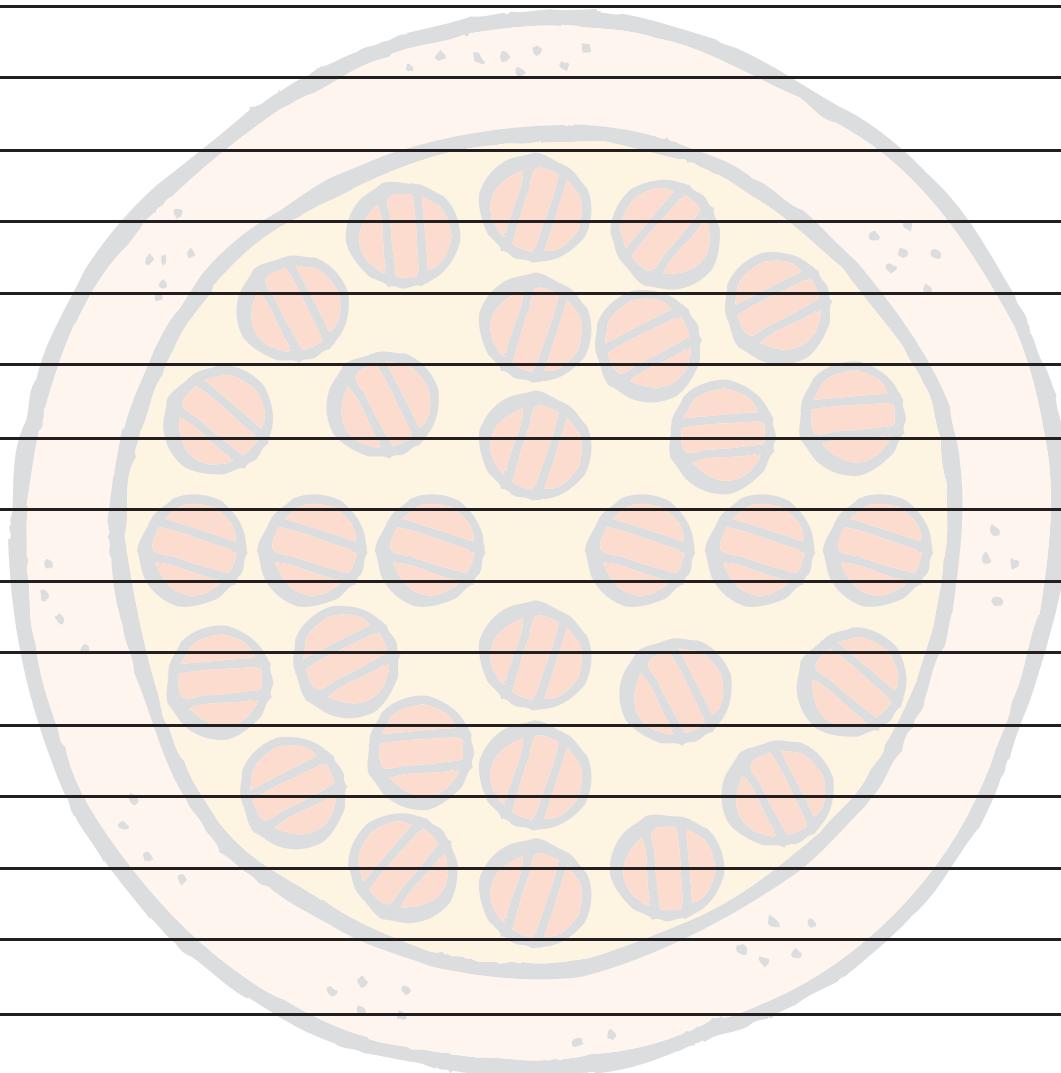
**7. Write in five quality characteristics of a Round Sheetout.**

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_

# Notes



# Notes



# Sauce & Cheese and Pizza Dress Stations

The Sauce & Cheese Station is where we take a sheetout and start building a pizza. We simply add the sauce and cheese then place it on the ready rack or move it to the Pizza Dress Station where the toppings are added. By preparing pizzas ahead of time, we are able to quickly provide our customers with fresh, hot products.

The responsibilities of the Sauce & Cheese Station and the Pizza Dress Station often overlap. For example, during a \$100 hour, the same person will probably sauce, cheese, and dress pizzas. During a \$1000 hour, the Sauce & Cheese Station may be separate from the Pizza Dress Station (set up at prep table). One person would sauce, one person would cheese, and two people would work pizza dress: Now that's busy!

Preparation is the key to serving our customers fresh, hot products all day, every day. Ready Racks need to be filled according to Build-to projections. However, the best sales projections and planning will not be enough without lots of practice and cross-training of employees.

You will need to be quick yet accurate to successfully handle rush periods. This requires a sense of urgency. Your goal is to sauce, cheese, and dress two 14" pepperoni pizzas in under 70 seconds! Most people will need 30 - 40 hours of practice to reach this level. Your manager will encourage you to practice as much as possible, especially during the slower periods. Don't be offended if you're moved to a different station when it's busy and you're still learning; customer satisfaction is our number one priority. Remember, product quality should never suffer because we are in a hurry.

Clearly, employees at Pizza Dress have a huge impact on the success of the business. After all, quick service and consistent quality products bring customers back. Some of the keys to product consistency are the "make rings," cheese cups, sprinkled topping portion cups and job helpers. These tools help make sure every pizza has the same great quality, no matter who makes it.



# Sauce & Cheese Station Goals

## Be Nice

- Keep an eye on the Front Counter/Greeter and Telephone Stations. Be ready to help if you're needed.
- Smile and say, "Hello" to customers if eye contact is made.

## Be Ready

- Make sauced and cheesed sheetouts throughout the shift, always following Daily Build-to charts so pizzas can be made quickly!
- Assist with having pizzas dressed with pepperoni and other regionally required products for fast service.
- Keep the station stocked with sauce and cheese.

## Do It Right

- Check all sheetouts for quality before saucing and cheesing.
- Use the "make ring" for saucing and cheesing the pizza so the sauce is sealed in and the crust is clean (Round pizzas only).
- Use the correct amount of sauce, cheese and toppings according to the job helper.
- Make special products "to order." Check ticket for special requests such as "light sauce" or "light cheese."
- Evenly distribute the sauce and cheese across the sheetout.
- Pay extra attention to specialty orders to ensure they are made correctly.
- Watch the shelf life of sauced and cheesed sheetouts to ensure they are fresh, look good and taste good.
- Follow expiration method for proper holding times of sauce, cheese & pepperoni pizza.
- Monitor prepared pizzas and rotate for freshness

## Keep It Clean

- Wash, rinse, and sanitize the "make rings" regularly.
- Wipe down the retarder and sauce and cheese area as needed.
- Properly set up and break down the Sauce & Cheese Station (as needed).

## Keep It Safe

- Wash hands regularly and as needed.
- Clean up all spills immediately.
- Properly rotate cheese and sauce preps.
- Periodically check to make sure sauce and cheese are 34° F to 40° F.
- Monitor pre-sauced, cheesed and dressed sheetouts to make sure they stay within the allowed holding time of 30 minutes (safe up to 60 minutes).

# Sauce & Cheese Station Procedures

## Saucing a Pizza

1. Select a properly proofed sheetout. Check the sheetout for quality. If it doesn't fit the pan, gently press the sheetout to the edge of the pan. Ideally, you will not have to disturb a round sheetout.

**Note:** Pinch up the corners of Deep Dish sheetouts before saucing (only if not already done). Dock the entire surface using the Deep Dish docker to remove any bubbles before beginning.

2. Place the "make ring" on the round sheetout.
3. Measure pizza sauce by following the specification chart.
4. Evenly distribute the pizza sauce across the sheetout (no racetracks). The sauce should be distributed  $\frac{1}{4}$ " away from the "make ring" on the round sheetout.

**NOTE:** Deep Dish does not require a "make ring." Place sauce in the center of the sheetout, make an "X" with the sauce, fill in and keep sauce  $\frac{1}{4}$  inch from the edge of the pan.

## Cheesing a Pizza

1. Use the same "make ring" for saucing, cheesing, and dressing a Round Pizza. Deep Dish Pizza does not require the use of a "make ring" when cheesing or dressing the pizza.
2. Hand fill the correct cheese cup. Be sure to use a heaping cup as the specification chart shows.
3. Using your hand, evenly distribute cheese around the outer portion of the pizza first; to the edge of the round "make ring" or to the sides and corners of square pans. Then evenly fill in the center portion so all the sauce is covered. This seals in the sauce so it does not leak onto the crust during the baking process.

**Note:** Extra cheese is always placed on pizza after the toppings.

**Note:** For Deep Dish and ICB, cheese covers the entire surface of the sheetout all the way to the edges. This helps give our Deep Dish product its unique flavor.

4. Carefully remove the "make ring" from the round pizza once the pizza is completely dressed with toppings.
5. Place on Ready Rack until needed.

## Guidelines

- Do not shake a sauced and cheesed sheetout to distribute the cheese. This causes the cheese to roll in the sauce and makes the pizza look burnt once baked.
- Sheetouts need to be sauced & cheesed in advance based on daily projection charts to help us serve our customers and meet our promise!
- Wash, rinse, and sanitize the "make rings" at least every four hours.
- The Pizza Dress person also keeps Crazy Sauce® ready. Based on projections, prepare four (4) oz Crazy Sauce® cups in advance (prepare twice daily) and store in the walk-in or the retarder. Mark expiration time on bottom of cup (5 hour maximum hold time).

# Pizza Dress Station Goals

## Be Nice

- Keep an eye on customers, smile at them, and help out as needed.
- Make sure special order pizzas are in the oven within 2 minutes so service times are approximately 8-10 minutes.
- Keep ready-rack fully stocked, according to projection charts, of "dressed pizzas," for Core Menu items.

## Be Ready

- Keep ovens full during peak periods to maintain the steady flow of Core Menu products.
- Make sure pizza preps and sauced & cheesed sheetouts are ready so customers get fast service.
- Sauce & cheese sheetouts in advance according to the Build-to Projection charts.
- Keep all guest checks in the correct order on the ticket minder. Call for a ticket pick-up if needed.
- Fully restock the retarder for the next shift.
- Dress pizzas with pepperoni or other specialty and regionally required products for fast service.

## Do It Right

- Only use sheetouts that are within the minimum and maximum shelf life so pizzas look and taste good.
- Follow all recipes and spec charts; use cheese and sprinkled topping portion cups.
- Use the "make ring" while making round pizzas so the crust stays clean.
- Put toppings on the pizza evenly so pizzas look great and bake right.
- Check pizzas (and other products) for quality, and check specialty products by matching them to the guest check before placing them into the oven.
- Call out Crazy Bread® orders so they are put in the oven.
- Tell the Landing Station about any special requests, i.e. specially baked pizzas, multiple pizza orders, slice pies, or anchovy pizzas.
- Communicate with the Landing Station and Expeditor as to what is being placed in the oven — "Call out pies." This is critical to the success of our operations.

## Keep It Clean

- Properly set up and break down the Pizza Dress Station.
- Wipe down the retarder and pizza dress area as needed.
- Wash, rinse, and sanitize portion cups after peak periods.

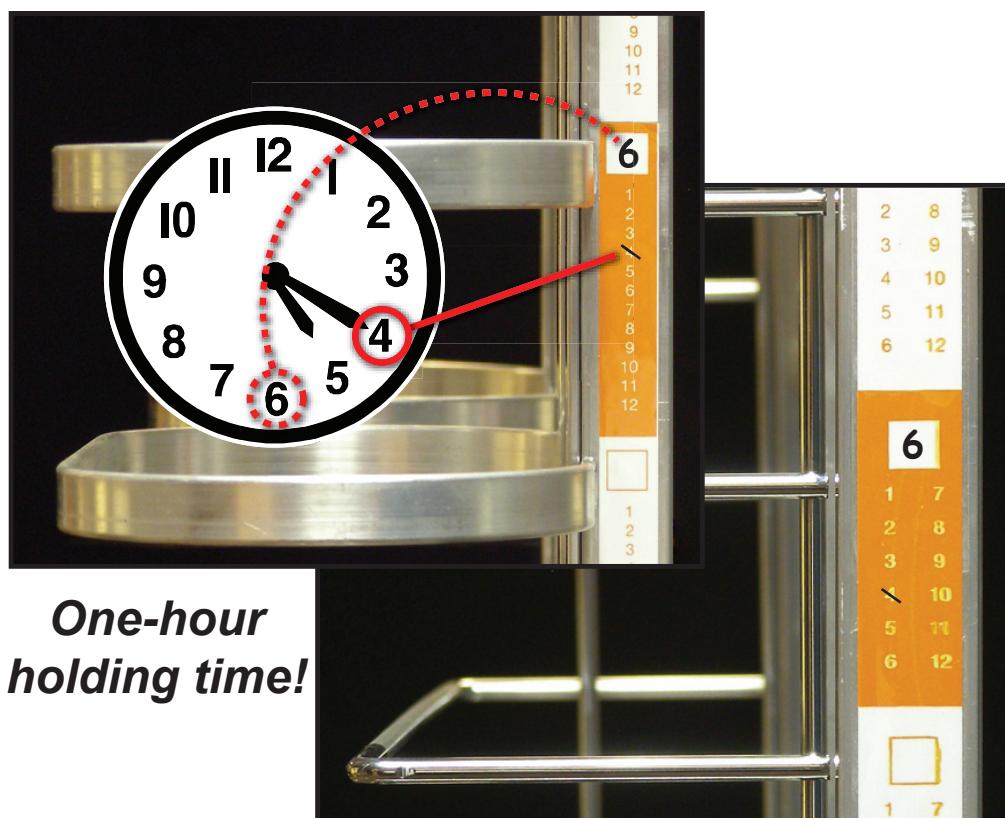
## Keep It Safe

- Wash hands regularly and as needed.
- Properly rotate pizza preps.
- Clean up spills and dropped pizza toppings immediately.
- Periodically check to make sure pizza preps are 34° F to 40° F.
- Monitor pre-sauced, cheesed and dressed sheetouts to make sure they stay within the allowed holding time of 30 minutes (safe up to 60 minutes).

# Holding Procedures for Sauced and Cheesed Pizzas

(Using a Ready Rack with protective cover.)

1. Following LC time guidelines (70 seconds per pizza), using properly proofed sheetout(s) and proper temperature-controlled ingredients (less than 41° F), Sauce, Cheese and Top pizzas using specifications chart.
2. Place the sheetout(s) on a Ready Rack starting from the top and working to the bottom of the rack (two pizza pans per shelf). All sauced and cheesed pizzas are good (safe) for 60 minutes.



Mark the appropriate expiration time on the side of the Ready Rack. To do this, check the time you sauced, cheesed, topped, and placed pizza(s) in Ready Rack. Mark hour-hand number (+1) in white box and slash minute-hand number with grease pencil or dry erase pen. Markings are easily removed with a dry paper towel. Example: Pizzas prepped at 5:20 PM expire 60 minutes later at 6:20 PM. Mark "6" in white box and slash "4."

**Note:** When completing stacks (8 sheetouts) of pre-makes, you may mark every fifth shelf (unless your local Health Department indicates otherwise).

\*\*\*Little Caesars Quality and Development Department has the necessary supporting documentation for approved holding times, should your local Health Department require it.\*\*\*\*

3. Follow FIFO method of rotation for all prepared products.

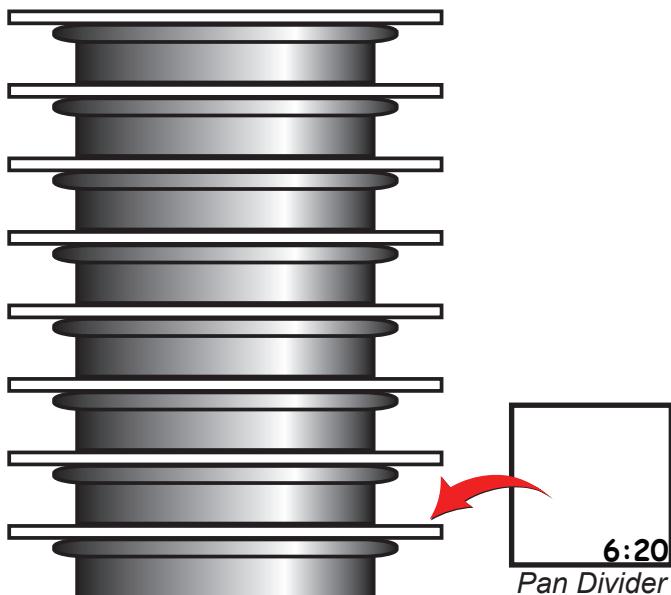
4. Sauced and cheesed "pre-make" pizzas need to be discarded once they have reached their expiration time of 60 minutes.
5. To help monitor and maintain proper waste, utilize the Pre-make Waste Chart.

## Holding Procedures – Using the plastic dividers Stacking Method

1. Following LC time guidelines (70 seconds per pizza), using properly proofed sheetouts and proper temperature-controlled ingredients (less than 41° F), Sauce, Cheese and Top pizzas using specifications chart.
2. Place the pre-makes on a projection rack or on shelf above the Pizza Dress Station. Place in stacks of 8, working from the bottom up (8 pizza pans per stack), placing a pan divider between each to allow dough enough room to rise without sticking to the next pan.
3. Once pans are placed in a stack of eight, be sure to mark the expiration time on the right corner of the bottom divider. All sauced and cheesed pizzas are good (safe) for 60 minutes.

Using a grease pencil, mark the appropriate expiration time. To do this, check the time the pre-makes are sauced, cheesed and topped, add 60 minutes and mark this number on the right hand side of the divider. Example: Pizzas prepped at 5:20 PM expire 60 minutes later at 6:20 PM. Mark 6:20 on the divider.

**Note:** When completing stacks (8 sheetouts) of pre-makes, you may mark each stack unless your local Health Department indicates otherwise.



\*\*\*Little Caesars Quality and Development Department has the necessary supporting documentation for approved holding times, should your local health Department request it.\*\*\*

4. Follow FIFO method of rotation for all prepared products.
5. Sauced and cheesed pizza "pre-makes" need to be discarded once they have reached their expiration times of 60 minutes.
6. To help monitor and maintain proper waste, utilize the Pre-make Waste Chart.

# Pre-Make Waste Chart

Week of \_\_\_\_\_

Time	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Total
11:30 AM								
12:00 PM								
12:30 PM								
1:00 PM								
1:30 PM								
2:00 PM								
2:30 PM								
3:00 PM								
3:30 PM								
4:00 PM								
4:30 AM								
5:00 PM								
5:30 PM								
6:00 PM								
6:30 PM								
7:00 PM								
7:30 PM								
8:00 PM								
8:30 PM								
9:00 PM								
9:30 PM								
10:00 PM								
10:30 PM								
11:00 PM								
11:30 PM								
12:00 AM/ CLOSE								

# Pizza Dress Station Procedures

## Making a Pizza:

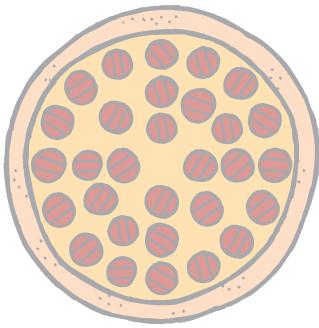
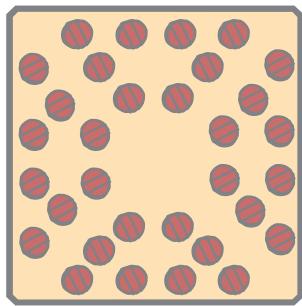
Toppings are placed on a pizza in the order they appear on the guest check. A "make ring" is used throughout the whole process of making a round pizza.

- 1. Counted Toppings:** Pepperoni is placed on round pizzas in a circular fashion, while anchovies and sliced tomatoes are placed in a pinwheel pattern. On Deep Dish pizzas, all counted topping are placed in a specific pattern (see below).
- 2. Sprinkled Toppings:** Hand fill sprinkled topping portion cups and shake to level (for  $\frac{1}{2}$  cup portions, fill cup to the half line located inside). Using your hand, evenly distribute the topping around the outer area first (along the "make ring" or edges of the Deep Dish) working toward the center. Do not center load.

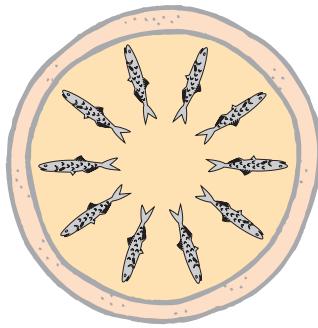
**Sprinkled toppings include:** Julienne style ham and Canadian bacon, mushroom, green pepper, onion, bacon, beef topping, Italian sausage, black & green olives, pineapple, tomatoes (diced), mild, hot and jalapeño peppers, and red bell peppers.

Visually check the dressed pizza to ensure the toppings are evenly distributed, the crust is free of cheese and toppings, and the correct toppings are on the pizza. Use the spec charts posted by the pizza dress station to assist you in placing toppings perfectly on all pizzas. Use these charts especially when training new employees. See the Quality Check Points job helper for even topping distribution — "A topping in every bite."

Deep Dish



Circular



Pinwheel





# Specialty Pizzas

Cheeser	Ultimate Supreme	Meatsa	Veggie	Pepperoni
Any two toppings Extra Cheese on top	Pepperoni (P) Mushrooms (M) Green Peppers (GP) Onions (O)  Double Italian Sausage (IS)	Pepperoni (P) Ham (H) Bacon (B) Italian Sausage (IS) Ground Beef (BF)	Black Olives (BO) Mushrooms (M) Green Peppers (GP) Onions (O) Tomatoes (T)  Veggie Seasoning (heavy shake on top)	Double Pepperoni (P)  Double Italian Sausage (IS)

**Extra cheese is always on top of toppings!**

Hawaiian	Family Choice	3 Meat Treat
First Pie	Second Pie	
Ham (H) Double Pineapple (PN)	Choice of up to Six toppings  Any one topping	Pepperoni (P) Bacon (B)  Double Italian Sausage (IS)

## Oven Guidelines:

- Use the "in line" placement of pizza pans on the conveyor belt whenever possible. When using the staggered method, maintain a two (2) inch clearance between the pan and either side of the conveyor belt. Regardless of which placement is used, do not push pizzas into the oven chamber.
- **Electric:** The baking time for Round pizzas in an electric oven is eight (8) minutes. Deep Dish bake for eight (8) minutes then an additional two (2). Only seven (7) minutes are required to bake an Italian Cheese Bread®; five and a half (5 ½) minutes for a Crazy Bread®.
- **Gas:** Gas Ovens bake quicker than electric ovens. Round pizzas will bake in only five to seven (5 - 7) minutes depending on oven type; Deep Dish in seven (7) plus an additional two (2). Six (6) minutes to bake Italian Cheese Bread®; five (5) minutes for Crazy Bread®. ICB is always one minute less than a pizza bake.

## Gas Ovens by model:

BOFI (only)	5 minutes for single topping/6 minutes for multi-topping & Deep Dish
Middleby Marshall	7 minutes
Blodget/Mastermatic	7 minutes

- The Pizza Dress Station is responsible for the following areas:
  - Coordinate pizza orders with any additional products (salad/sandwich, Crazy Bread®, ICB, Caesar Wings®) ordered on the same guest check for fastest service.
  - Communicate with the Landing Station whenever one of these situations occurs:

<b>slice pizza</b>	<b>special cut</b>	<b>*pre-cook/par bake</b>
<b>multiple pizza order</b>	<b>*anchovy pizza</b>	<b>ticket pick-up</b>
<b>well done</b>	<b>lightly done</b>	<b>Crazy Bread® order</b>
<b>*no sauce/no cheese</b>		

\*These special requests need to be communicated to Landing because a fresh, clean cutter must be used. A request for no sauce or no cheese usually indicates an allergy and can be dangerous for your customer should you use a "soiled" cutter.

**Note:** Marking the above pizzas with special instructions is important to make sure the customers receive the correct products.

To mark pizzas with no sauce, extra cheese, no cut pizzas, ½ sauce or special baking instructions, take a (BO) black olive and place on the edge of the crust. Communicate special instructions to the Landing, Cut & Package Stations.

- They must also:
  - Communicate with the Sauce and Cheese Station to ensure that the proper number of sheetouts are being prepared according to the Build-to charts.
  - Assist the Manager or Coordinator in projecting accurate service times, which are based on the number of orders that need to be made. Our goal is to get specialty pizzas into the oven within 2 minutes from the time the order is taken.
  - Keep Core Menu pizzas up all day based on projection charts to facilitate HNR product service.

# Core Pizza Specs

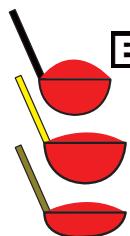


**Pizza**

**14"**

**Deep Dish**

**Pizza  
Sauce  
6 oz**



**BLACK Handle = Heaping**

**extra + 3 oz.**

**YELLOW or  
plastic Handle = Slightly  
Rounded**

**Cheese**

**8 oz.**

**extra + 3 oz.**

**9 oz.**

**extra + 3 oz.**

**Pepperoni**

**0-3**

**30**

(16-10-4)

**4+**

**24**

(16-8)

**0-3**

**32**

4 per slice

**4+**

**24**

3 per slice

**Sprinkled  
Toppings**

H\*, CA\*, M, GP, O,  
B, BO, GO, R, RP,  
JAL, Tom (diced)

**\*Julienne Cut**

**0-3**

**BLUE**

**0-3**

**BLUE**

**4+**

**RED**

**4+**

**RED**

**0-3**

**BLUE**

**0-3**

**BLUE**

**4+**

**RED**

**4+**

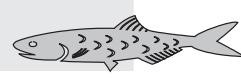
**RED**

IS, BF, PN, Fresh M, CK

**Tomato (Tom) (½ slice)**  
**Anchovies (1 per slice)**



**10**



**8**



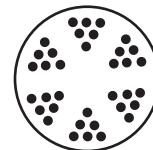
# Optional Menu Procedures

## Making A Slice Pizza

1. Using a "make ring," sauce and cheese a 14" round pizza using six (6) oz of sauce and eight (8) oz of cheese.

2. Place six (6) pepperoni on each slice (as shown).

3. If requested, distribute sprinkled toppings as follows:



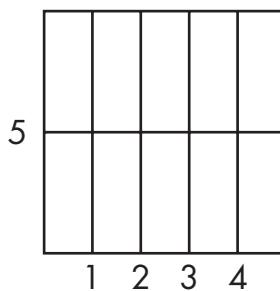
- a. Hand fill the blue sprinkled topping portion cup with the desired topping and evenly distribute the topping across the cheese surface, starting along the edge and working toward the center.

- b. If the sprinkled topping is not requested for all slices, distribute the toppings as follows: one slice ( $\frac{1}{2}$  gray cup), two slices (full gray cup), three slices (full green cup), four slices (full green cup and  $\frac{1}{2}$  gray cup). Evenly distribute the topping over the surface of the slices ordered (in sixths).

**(Note:** For Core Menu stores, it is acceptable to use the next pepperoni pizza coming out of the oven and cut 3 times for 6 slices.)

## Making Italian Cheese Bread® (ICB)

1. Select a properly proofed ICB sheetout.
2. Check for quality and make sure the sheetout has high corners. If necessary, pinch up the corners of the dough. Dock the dough using the Deep Dish docker.
3. Hand fill the five (5) oz cheese cup and sprinkle the cheese evenly over the entire surface of the sheetout, beginning with the outside edge and moving inward.
4. Place the Italian Cheese Bread® on the conveyor and slide it into the oven one pan length for a 7 minute bake in an electric oven. For a gas oven, a full length 7 minute bake is still required.
5. After it is baked, check for quality characteristics (light golden brown crust and brown specks on cheese). Remove ICB from oven using pan grippers and upside down spatula.
6. Using pastry brush, apply heavy coat of Crazy Bread® Spread across entire surface of ICB. Remove from pan.
7. Place ICB into 10-inch pizza box with liner. Cut five (5) times for 10 pieces.
8. Sprinkle a light coating of veggie seasoning on top of the cheese.
9. Close box and mark expiration time (30 minutes). Place onto HRU or in Cres Cor cabinets for 30 minutes maximum.



# Sauce & Cheese and Pizza Dress Stations Review

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your Trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

## 1. What are the keys to product consistency at the Pizza Dress Station?

A) \_\_\_\_\_ B) \_\_\_\_\_ C) \_\_\_\_\_

## 2. Complete the following sentences:

- If a sheetout does not completely fill the pan, \_\_\_\_\_ to the edge of the pan.
- When saucing a pizza, the sauce should be distributed \_\_\_\_\_ from the "make ring."
- Visually check the dressed pizza to ensure the toppings are \_\_\_\_\_ distributed, the crust is free of \_\_\_\_\_ and \_\_\_\_\_ and the correct toppings are on the pizza.
- Evenly distribute cheese around the \_\_\_\_\_ of the round pizza first; to the edge of the round "make ring" or to the sides and corners of \_\_\_\_\_.

## 3. Complete the sauce and cheese amounts for a one topping pizza:

	<b>Sauce</b>	<b>Extra Sauce</b>	<b>Cheese</b>	<b>Extra Cheese</b>
14"	_____ oz.	_____ oz.	_____ oz.	_____ oz.
Deep Dish	_____ oz.	_____ oz.	_____ oz.	_____ oz.

## 4. List all the pizza toppings, indicating whether they are sprinkled or counted:

**Sprinkled**                                   **Counted**

- |          |          |          |
|----------|----------|----------|
| A. _____ | I. _____ | A. _____ |
| B. _____ | J. _____ | B. _____ |
| C. _____ | K. _____ | C. _____ |
| D. _____ | L. _____ |          |
| E. _____ | M. _____ |          |
| F. _____ | N. _____ |          |
| G. _____ | O. _____ |          |
| H. _____ |          |          |

**5. List six Speciality Pizzas.**

A) \_\_\_\_\_

D) \_\_\_\_\_

B) \_\_\_\_\_

E) \_\_\_\_\_

C) \_\_\_\_\_

F) \_\_\_\_\_

**6. Complete the following specifications for a one topping pizza with pepperoni:**

- A 14" pizza has \_\_\_\_\_ pepperoni.
- A Deep Dish pizza has \_\_\_\_\_ pepperoni.

**7. Answer True or False to the following questions:**

\_\_\_\_\_ A slice pizza is made with a 14" pizza.

\_\_\_\_\_ Slice pizzas are made using the standard counted topping placement.

\_\_\_\_\_ If a sprinkled topping is requested for two of the six slices, fill the blue cup to the top.

\_\_\_\_\_ Italian Cheese Bread® cannot be assembled in advance.

\_\_\_\_\_ A cheese cup should be hand filled and heaping.

**8. How are anchovies and sliced tomatoes distributed on a round pizza?**

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**9. List four special instructions the pizza dress person would give the landing person:**

A) \_\_\_\_\_

D) \_\_\_\_\_

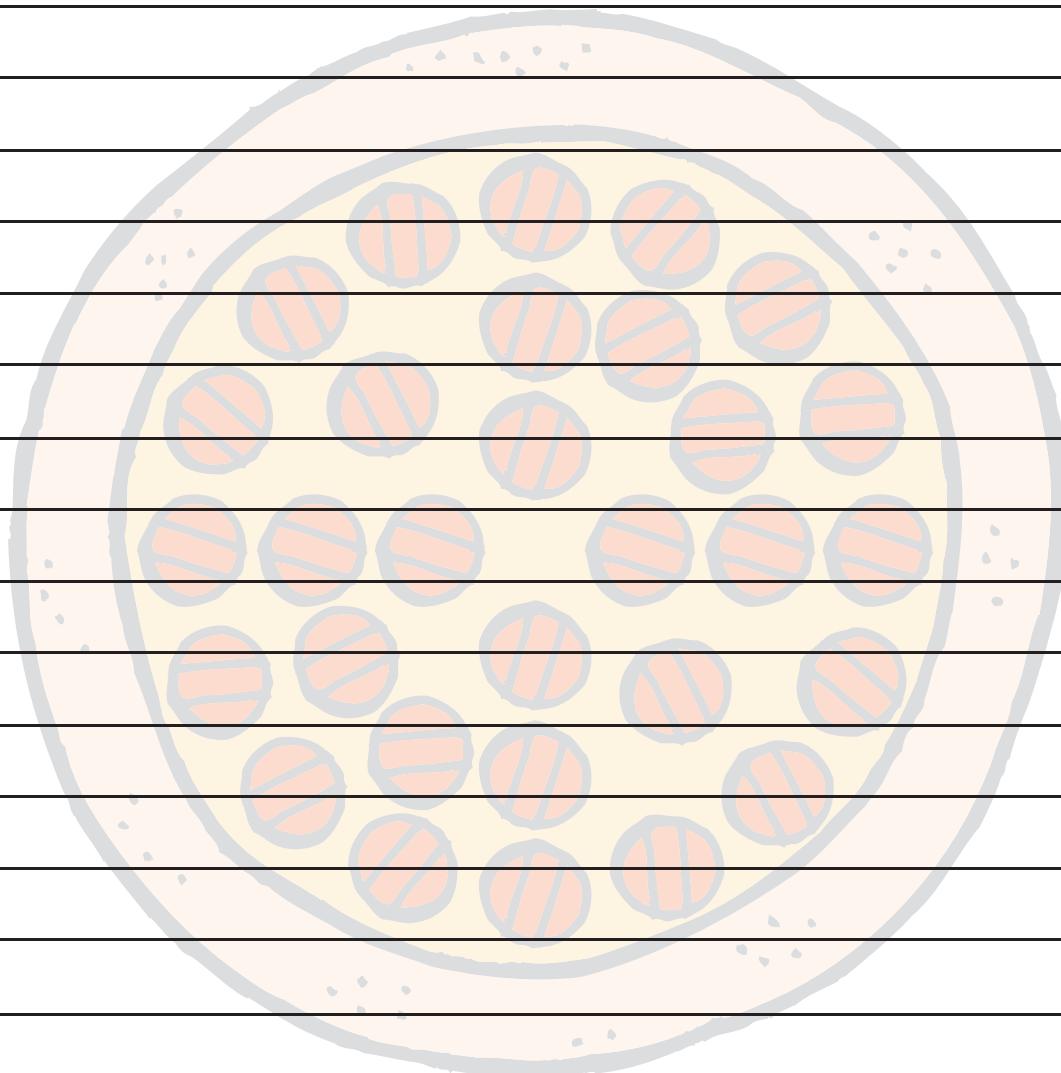
B) \_\_\_\_\_

E) \_\_\_\_\_

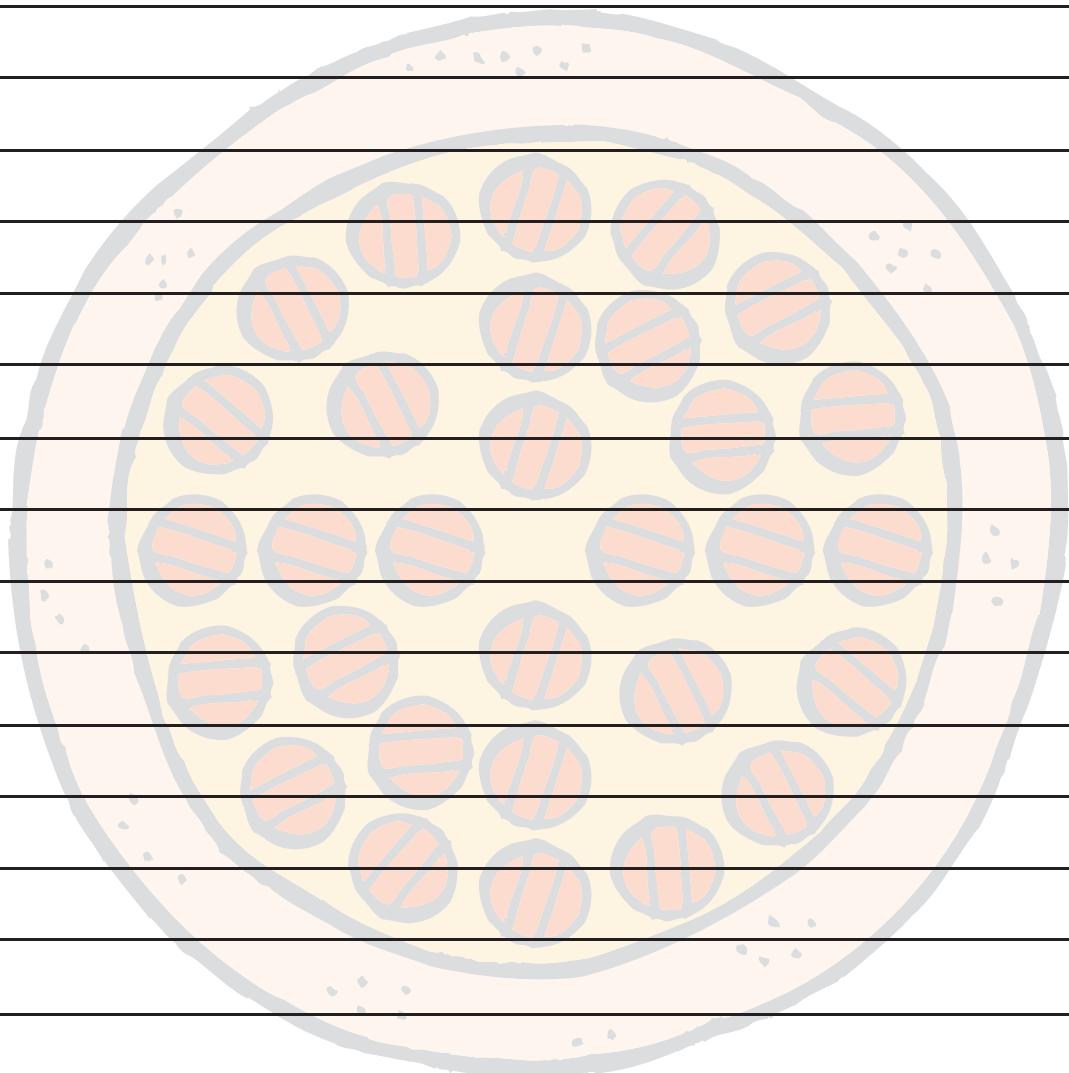
C) \_\_\_\_\_

F) \_\_\_\_\_

# Notes



# Notes



# Product Prep Station

A good deal of a manager's time is spent making sure that preps are completed. Dough is usually made during the day while it's slow, or in the morning before opening. The manager must be sure that prep work does not interfere with the number one priority — customer service! Usually, dough prep will not be started until the lunch rush is over or an extra person is available to help. Fresh dough will rise quickly and lose its quality if left on the table for too long. Some stores will be required to make dough all day long, due to space constraints or high volume.

Other preps are usually completed during lunch, pre-dinner rush and then again during the pre-close period (8:00 pm to closing). Most pizza preps are very simple and are easily learned. You will probably find that you can complete many preps quickly after your first or second time.

Your objective is to complete a batch of dough in nine minutes or less. To accomplish this, you will need to practice a lot! A total of 20 - 30 hours or more will be needed to build your speed.



# Product Preparation Station Objectives

## Be Nice

- Keep an eye on customers and be ready to help serve them as needed.
- Remember — if you come in eye contact with a customer, smile and make them feel welcome.
- Say hello to other employees.

## Be Ready

- Make product preps according to the DO Sheet and the Closing Build-to so products are ready when needed but will be used within their shelf-life.
- Keep core menu Build-to Chart's updated.

## Do it Right

- Cut tomatoes, and other products according to specifications.
- Store prepped products in the correct containers.
- Prepare all recipes using the proper ingredients and procedures.
- Watch for quality in all ingredients.
- Follow FIFO (First In, First Out) rotation and shelf lives so products are fresh and taste good.
- Order only what you need to prevent product waste and theft.
- Clearly mark all products with expiration.

## Keep It Clean

- Properly clean, sanitize, and store all equipment and utensils.
- Clean and sanitize all food contact surfaces *before and after* each task.

## Keep It Safe

- Replace dull can opener blades with new ones.
- Wash your hands before and after handling products.
- Store products in their designated areas and at proper temperatures.
- Follow all holding times and shelf lives to ensure freshness.
- Follow all safety guidelines and labor laws when using utensils and equipment.
- Use proper lifting method when moving heavy cases of food.
- Clean up spills immediately to avoid injuries.

# **Product Preparation**

# **Food Safety Precautions**

## **Foodborne Illness**

The danger of foodborne illness is a very serious issue. Everyone must be concerned about the risks to keep our restaurants safe. Therefore, you must understand what food-borne illness is and how food becomes contaminated.

### **Three main food contaminants:**

- **Chemical** - cleaning solutions, food additives, personal care items (hair spray, perfume), etc.
- **Physical** - personal physical items (hair, fingernails, jewelry, etc.), packaging materials (staples, glue, nails, etc.), chips, glass, plastic, etc.
- **Biological** - foodborne and bloodborne pathogens, pathogens from person to food, fungi, and internal food contaminants. (Eg. e-coli in ground beef.)

### **What is foodborne illness?**

- An illness spread by eating food that is contaminated with germs or their toxins.
- Harmful germs, or microorganisms, include bacteria and viruses which cannot be seen with the naked eye.

### **What are microorganisms?**

- Bacteria are all around us: on people, utensils, surfaces, insects, rats, and mice. They are also found naturally in food products.
- Not all bacteria are harmful — good bacteria are used to make cheese, pepperoni, etc.
- Bacteria multiply by cell division. Some cells divide every ten minutes to produce huge quantities in very little time.

### **What 3 things cause bacteria to grow?**

- **Food** - Bacteria's favorite foods such as meat and dairy products have a low acidity level and high moisture content.
- **Temperature** - The temperature danger zone ranges from 41° F to 135° F.
- **Time** - The longer food is left out in the temperature danger zone, the greater the chance bacteria has to divide and become harmful. In just seven hours, one bacterium under the right conditions can grow to 2,097,152!

### **Food preparation is only done at food preparation stations.**

- **Not in the hand sink nor rest room sink.**
- **Not at the mop sink.**

## Critical Steps

To keep food safe, we must minimize the amount of time products spend in the temperature danger zone (41° F to 135° F). Food can be in the danger zone during receiving, storage, preparation, and service. These are Critical Steps and must be monitored closely for proper food handling.

Follow these safety precautions during the Four Critical Steps to ensure products are protected from contamination:

### 1. Receiving

- Inspect all shipments.
- Do not accept products with holes or tears, dented or bulging cans, produce that appears rotten or spoiled.
- If damaged, write down lot codes.

### 2. Storage

- Use the FIFO method of rotation — **F**irst **I**n, **F**irst **O**ut. Check for dates and labels or label products yourself.
- Store frozen foods at -10° F to 0° F and store refrigerated foods at 34° F to 40° F.
- Don't refreeze foods that have been thawed.
- Keep non-food products — chemicals, cleaners, and detergents — away from food storage areas.
- Store all food items at least 6 inches off the floor.
- Frequently check temperature at the Pizza Dress Station using a stem thermometer. Desired temperature is 34° F to 40° F.

### 3. Preparation

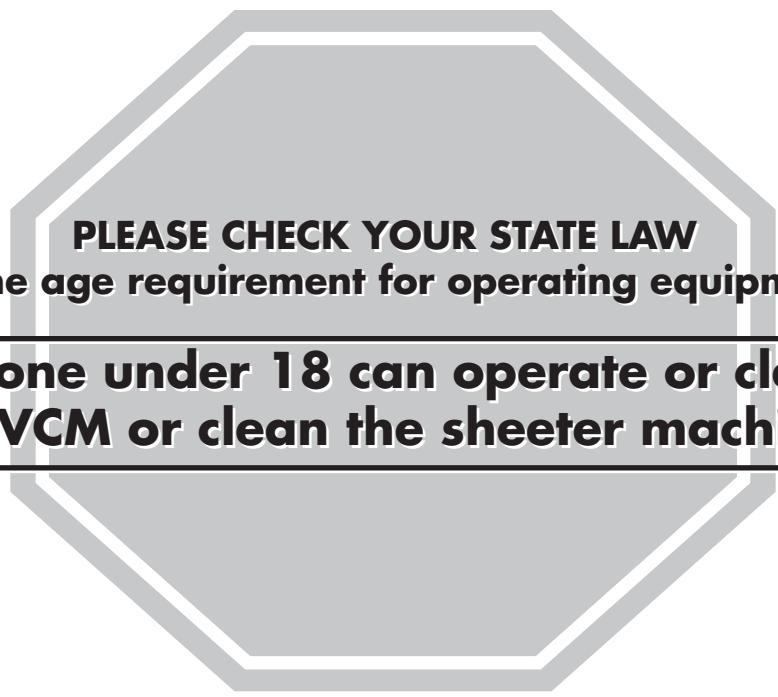
- Wash your hands frequently and clean and sanitize all food contact surfaces before and after use.
- Only pull the amount of food you can prepare in a short time from the walk in. This will limit the amount of time the food spends in the danger zone.
- Monitor the shelf life for all prepped products. Discard when it expires. Never serve expired product.
- Date/label all products with expiration dates.
- Prepare foods in food prep areas and containers only.
- When preparing products such as sauce and dough or washing fresh produce, use the food preparation sinks only.

### 3. Service

- Always place baked products **immediately** on HRUs or in Cres Cor cabinets.
- Monitor temperatures in all holding cabinets including Cres Cor cabinets (155° F), Crazy Bread cabinets (155° F), and salad display cases (34° - 40° F).
- Never leave orders sitting at the Landing/Cut & Packaging Station for more time than is absolutely necessary to maintain internal temperature of products.

# Product Preparation Station Guidelines

- Always wash hands thoroughly before starting preps!
- Use spec charts posted at prep station as reference, especially when training new employees.
- Remember, customer service is our number one priority. Never make a customer wait while you're doing preps!
- Check off items on the DO Sheet as preps are completed.
- Follow recommended times when preparing products.
  - **Pre-Open Preps** ..... Dough prepared if space available in walk-in; sheetouts and fresh vegetables (produce should be cut in the morning for that day's business).
  - **Day Preps** ..... Dough, sauce, deep dish. In some cases due to volume, dough can also be prepared after dinner rush.
  - **Post Dinner-Rush Preps** ..... Plan ahead! Check the Closing Build-to Charts during the Post-Dinner period leaving enough time to do additional preps — especially dough and sauce — if necessary.
- Pre-open, after 1:00 pm and before 3:00 pm are usually the best times to make dough. Some stores may need to prepare dough throughout the business day due to space constraints or to adjust for unexpected sales increases.
- Canned goods (olives, hot and jalapeño peppers, pineapple, and beets) should be stored in their own brine.
- Follow all equipment safety guidelines when completing food preps.
- Always use clean, sanitized containers and lids when prepping product. Never re-use prep containers.
- Because cheese is used constantly throughout the day, transfer the cheese in the retarder into a clean container by the end of the night.



**PLEASE CHECK YOUR STATE LAW  
for the age requirement for operating equipment:**

**No one under 18 can operate or clean  
the VCM or clean the sheeter machine.**

## Shelf Life Of Prepped Product

<b>Product</b>	<b>Shelf Life</b>
Pepperoni	7 days
Hot Peppers	7 days
Black Olives	7 days
Anchovies	7 days
Pineapple	7 days
Ham	2 days
Canadian Bacon	2 days
Beef Topping & Italian Sausage (refrigerated)	2 days
Beef Topping & Italian Sausage (frozen)	10 days
Mushrooms (canned)	3 days
Mushrooms (fresh)	3 days
Green Pepper, Red Pepper & Onion	3 days
Fresh Diced Tomatoes	3 days
Bacon (refrigerated)	5 days
Cheese (opened in container)	2 days
Pizza Sauce (unopened can)	6 months
Prepared Sauce	Minimum 18 hours/Maximum 3 days (72 hours)
Crazy Sauce® (cups)	5 hours
Parmesan Cheese Mix	10 days
Chicken Wings (frozen and unopened / frozen and opened)	6 mos / 10 days
Chicken Wings (thawed and unopened)	7 days
Chicken Wings (thawed and prepped)	2 days
Provolone Cheese	10 days
Genoa Salami	7 days
Feta Cheese	6 days
Hot Sauce	5 days



# Product Shelf-Life



All prepped foods must go in a clean, dry, sanitized container and labeled with the correct expiration day!



Tuesday  
YELLOW



Wednesday  
RED



Thursday  
BROWN



Friday  
GREEN



Saturday  
ORANGE



Sunday  
BLACK



Monday  
BLUE

## Pizza Items

Dough	12-48 hrs
Sauce	18-72 hrs
Pepperoni	7 Days
Chicken Wings (thawed)	2 Days
Ham (thawed)	2 Days
Mushroom	3 Days
Green Pepper	3 Days
Tomatoes (sliced)	2 Days
Onion (white)	3 Days
Bacon (thawed)	5 Days
Mild pepper rings	7 Days
Anchovies	7 Days
Beef Topping (thawed)	2 Days
Pineapple	7 Days
Black Olive	7 Days
Italian Sausage (thawed)	2 Days
Parmesan Cheese	10 Days

## Shelf Life

## Salad/Sandwich Items

Salami	7 Days
Lettuce	2 Days
Cucumber	1 Day
Carrots	2 Days
Feta	3 Days
Onion (red)	2 Days
Beets	3 Days
Provolone	2 Days

## Frozen/Prepped (open)

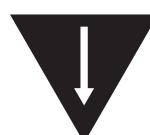
	Shelf Life
Chicken Wings	10 Days
Beef	10 Days
Italian Sausage	10 Days
Bacon	10 Days



Day Prep

**Example:**  
Prepped Ham has a shelf-life of 2 days including the day it is prepped. Ham prepped on Thursday expires Saturday.

Mark container with orange sticker.



Night Prep

# Pizza Topping Preparation

## Pre-cut Produce Preparation

- Pre-cut produce includes green peppers and onions.
  - Produce requires special handling to help ensure freshness for the entire shelf-life.
1. Thoroughly wash your hands prior to handling any pre-cut produce.
  2. Empty produce into the appropriate container, cover with plastic wrap, date, cover, and store under refrigeration.

**Shelf-life:**      **Opened/Pre-cut**      **3 days**

## Pepperoni Preparation

1. Remove a 40 lb. box of pepperoni from the refrigeration unit and place it on the prep table.
2. Open the box, separate pepperoni, and place them into 5-1/2 size plastic containers or 8-1/3 size containers. Never place pepperoni in a full size container because the proper internal temperature cannot be maintained.
3. Place a lid on each container, record expiration date and store in the pizza retarder; maintain proper rotation (FIFO).

## Canned Mushroom Preparation

1. Sanitize the lid of the mushroom can and can opener.
2. Completely remove the lid with sanitized can opener.
3. Pour the mushrooms into a colander to drain off the excess juices. The mushrooms should drain for 10 minutes.
4. Place the drained mushrooms in a plastic container, cover with lid, mark with expiration date, and store in the pizza retarder; maintain proper rotation (FIFO). Canned mushrooms are good for three days after prepped.

## Fresh Mushroom Preparation

1. Store in walk-in and keep in original packaging until needed.
2. Prep in a 1/3 or 1/6 (6 inches deep) plastic container and mark with expiration date. Cover with paper towel to keep dry. Each container should be stored to allow free air circulation. Fresh mushrooms will spoil more quickly if deprived of air.
3. Place fresh mushrooms in pizza retarder; maintain proper rotation (FIFO). Shelf life is three days once prepped.

## **Pizza Ham and Canadian Bacon Preparation**

1. Remove ham or Canadian Bacon from freezer and unwrap.
2. When prepping the ham (and/or Canadian Bacon), project enough toppings for two days. The shelf life of prepped "julienne cut" toppings is two days.
3. Both ham and Canadian Bacon toppings are a  $\frac{1}{4}$  inch x  $\frac{1}{4}$  inch with varying lengths between  $\frac{1}{2}$  inch and 1- $\frac{1}{2}$  inches.
4. Place ham and/or Canadian Bacon into 1/6 size plastic containers.
5. Cover all containers with lids, mark with expiration date and store in the pizza retarder.

## **Parmesan Cheese Mix Preparation**

1. Empty and mix **two** 2.5 lb. packages (total of 5 lbs) of fresh, grated Parmesan in a clean, sanitized half-sized or Baine Marie container. Add eight (8) oz. Kosher salt and mix thoroughly with a wire whisk.
2. Portion the Parmesan Cheese mixture into a clean, sanitized, eight (8) oz shaker. The shaker should be kept refrigerated when not in use. At the end of the night, any remaining product should be placed in a clean plastic container and stored under refrigeration. The next day, fill *clean* shakers. Be sure to first use any mix from the end of the previous day.
3. Cover the remaining mixture with a lid, mark with expiration date, and store in the desired refrigeration unit.
4. Shelf life of this mixture is 10 days refrigerated.

## **Beef Topping/Italian Sausage Preparation**

1. Remove the bag of frozen product from the freezer and open the bag.
2. Pour desired amount into a 1/6 size plastic container.
3. Cover with a lid, mark with expiration date and store in the pizza retarder until needed. Mark expiration time. Shelf life is 2 days.
4. Un-prepped Italian sausage or beef topping must be tightly re-sealed and placed back in freezer.
5. Shelf-life is 10 days (frozen) once bags are opened.

## **Anchovy Preparation**

1. Sanitize the top of the can.
2. Completely remove the lid and discard.
3. Pour the contents into a 1/6 size plastic container.
4. Cover with a lid, mark with expiration date and store in the pizza retarder.
5. Shelf life of anchovies is seven (7) days.

## **Pizza Sauce Backups**

1. Portion the desired amount of sauce into the desired size containers.
2. Cover with a lid, mark with expiration date, and store in desired refrigeration unit until needed.
3. Shelf life for pizza sauce is 72 hours.

## **Pineapple, Black Olive, Hot Pepper Ring Preparation**

1. Sanitize the top of the can.
2. Completely remove the lid with a sanitized can opener (or open lid if in a jar).
3. Pour contents into 1/6 size plastic container(s). Be sure to store in its own brine for freshness.
4. Cover with a lid, mark with expiration date and store in the pizza retarder.
5. Shelf-life of these products is 7 days after prepped.

## **Pre-cooked Bacon Preparation**

1. Remove a box of bacon from the walk-in or freezer and open the bag.
2. Pour the bacon into a 1/6 size plastic container(s).
3. Cover with a lid, mark with the expiration date and store in the pizza retarder.
4. Any un-prepped bacon must be tightly resealed and placed back into the freezer.
5. Shelf life for bacon is five (5) days once prepared.

## **Crazy Sauce® Cups**

1. Place desired number of (4 oz.) Crazy Sauce® cups on the work table.
2. Portion sauce up to the line on the inside of the cup.
3. Cover with a lid, and store in the walk-in or pizza retarder until needed. Prep only enough sauce cups for next shift.
4. Shelf life for Crazy Sauce® is 5 hours once prepped.

## **Pre-Cooked Caesar Wings®**

1. Remove a bag of chicken wings from the walk-in or freezer and open the bag.
2. Place four drumsticks & four wings (1 order) into individual plastic bags.
3. You can combine 2, 3 & even 4 orders at a time and place them in bigger plastic bags for high volume stores.
4. Place all the prepped Caesar Wings in a plastic container, mark with expiration date and place in the retarder.
5. Only prepare as much as you need, by following the projections on the Build-to charts.
6. Shelf-life for Caesar Wings is two days after prepped.

# Pizza Cheese

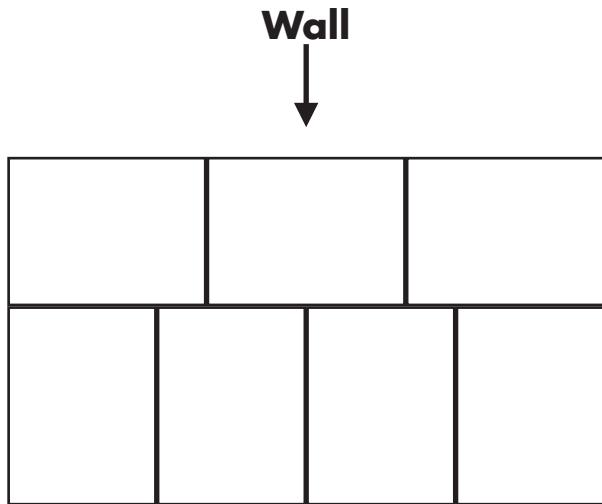
## Receiving:

- Upon delivery, immediately place cheese in the cooler at 34° F to 40° F.
- Mark each case with the "Date Received." Use cheese within 14 days of receipt.
- Rotate FIRST IN, FIRST OUT (FIFO).
- Cheese from more than two deliveries in the cooler at one time indicates improper rotation or over-ordering.

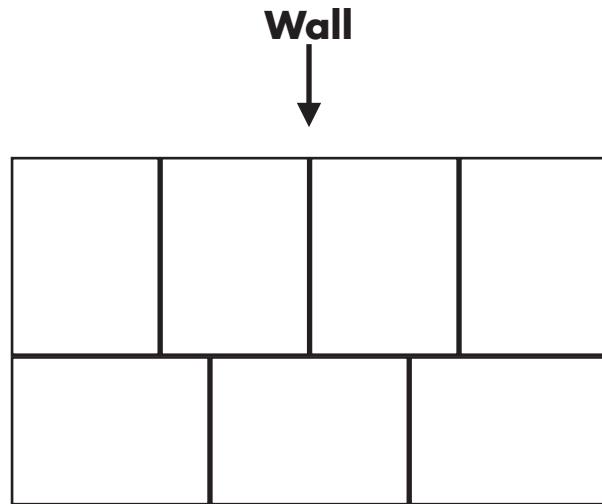
## Storing:

Store cases flat, not on their ends or sides, to prevent crushing and minimize settling.

- Stack cases according to your storage system. Use stagger stack method whenever possible.
  - Shelving System: Stack cases in columns, matching corners for support.
  - Floor Level Dunnage Rack: Stacking cases in columns will cause the boxes to become crushed and may cause cases to fall.



**Level 1  
Front**



**Level 2  
Front**

1. Place a dunnage rack four inches away from the wall in the walk-in. Put three cases of cheese length-wise on the rack flush against the wall.
2. Put four cases of cheese width-wise in front of the other three cases of cheese.
3. Place the second level of four cases width-wise against the wall.
4. Place three cases length-wise in front of the other four cases of cheese.
5. Repeat steps 1 - 4 for additional levels.
6. You can safely stack up to 28 cases of cheese (four levels of seven cases each = 28).

# Pizza Sauce (can/pouch) Preparation

## Recipe:

2 cans/pouches pizza sauce  
3 liters (102 oz.) cold water  
1 bag pizza spice mix

1. Pour two cans or pouches of pizza sauce into a 12-quart Baine Marie (for pouch, use sauce extractor).
2. Add one bag spice mix to the Baine Marie.
3. Measure 3 liters (102 oz.) of cold water with a plastic dough pitcher and pour into the empty cans. Water should be used to rinse any extra sauce out of the cans and then poured into the Baine Marie (no need to fill pouches with water).
4. Stir the sauce with the whisk until fully blended using a "figure 8" motion for 100 strokes.
5. Empty prepared sauce into the desired container, cover with a lid, and mark with expiration date.

**Note:** One batch of prepared sauce yields approximately 50 pizzas. One full size container yields 75 pizzas. At \$5 that is \$375.

## Shelf Life:

**Minimum:** 18 hours (for spice to develop flavors and reach refrigerated temperature)

**Maximum:** 3 days/72 hours (refrigerated)

# Dough Preparation

## Ingredients

2 gallons 90° F

1 package dough mix

18 fluid oz of vegetable oil

1 bag (27 lbs) of flour

## Steps

1. Set up the mixer with the dull blade, being sure to tighten lock nut, secure locking pin, and tighten locking handle.
2. Pour 2 gallons 90° F water into a 12 QT. Baine Marie (plastic container). Always use a calibrated thermometer to measure water temperature.
3. Sprinkle dough mix over entire surface of the water and stir (to hydrate yeast and begin activation process).
4. Let activate for 3 - 5 minutes.
5. Stir activated ingredients with a spatula (do not use wire whisk) and pour into mixer.
6. Add 18 fluid oz of vegetable oil (always add liquid items BEFORE solids).
7. Add 27 lbs of flour.
8. Close the lid, lock safety pin in place, and mix on speed #1 for 90 seconds.
9. Remove the lock pin and loosen the locking handle, tilt the bowl forward, and tighten the locking handle.
10. Remove dough from mixer using your hands and empty into an oiled, full size container.
11. Place on clean and sanitized prep table; cut, roll, and place on oiled dough trays (making sure the tops of the dough ball are rubbed on the oiled tray and flipped over to seal in freshness). Dough ball must be round, smooth and tight. Place one batch at a time in walk-in.
12. Be sure to date each dough tray (see job helper for expiration times).
13. Leave an empty space between each tray on the dough rack allowing for air to circulate and help cool the dough.
14. Shelf life for dough is a minimum of 12 hours and a maximum of 48 hours.

**Under ideal conditions, begin water temperature at 90° F. Temperature of water will vary depending on the season, altitude, etc. (+/- 15° F for a 45° - 90° F range). In warmer climates and high humidity months, a 60° F water starting point may work better and a 90° F starting temperature in cooler climates or months.**

*SEE TROUBLESHOOTING TIPS FOR FURTHER INFORMATION ON WATER TEMPERATURE VARIANCES*

# Weights and Placement of Core Menu Dough Balls

	<b>Weights</b>	<b>#on tray</b>
<b>Crazy Bread®/ICB/PCB/Baby Pan</b>	10 oz.*	5 - 5 - 5 = 15
<b>Large (14" dough)</b>	19 oz.	3 - 2 - 3 = 8
<b>Deep Dish</b>	23 oz	3 - 3 = 6

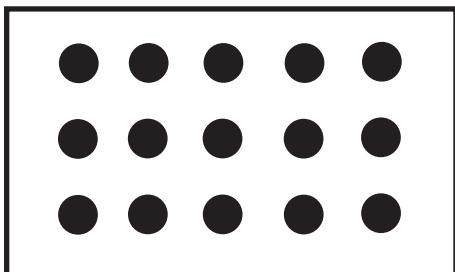
## **Shelf life**

**Pizza Dough:** Minimum 12 hours / Maximum 48 Hours (best within 36 hours).

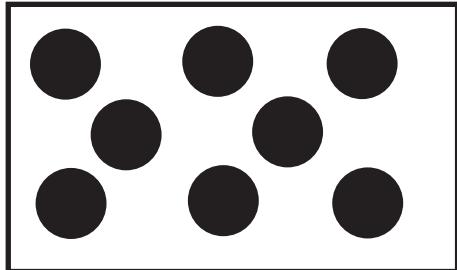
**Crazy Bread®:** Minimum 12 hours / Maximum 36 hours (best within 24 hours).

**1 Batch yields approximately 5 trays.**

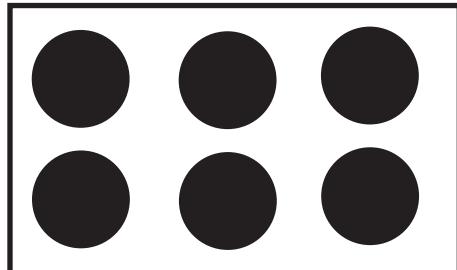
\*Since the 10 oz dough balls will be used for Crazy Bread®/ICB/PCB/Baby Pan and sub buns, take the necessary steps to be sure the dough is always fresh (12 - 36 hrs.) The best way to do this is to project for the next day instead of the next two days.



**Crazy Bread®/ICB/PCB/Baby Pan**



**Large**



**Deep Dish**

# DOUGH EXPIRATION TIME LABELS

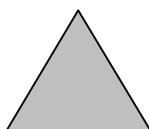
Date and label each dough tray.  
“Make dough **TODAY** for **TOMORROW!**”

Monday



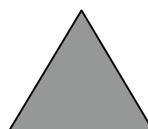
blue

Tuesday



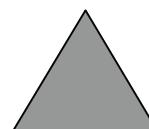
yellow

Wednesday



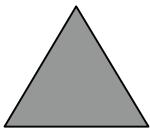
red

Thursday



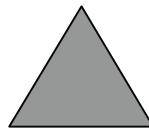
brown

Friday



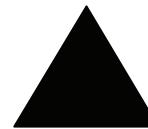
green

Saturday

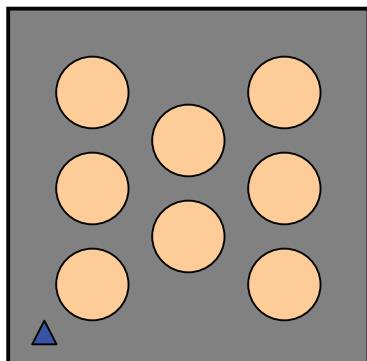


orange

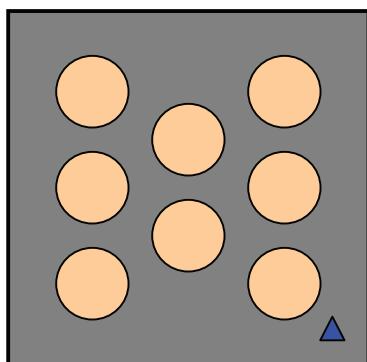
Sunday



black



Place label on the LEFT side of the tray for dough that is completed before 3:00 PM.



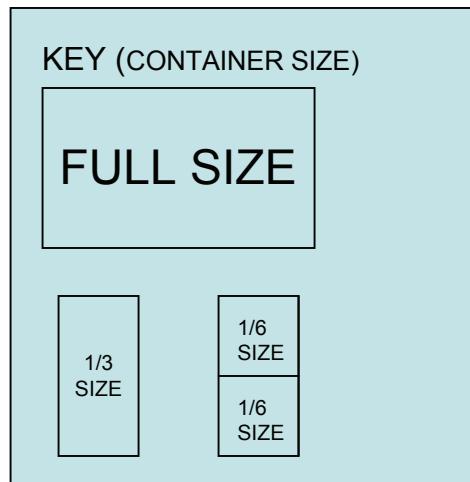
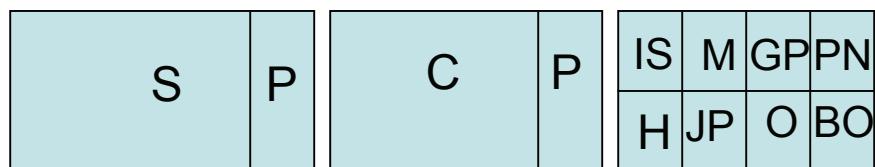
Place label on the RIGHT side of the tray for dough that is prepared after 3:00 PM until closing.

## Retarder Set Up for Pizza Dress

RECOMMENDED PIZZA DRESS RETARDER SET UP (4 DOOR EXTENDED)



PIZZA DRESS RETARDER SET UP (3 DOOR )



# Product Preparation Station Review

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your Trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

## 1. What are the three things bacteria need to grow?

A) \_\_\_\_\_ B) \_\_\_\_\_ C) \_\_\_\_\_

## 2. List three ways to keep food safe in each of the Critical Control Points.

### Receiving

### Storage

### Preparation

A) \_\_\_\_\_ B) \_\_\_\_\_ C) \_\_\_\_\_

A) \_\_\_\_\_ B) \_\_\_\_\_ C) \_\_\_\_\_

A) \_\_\_\_\_ B) \_\_\_\_\_ C) \_\_\_\_\_

## 3. What are the maximum shelf lives (in days) of the following products once they are prepared?

Pepperoni       Green Pepper       Bacon       Ham

Onion       Beef (thawed)       Mushroom       Pineapple

Crazy Sauce®       Sausage (frozen)       Italian Sausage (thawed)

Caesar Wings® thawed/unopened       Caesar Wings® prepped

**4. We use the following steps to make dough. Number them in the correct order (1 = completed first — 12 = completed last).**

- \_\_\_\_ Add 27 lbs. of flour.
- \_\_\_\_ Set up the mixer with the dull blade.
- \_\_\_\_ Sprinkle dough mix over entire surface of the water and stir.
- \_\_\_\_ Remove dough from mixer and empty into an oiled, full size container.
- \_\_\_\_ Close the lid and mix on speed #1 for 90 seconds.
- \_\_\_\_ Pour 2 gallons of 60° F water into a 12 qt. Baine Marie.
- \_\_\_\_ Place on prep table, cut, roll, and place on dough trays.
- \_\_\_\_ Remove the lock pin and loosen the locking handle.
- \_\_\_\_ Stir the activated ingredients & pour into mixer.
- \_\_\_\_ Let activate for 3 - 5 minutes.
- \_\_\_\_ Add 18 fluid oz of vegetable oil.
- \_\_\_\_ Press down dough balls & place trays in the walk-in refrigerator.

**5. Fill in the missing weights and placements of dough balls.**

Tray	Weight	Dough Balls Per Tray	Placement
14" Round	____ oz.	_____	_____
ICB/PCB	____ oz.	_____	_____
Crazy Bread®	____ oz.	_____	_____
Deep Dish	____ oz.	_____	_____

## **6. Complete the following sentences:**

- A case of cheese weighs \_\_\_\_\_ lbs.
- During pre-close/close, \_\_\_\_\_ the cheese in the retarder into a \_\_\_\_\_.
- A prepped container of cheese has a shelf life of \_\_\_\_\_.
- For Parmesan cheese mix, add \_\_\_\_\_ oz of Kosher salt to \_\_\_\_\_ 2.5 lb. packages of fresh Parmesan.
- Prepped sauce has a minimum shelf life of \_\_\_\_\_ and a maximum shelf life of \_\_\_\_\_.

## **7. Answer True or False to the following questions:**

- \_\_\_\_\_ Canned mushrooms should drain for 10 minutes.
- \_\_\_\_\_ Before opening and prepping canned goods, sanitize the lid and can opener.
- \_\_\_\_\_ The Parmesan cheese shaker should be refrigerated when not in use.
- \_\_\_\_\_ The shelf life for Parmesan cheese mix is 10 days refrigerated.
- \_\_\_\_\_ Prepped Crazy Sauce® is stored at the Landing Station.

## **8. Where are precooked beef and Italian sausage stored?**

---

## **9. What type of liquid are hot pepper rings, pineapple, and olives kept in?**

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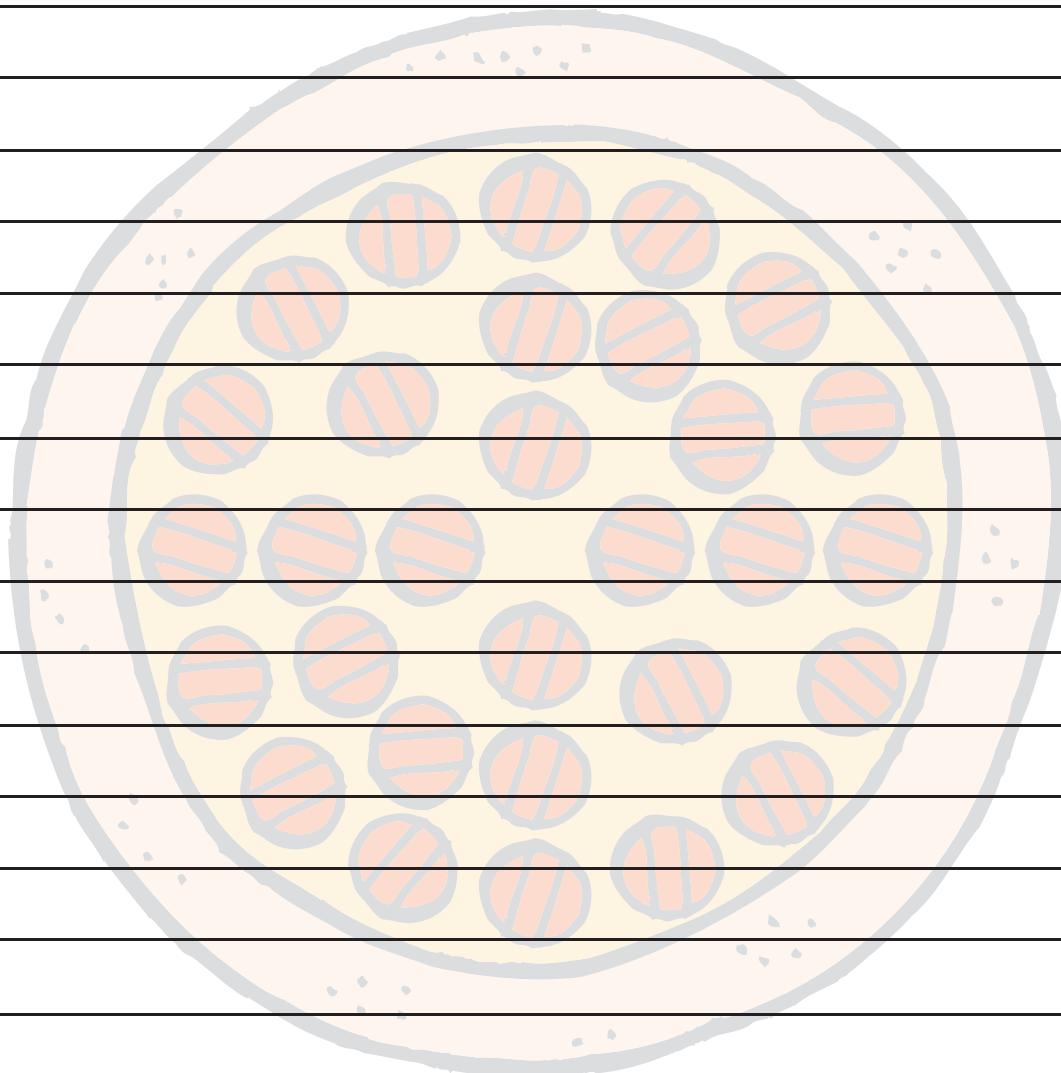
## **10. What are the four times food is in the temperature danger zone?**

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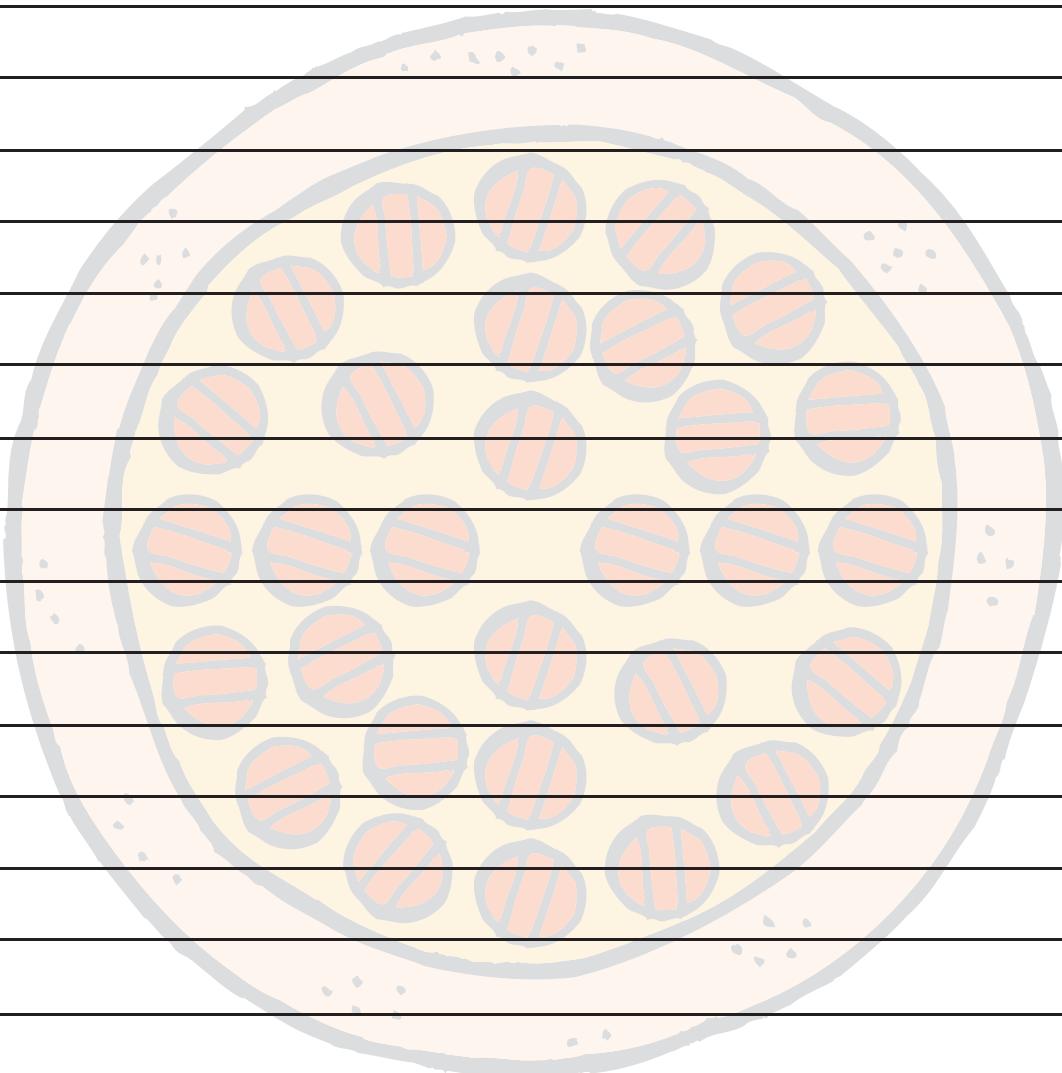
## **11. How much cold water is added to a batch of pizza sauce when it is prepped?**

---

# Notes



# Notes



# Dishwashing Station

## Cleaning and Sanitation

We are all responsible for keeping the food in the restaurant safe for our customers. When a restaurant serves food that is contaminated, it hurts everyone involved: customers, employees, and Little Caesars' image.

Two things that are most important to keeping food safe in the restaurant are personal hygiene and cleaning and sanitation procedures. The Daily Cleaning and Station Specific Checklists are excellent tools to make sure each area is properly cleaned. Maintaining good personal hygiene, wearing a clean uniform and apron, and keeping your hands washed are all ways we can keep food safe.

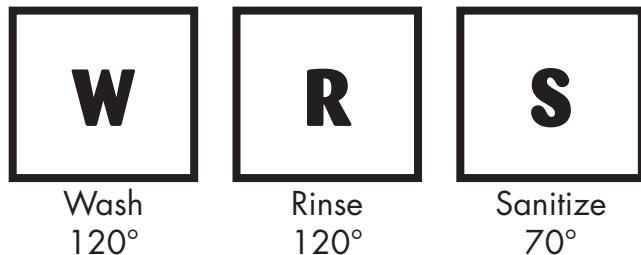
Our "Clean as you go" philosophy is how we keep things clean throughout the day. One important area to maintain is the dishes. To stay caught up, dishes should be cleaned throughout the day. The three compartment sink should be filled first thing in the morning and used regularly. A clean restaurant with sanitary procedures is a must at Little Caesars.



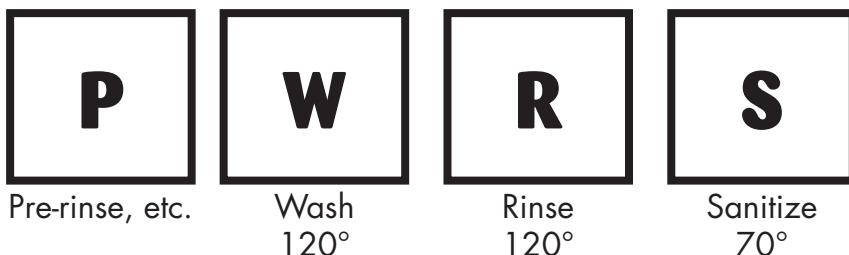
# Dishwashing Station Goals

Keep the three compartment sink properly set up and ready to wash dishes all day.

## Sink Set-up



With a four compartment sink, use one to pre-rinse/clean/scrape



### Prior to washing dishes:

- Before washing, all dishes need to be pre-rinsed and scraped of any food particles. Washing dishes can be made easier by scraping out containers before bringing them to the sink area. Items such as dough trays, sauce containers, and the dough blade are more difficult to clean and may require additional time and effort to clean thoroughly or may need to be soaked.

**Note:** Be sure to wash, rinse, sanitize; replace and reassemble all VCM parts. No one under 18 years of age can touch any of these parts.

### Wash:

**Wash at 120° to 140° F, in clean, soapy water.**

- Use correct portion from soap dispenser system.
- Clean all dishes using a soft cloth and "green scrubby." Remove all visible food, debris, grease or dirt (things you can see).
- Wash pizza pans, using ONLY a clean soft cloth (no Curly Kates, stainless steel scrubbing pads, or green scouring pads).
- Wash Deep Dish pans in same manner using hot, soapy water. Be sure to change the water before and after washing pans.

## **Rinse:**

### **Rinse at 120° to 140° F, in clean water.**

- Place clean dishes in rinse sink and completely immerse to remove any soap suds.
- Change water in each section of the water cycle as it becomes dirty or cools below 120°.
- Use the sprayer, if available, to remove any soap suds.

## **Sanitize:**

### **Sanitize at 70° F**

- Complete the process by sanitizing all dishes.
- Fill sink with clean water (70° F) — use the guidelines on the sanitizing solution for proper portioning.
- Use test strip to check for accurate sanitizer levels.
- Soak all dishes in sanitizer for a minimum of 2 minutes.

## **Air Dry:**

- Allow dishes to drip dry on drain board for a couple of minutes. Never use cloth or paper towels to dry dishes.
- Stack dishes on a clean rack to air dry completely. This is the only approved and most sanitary method for drying dishes.
- Return dry dishes to clean shelving unit for storage.
- Be nice — assist other stations as directed by the shift manager and perform a pan pick-up at the Landing Station as requested.
- Keep up with the dishes so they don't stack up and make the restaurant look disorganized.
- Follow Health Department guidelines with respect to chemicals, water cleanliness/temperatures, when setting up the 3 compartment sink.
- Keep floors around Dishwashing Station clean and dry to avoid slips and falls. Use floor mats.
- At the end of each day, the sink must be cleaned and sanitized including splash areas.



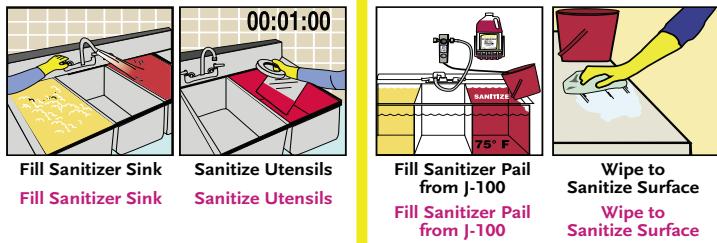
# Little Caesars® CLEANING GUIDE



**Suma®**  
Suma Pronounce D1.7  
Encapsulated Pot & Pan Detergent



**ADVANCE<sup>TM</sup>**  
**QUAT SANITIZER-**  
**DISINFECTANT**



**Suma®**  
**D3 Concentrate**  
Heavy Duty Degreaser



**Target Applications:**  

- Floors
- Vents, Hoods
- Trash Receptacles
- Walls (FRPs)

**Target Applications:**  

- Floors
- Vents, Hoods
- Trash Receptacles
- Walls (FRPs)

**Fill spray bottle or mop bucket from dispenser**

**Fill spray bottle or mop bucket from dispenser**

**Sweep Floor to Remove Debris**

**Damp Mop Floor**

**Sweep Floor to Remove Debris**

**Damp Mop Floor**



**Spray to Clean Vent Hood**

**Spray and Wipe Wall**

**OR**

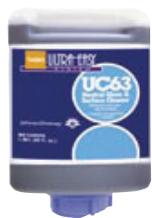
**Spray and Wipe Wall**

**Spray to Clean Vent Hood**

**OR**

**Spray and Wipe Wall**

**Task! ULTRA EASY SYSTEM**  
**UC63**  
Neutral Glass & Surface Cleaner



**Target Applications:**  

- Glass
- Mirrors
- Plexiglass

**Target Applications:**  

- Glass
- Mirrors
- Plexiglass

**Fill spray bottle from dispenser**

**Fill spray bottle from dispenser**



**Fill spray bottle from dispenser**

**Fill spray bottle from dispenser**

**Spray and Wipe Surface**

**Spray and Wipe Surface**

**RoomCare**  
**R9**  
CONCENTRATED  
HEAVY DUTY BATHROOM CLEANER



**Fill spray bottle from dispenser**

**Fill spray bottle from dispenser**

**Spray Product**

**Spray Product**

**Brush Toilet**

**Brush Toilet**



**Spray and Wipe Frequently Touched Surfaces**

**Spray and Wipe Frequently Touched Surfaces**

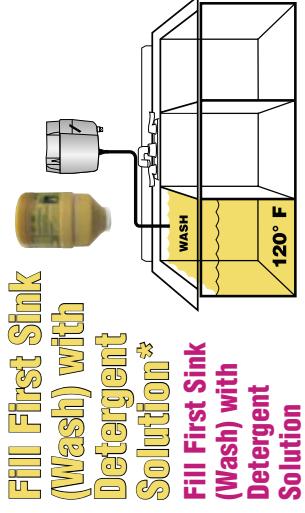
For service call  
1-800-626-5015





# 3-Compartment Sink Setup and Cleaning Procedure 3-Compartment Sink Setup and Cleaning Procedure

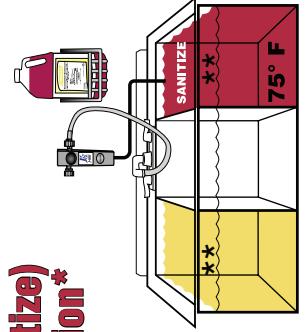
## THREE COMPARTMENT SINK SET-UP / SISTEMA DE FREGADERO CON TRES COMPARTIMIENTOS



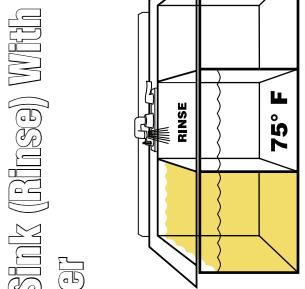
**Fill First Sink (Wash) with Detergent Solution\***  
**Fill First Sink (Wash) with Detergent Solution**

**Fill Second Sink (Rinse) With Potable Water**

**Fill Third Sink (Sanitize) with Sanitizer Solution**



## TRES COMPARTIMENTO SINK SET-UP / SISTEMA DE FREGADERO CON TRES COMPARTIMIENTOS

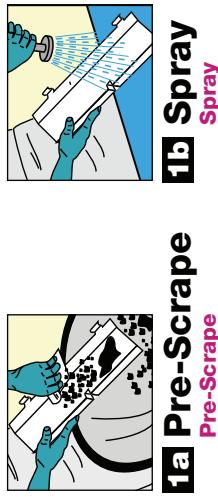


**Fill First Sink (Wash) With Potable Water**

**Fill Second Sink (Rinse) With Potable Water**

**Fill Third Sink (Sanitize) with Sanitizer Solution**

## CLEANING PROCEDURE / PROCEDIMIENTO DE LIMPIEZA



**1a Pre-Scrape**  
Pre-Scrape

**2 Wash**  
Lave

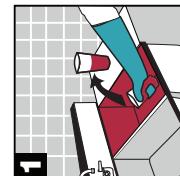
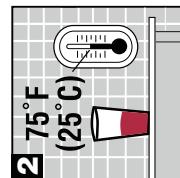
**3 Rinse**  
Enjuague

**4 Submerge In Sanitizer for 1 Minute.**  
Sane durante 1 minuto.

**5 Air Dry**  
Deje secar al aire

## SANITIZER TEST INSTRUCTIONS / INSTRUCCIONES PARA LA PRUEBA DEL SANITIZANTE

- Obtain a sample of room temp (75 - 85°F, 23.9 - 29.4°C) fresh sanitizer solution.
- Obtain a sample of room temp (75 - 85°F, 23.9 - 29.4°C) fresh sanitizer solution.



- Allow sample to cool if necessary.
- Allow sample to cool if necessary.
- Dip a strip of test paper in the sample. Hold the test paper in the sanitizing solution for 10 sec.
- Dip a strip of test paper in the sample. Hold the test paper in the sanitizing solution for 10 sec.

- No agite. Compare los colores de inmediato.

- Compare test paper to color chart.  
200ppm is the correct concentration.
- Compare test paper to color chart.  
200ppm is the correct concentration.

4. Compare test paper to color chart.

4. Compare test paper to color chart.

No agite. Compare los colores de inmediato.

4. Compare test paper to color chart.

4. Compare test paper to color chart.

No agite. Compare los colores de inmediato.

Questions/Preguntas? 1-800-626-5015

JohnsonDiversey  
Clean is just the beginning

# Cleaning And Sanitation

A clean restaurant (dishes, utensils, equipment, floors, and food contact surfaces) is important to keeping food safe. Even if you practice good personal hygiene, your efforts will be lost if food comes in contact with dirty or un-sanitized surfaces and equipment. A clean restaurant also gives a positive image to your customers and assures them that Little Caesars' products are safe.

Cleaning and sanitation are both necessary in a restaurant. While a surface may look clean, it may not be sanitary. Think of this as a two step process:

- **Cleaning** - Removing all visible food, debris, grease, and dirt — things you can see.
- **Sanitation** - Reducing microorganisms (eg. bacteria and viruses — things you can't see) to a safe level.

There are three things that must be cleaned and sanitized: dishes, food contact surfaces, and non-food contact surfaces. Different surfaces call for different cleaning methods.

## Food Contact and Non-Food Contact Surfaces

There are two types of surfaces in our restaurants — food and non-food contact. Some examples of each are:

### Food Contact

- Food prep tables
- Dish sink
- Retarder
- Sheeter

### Non-Food Contact

- Walls
- Floors
- Menu board
- Bathroom

## Food Contact Surfaces

These surfaces should be cleaned when you switch from one task to another, when the surface gets dirty, and during ongoing food preparation. The cloths used to sanitize food contact surfaces should be kept inside a container of clean, sanitized water. This container should be clearly marked "Sanitizer" and should not be stored in a place where it will drip on food.

## **Non-Food Contact Surfaces**

Even areas that are not specifically used to prepare or store food must be kept clean and sanitized. If the restaurant is dirty, it is easier to contaminate food contact surfaces. A dirty restaurant will also attract insects and rodents which carry bacteria and can spread disease.

Use the following procedures and chemicals to clean these important non-food contact surfaces.

**Floors** - Sweep, then mop with floor cleaner. At close, the floors are mopped using these two steps:

1. Use a wet mop to soak a 10' by 10' area of the floor with cleaning solution; let it sit for five minutes.
2. Use a damp mop (from a mop bucket of clean water) to soak up the dirty cleaning solution.

**Bathrooms** - Clean and sanitize the bathroom daily. Wear rubber gloves while cleaning. Make sure the following areas are cleaned:

1. Use a sponge and a creme or disinfectant cleanser to clean the inside and outside of the sink.
2. Scrub the inside of the toilet using disinfectant cleanser and a toilet brush.
3. Spray the surfaces of the sink and toilet with sanitizer and wipe dry with a paper towel. Use sanitizer to wipe down the walls, door handles, paper towel, and soap dispenser.
4. Clean the mirror with glass cleaner.
5. Sweep and mop the floor. Do not use mop water from bathroom cleaning anywhere else in the restaurant.

# Personal Hygiene

You are personally responsible for serving safe food. The most common cause of food-borne illness is not spoilage or under-cooking, it's people. This contamination of food is caused by poor personal hygiene. Most employees feel they are clean and careful with food, yet there are many things that can contaminate food if we're not careful.

## Three main food contaminants:

- **Chemical** - cleaning solutions, food additives, personal care items (hair spray, lotions, perfume, etc.)
- **Physical** - personal physical items (hair, fingernails, jewelry, etc.), packaging materials (staples, glue, nails, etc.), chips of cookery, glass, plastic, etc.
- **Biological** - foodborne and bloodborne pathogens, pathogens from person to food, fungi, and internal food contaminants. (Ex., E-Coli in ground beef.)

## Good Personal Hygiene

- Wear appropriate clothing in store — aprons, hats, gloves, etc., when necessary.
- Shower or bathe and wear clean clothes to work every day.
- Remove all jewelry (wedding bands and LC anniversary rings are acceptable).
- Report illnesses and injuries to the Manager immediately.

## Hand washing

Hand washing is one of the most important things you can do to keep food safe. You will be handling food all the time so it's important to keep your hands clean. You need to wash your hands on a regular basis, but especially after:

- Taking out the trash
- Handling money or answering the phone
- Using the bathroom
- Eating, drinking, or smoking
- Sweeping or mopping
- Sneezing or coughing
- Switching from one task to another
- Handling raw food/meats

When you wash your hands, always use the hand washing sink. This sink should only be used for hand washing and kept clean and stocked with paper towel and antibacterial soap.

## Hand washing is a five step process

1. Use as warm of water as you can stand, wet arms and hands to the elbow.
2. Apply soap.
3. Rub hands and arms together for 20 seconds (recite ABC's).
4. Rinse thoroughly.
5. Dry with disposable paper towel (not on seat of pants) or air dry.

## **Things to Watch For**

Activities we do on a daily basis, such as touching our hair, scratching or rubbing our eyes, or even sneezing, become so routine that we hardly even notice doing them. These activities create unsanitary conditions and can cause food-borne illness. We all must be extremely aware of all our actions when we are working with food. Special attention may be needed by the manager with either employees who have never had a job before or those who have never worked in food service before. These employees are more likely to be unaware of their actions.

### **These actions include:**

- Sneezing or coughing.
- Playing with your hair, scratching or rubbing your eyes, touching your face, etc.
- Chewing gum or eating candy.
- Smoking, eating, or drinking.
- Wearing earrings, nail polish, or false nails (they can fall into food).
- Using cleaning supplies around food.
- Sitting on food preparation tables.
- Using dirty towels or mop heads to clean the restaurant.
- Setting non-food related items on food surfaces or packaging products.
- Wearing a dirty apron or uniform.
- Reaching in your pants pockets.

### **Food Preparation is only done at Food Preparation Stations.**

- Not in the rest room sink
- Not at the mop sink
- Not in the hand sinks



## CLOSING CHECKLIST

Store # \_\_\_\_\_  
Date \_\_\_\_\_

<b>LOBBY</b>	<b>PHONE STATION</b>	<b>WALK-IN</b>
A. Shake out floor mat(s)	A. Counters wiped down	A. Rotate Dough Racks
B. Floor swept/mopped	B. Restock pens and ticket books	B. Sweep/mop
C. Front Counter/Pass-thru door wiped down	C. Clean off top of HRU/Hot Boxes/Cres Cor	C. Wipe off and spot clean energy curtain
D. Soda cooler stocked and cleaned (5 deep 20 oz & 2 ltr)	D. Complete DO Sheet for next day	D. Clean door and handle
E. Register turned off with drawer open	E. Complete Communication Log in Quarter Book	<b>SINK AREA</b>
G. Spot-Clean windows		A. All dishes washed B. Sinks clean (no food) C. Clean floor drain D. Soak sink mat for 1 hour and pull the drain before leaving
<b>LANDING/CUT AND PACKAGE</b>	<b>PIZZA DRESS</b>	<b>LAST WALK THROUGH</b>
A. Wipe down table/under shelf	A. Rotate and stock all toppings/cover containers	A. HRU/Cres Cor OFF
B. Clean all round pans and crazy bread pans	B. Clean inside and under all containers	B. Ovens OFF
C. Pull tables sweep/mop	C. Wash speed rails	C. Walk-in door closed & light OFF
D. Clean walls	D. Pull retarder sweep/mop	D. No dripping faucets
E. Boxes couponed and folded to projection	E. Clean walls	E. Waste log completed
F. Change garlic butter and wing sauce containers	F. Wash all cups, rings, ladies	F. Empty mop bucket
G. Wash Parmesan cheese and veggie shakers	G. Clean projection racks	G. Rinse out mop and hang
H. Clean, wipe down ticket minders	H. Clean doors, seals, over shelf and ticket minder	H. Rinse out mop sink
I. All station utensils set up	I. Set up all station utensils	I. All lights OFF
J. Wipe out round pans		J. Trash by back door/tied
K. Brush off Crazy Bread pans		K. Trash cans cleaned
<b>SHEETOUT AND PREP TABLES</b>	<b>SECURITY ITEMS</b>	<b>RESTROOM</b>
A. Wipe down table/under shelf	A. All monies secured in safe	A. Toilet
B. Clean sheeter (unplug first)	B. All bills dropped	B. Sink
C. Pull tables sweep/mop	C. Lock safe	C. Mirror
D. Clean walls	D. Register drawers opened	D. Trash
E. Change out flour containers	E. Back door locked with security bar in place	E. Floor
F. All Deep Dish sheetouts prepared for next day	F. Pass through door open (if applicable)	
G. Clean and restock commmeal shakers	G. Front door locked	
H. Wipe down blue sheetout rack	H. Alarm set (if applicable)	
I. Clean can opener		
J. Set up all station utensils		

CLOSING MANAGER (initials) \_\_\_\_\_



Store # \_\_\_\_\_ Date \_\_\_\_\_ Evaluator \_\_\_\_\_  
Manager in Charge \_\_\_\_\_

## Spot Check Daily Cleaning Scorecard

### Outside

- Parking lot
- Sidewalk
- Signage/lighting
- Building appearance
- Dumpster area/lid closed
- Marketing/banners

### Counter Area

- Cash register/clean/working
- Counter/Organized
- Back counter/no clutter
- Phone Station/clean/organized
- Phones working
- Phone script/prices
- POS/clean/working

### Entrance/Customer Area

- Front door
- Threshold
- Windows
- Floor mats
- Floor
- Baseboards
- Walls
- Ceiling
- Vents
- Bench/chairs/tables
- Soda cooler/clean/stocked/lit
- Drink dispenser
- Menu board
- Front counter/clean/no clutter
- Pass thru door
- Photo panel/mural

### Landing area

- Landing tables
- Ovens
- Hood/Filters
- Utensils
- Boxes/bags/organized
- HRU units
- Cres Cor Cabinet
- Bounce backs attached

### Pizza Retarder

- Exterior clean
- Interior clean/organized/proper stock level
- Gaskets/clean and in good repair
- Portion cups/templates/available/clean
- Condenser/drip pan/clean

### Salad/Display/Retarder

- Clean/stocked
- Fresh produce
- Salad Display Unit/Clean

### Employee Appearance

- Proper uniforms
- Uniforms clean
- Slacks/Hat/Apron/Shoes
- Hair/Grooming

### Sheeter Station

- Sheeter exterior/clean
- Sheeter interior/clean
- Blades/spring/working
- Sheeter safety devices
- Pans clean/neatly stacked
- Crazy bread trays/clean
- Under-shelf clean
- Flour container/Bowl/clean
- Cornmeal dispenser clean/full/lid
- Ready Racks

### Prep Area

- Shelves clean
- Can opener/blade/clean
- Mixer/clean
- Mixer seal/gasket/good repair
- Freezer clean/organized
- Inventory neat/organized/accurate

### Walk-in

- Exterior walls clean
- Door handle/clean/closes properly
- Seal/Gasket good repair
- Dough racks clean
- Floor clean
- Evaporator free of debris
- Food stocked on rack/dunage

### Dish Area

- Compartment sink/clean/good repair
- Overhead shelf clean/organized
- Chemical storage below eye level
- Hot water heater area clear
- Mop sink clean/organized
- Sanitizer strips available

### Overall Store

- Hand sinks
- Towel dispensers
- Toilet
- Bathroom/sink/soap/trash
- Walls - job helpers
- Ceilings/Vents
- Baseboards/clean/repair
- Blue racks/Shelving/clean
- Floors/clean/repair
- Lights/working (all)
- Time clock/rack area
- Soda storage area
- Thermometers in place/working
- Mop bucket clean
- Mop clean/good shape/fresh
- POP Material organized/current
- Rear door secure/clean/weather strip – no daylight
- CO2 tanks secure
- Oven timed properly (gas 7/electric 8 minutes)
- Paperwork/organized/out of view – put away
- Communication Board organized/up-to-date
- Trash cans clean
- Ice machine/exterior clean/bin clean - ice scoop clean

100 points minus \_\_\_\_\_ = \_\_\_\_\_

MIC \_\_\_\_\_

Evaluator \_\_\_\_\_

# Station Specific Cleaning Checklist

## Parking Lot

- \_\_\_\_ Pick up litter from sidewalks and parking lot areas.
- \_\_\_\_ Check dumpster area (clean/lid closed).
- \_\_\_\_ Remove deflated balloons.
- \_\_\_\_ Wipe down marketing signs and banners.
- \_\_\_\_ Check building appearance for proper image.

## Lobby

- \_\_\_\_ Clean all windows (inside and out) and window sills.
- \_\_\_\_ Thoroughly sweep and mop floors and baseboards.
- \_\_\_\_ Wipe down chairs and tables (units with dining rooms).
- \_\_\_\_ Empty and clean trash cans.
- \_\_\_\_ Clean/Shake out mat thoroughly.
- \_\_\_\_ Wipe down photo panels/mural.
- \_\_\_\_ Clean thresholds and door handles.

## Front Counter/Greeter/Telephone Stations

- \_\_\_\_ Wipe down all counters and surrounding walls.
- \_\_\_\_ Sweep and mop floors and baseboards.
- \_\_\_\_ Organize shelves under Front Counter/Greeter Station.
- \_\_\_\_ Wipe down soda dispenser and bottled drink cooler and restock (if applicable).
- \_\_\_\_ Wipe down cash register (avoid getting water in the key board).
- \_\_\_\_ Keep phone area organized and stocked.
- \_\_\_\_ Organize pens and ticket books.
- \_\_\_\_ Wipe inside and out of Cres Cor cabinets daily. Wipe off tops of HRUs.
- \_\_\_\_ Wipe down salad display case and/or Crazy Bread® case.

## Sauce & Cheese/Pizza Dress Stations

- \_\_\_\_ Re-stock pizza retarder with product preps, use clean containers when refilling.
- \_\_\_\_ Clean pizza retarder (inside, outside, doors, over shelf, rack, and gaskets).
- \_\_\_\_ Pull out retarder, sweep & mop floors and baseboards.
- \_\_\_\_ Clean wall behind and around pizza retarder (wipe down spec charts and job helpers).
- \_\_\_\_ Clean sauce & cheese and sheetout projection rack (shelves, legs, casters, etc.).
- \_\_\_\_ Clean Ready Rack covers, shelves and covers.
- \_\_\_\_ Regularly (daily) wash make ring, topping cups and change cheese container.
- \_\_\_\_ Clean off dust/dirt from condenser coils (back of retarder). Be sure to unplug first.

## **Landing/Cut & Package Stations**

- \_\_\_\_ Clean ovens (pre-open).
- \_\_\_\_ Sweep and mop floor and baseboards.
- \_\_\_\_ Pull out tables and clean walls, floors, and baseboards.
- \_\_\_\_ Re-stock: folded boxes, Crazy Bread® bags, slice containers and all other packaging supplies.
- \_\_\_\_ Maintain a clean table top and under-shelf throughout the day.
- \_\_\_\_ Keep utensils clean, sanitized, and organized.
- \_\_\_\_ Wipe out all round & Crazy Bread® Pans.
- \_\_\_\_ Take all square pans to the dish sink for proper cleaning (Deep Dish, ICB, PCB, and Baby Pans).
- \_\_\_\_ Clean oven filters weekly.
- \_\_\_\_ Clean and wipe down oven hood weekly.
- \_\_\_\_ Wipe out round pans with a soft cloth or paper towel.
- \_\_\_\_ Brush excess cornmeal off Crazy Bread® trays with nylon brush.

## **Sheetout Station**

- \_\_\_\_ Wipe out all round pizza pans and stack up-side down on clean shelves.
- \_\_\_\_ Brush off all Crazy Bread® trays.
- \_\_\_\_ Wipe down table tops throughout the day.
- \_\_\_\_ Change out flour container and refill.
- \_\_\_\_ Change and refill cornmeal shakers.
- \_\_\_\_ Clean inside of sheeter and blades daily (only 18-year-old employees may clean this machine).
- \_\_\_\_ Stack all Deep Dish pizza pans on shelf.
- \_\_\_\_ Move Sheeter Station table and sweep & mop.
- \_\_\_\_ Wipe walls.
- \_\_\_\_ Clean under-shelf and casters of table.
- \_\_\_\_ Clean and sanitize utensils (dough scraper, cutters, cornmeal shaker & lid).

## **Preparation Area/Back Kitchen Area**

- \_\_\_\_ Wipe down and sanitize prep table throughout the day.
- \_\_\_\_ Wipe down freezer.
- \_\_\_\_ Clean and sanitize V.C.M. (only 18-year-old employees are allowed to clean this machine).
- \_\_\_\_ Clean and sanitize dough rounder (only 18-year-old employees may clean this machine).
- \_\_\_\_ Pull out prep tables. Sweep & mop floors and baseboards.
- \_\_\_\_ Wash/rinse/sanitize all dishes (including Deep Dish pans).
- \_\_\_\_ Clean walls.
- \_\_\_\_ Put away and organize clean dishes.
- \_\_\_\_ Clean under-shelf and casters of table.
- \_\_\_\_ Clean and sanitize sinks.
- \_\_\_\_ Clean and sanitize can opener before and after every use.
- \_\_\_\_ Clean and sanitize garbage cans; replace liners.
- \_\_\_\_ Clean and mop walk-in, moving dough racks.
- \_\_\_\_ Clean rest rooms (sink, toilets, floor, mirror, etc.).
- \_\_\_\_ Clean mop area (mop bucket, mop sink, floor, etc.).

# Dishwashing, Cleaning & Sanitation Station Review

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your Trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

## 1. What are the two keys to keeping a food-safe environment in a restaurant?

A) \_\_\_\_\_ B) \_\_\_\_\_

## 2. List at least six times when you should wash your hands:

A) \_\_\_\_\_ D) \_\_\_\_\_  
B) \_\_\_\_\_ E) \_\_\_\_\_  
C) \_\_\_\_\_ F) \_\_\_\_\_

## 3. Match the following words with their correct definitions:

- |                              |  |
|------------------------------|--|
| A. Sanitation                | _____ Surfaces that are cleaned during ongoing food preparation. |
| B. Non-food Contact Surfaces | _____ Removing all visible food, debris, grease, and dirt.       |
| C. Cleaning                  | _____ Reducing microorganisms, such as bacteria and viruses.     |
| D. Food Contact Surfaces     | _____ Areas not specifically used to prepare or store food.      |

## 4. List four food-contact and four non-food contact surfaces:

### Food Contact Surfaces      Non-Food Contact Surfaces

A) _____	A) _____
B) _____	B) _____
C) _____	C) _____
D) _____	D) _____

## 5. List four cleaning duties of the Sheeter and Prep Area:

A) _____	B) _____
C) _____	D) _____

**6. Fill in the time period the following cleaning activities must be completed according to the Daily Cleaning Checklist. Choose one of the following for each: Open & All Day, Pre-Rush, Post-Rush, Pre-Close, Close.**

- Rotate dough, organize walk-in.       Wash all dishes.
- Organize administrative paperwork.       Wipe down ovens.
- Shake out floor mat.       Wipe out Cres Cor/HRUs.
- Cover pizza preps in retarder.       Final mop/wipe down of stations.
- Check parking lot, sidewalks, windows, and lobby.
- Sweep & mop behind retarder and landing tables.
- Wipe down Telephone and Front Counter Stations.

**7. List three cleaning duties for the Sauce & Cheese/Pizza Dress Station:**

- A) \_\_\_\_\_
- B) \_\_\_\_\_
- C) \_\_\_\_\_

**8. List three cleaning duties for the Preparation Area/Back Kitchen Area:**

- A) \_\_\_\_\_
- B) \_\_\_\_\_
- C) \_\_\_\_\_

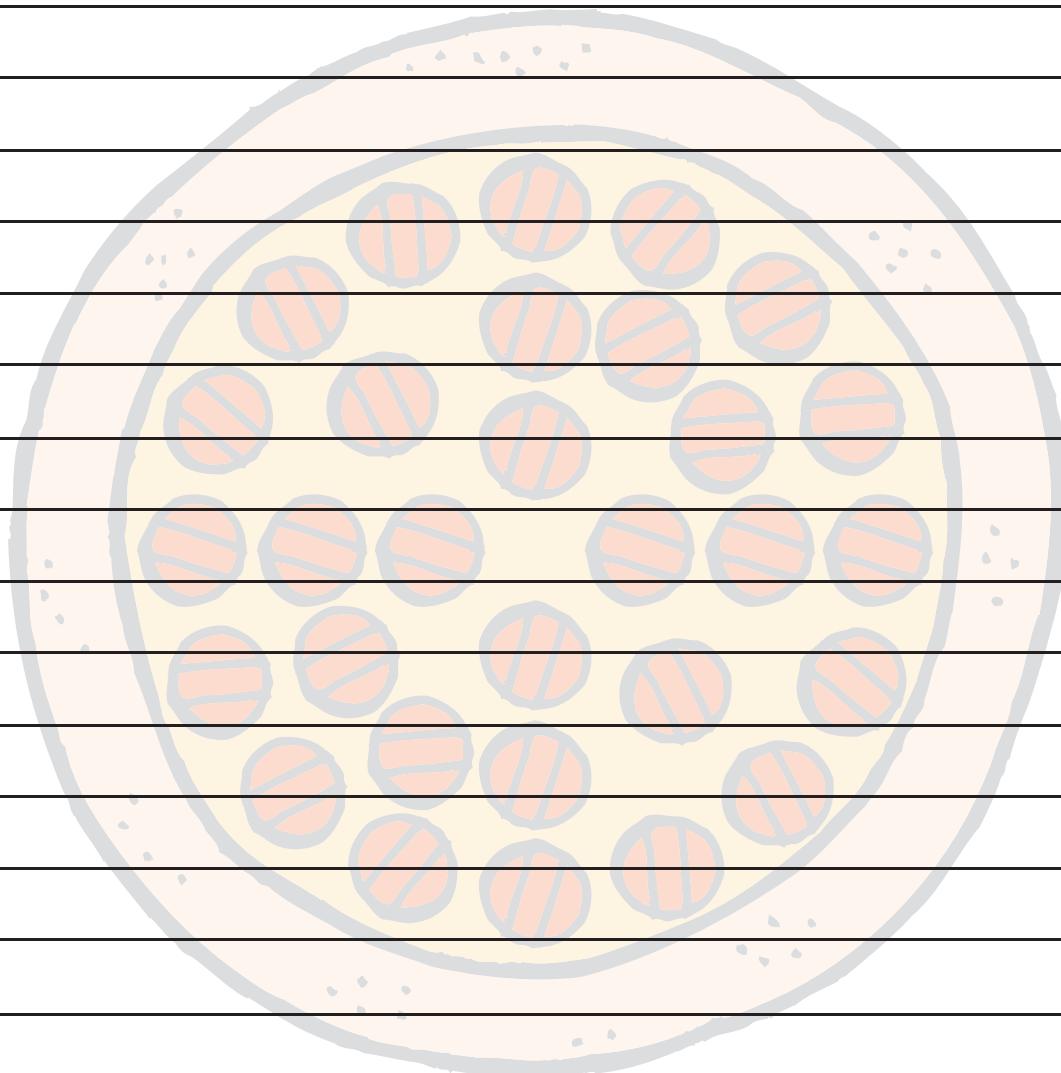
**9. List three cleaning duties for the Sheeter Station:**

- A) \_\_\_\_\_
- B) \_\_\_\_\_
- C) \_\_\_\_\_

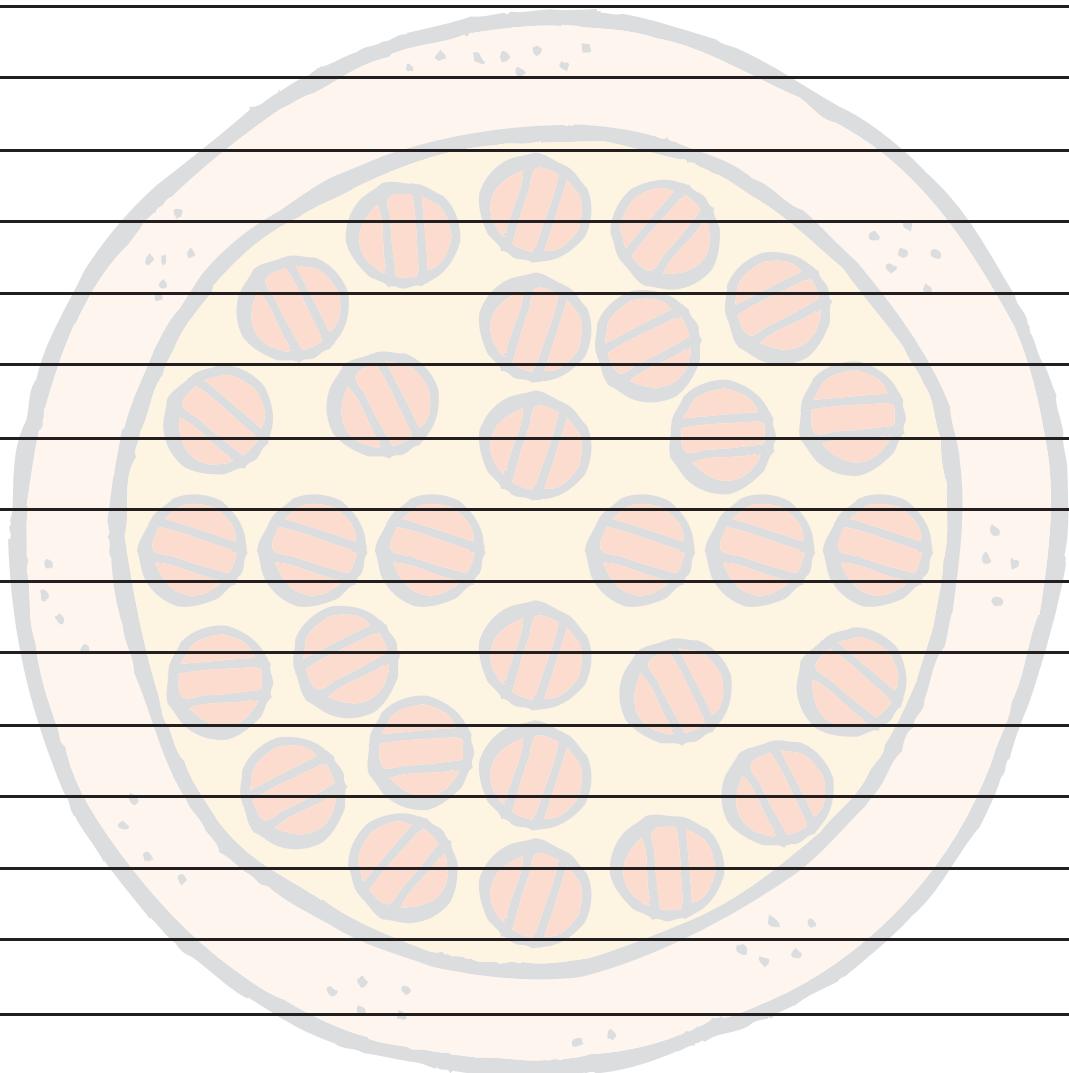
**10. List three cleaning duties of the lobby area:**

- A) \_\_\_\_\_
- B) \_\_\_\_\_
- C) \_\_\_\_\_

# Notes



# Notes



# Shift Coordination/Expeditor

# SECTION 11

The following section focuses on one of the most important roles you'll play as a manager, the Shift Coordinator. The Coordinator makes sure the store and team are well prepared to exceed customer expectations by focusing on these top 5 areas:

- **Customer Service:** Friendly, courteous employees
- **Product Quality:** Hot, ready, great-tasting pizzas
- **Order Accuracy:** Getting exactly what they ordered
- **Service Time:** Fast, reliable service
- **Restaurant Cleanliness and Image:** A clean restaurant and employees

In lower volume stores, we recommend the Coordinator work at the Landing Station so they can see everything going on: customer service, product quality, and product levels. In higher volume stores, or in stores with extremely busy rushes, the Coordinator does not work at one station. Instead, they monitor and help out at all stations, troubleshoot, and give employees direction. These activities are necessary for making sure the restaurant runs smoothly during busy times.

In order to be an effective Coordinator, you must be experienced at all stations and understand the skills necessary at each one. This is why Shift Coordination is one of the last things you learn in your training. Once you are familiar with each station, you will be able to position employees at each station based on their skill level. You will also learn how to prepare for a rush and how to keep an eye on things once it's busy.

At high volume stores, you may find it necessary to split the store up and have two Shift Coordinators — one who is in charge of the operational flow at the back of the store and the second who would operate the front service areas and expedite orders during peak periods.

## Expeditor

During peak periods, the Shift Coordinator will work as an Expeditor. This station monitors and controls the flow of fresh, hot products. Each time products are sold, they must be replaced in order to maintain accurate levels. The Expeditor has an important role in our operating system. If our sales vary from what is on the store's projection charts this person must make the decision to adjust accordingly. Communication is therefore critical at this station. For example, if the Expeditor takes two pepperoni pizzas out to sell, they need to call back to the Landing Station for two more. The Landing Station then communicates with the Pizza Dress Station to put two more in the oven. The key to operating an efficient store is staying ahead, and adjusting product levels according to customer traffic.

Excellent communication fosters a successful HNR operation. The Expeditor plays a huge role in achieving this success. The Expeditor must not only be a good communicator themselves, but must demand the same level of communication in return from all necessary parties involved in the PPPS. As Expeditor, they must:

- Constantly call back all HNR products to Pizza Dress (either directly or via Landing — whichever works in your store) so that there is a constant supply of fresh product available to the customer. They must never assume that the product is being replaced unless there is a confirming response:

"Sold one pepperoni!"

"One pepperoni going in!"

- Closely monitor Crazy Bread® levels, consulting Landing Build-to charts, but adjusting as necessary so that the customer never has to wait yet *never* receives an old product.
- Be sure to have enough Crazy Sauce cups filled to get through the next business rush.
- Accept responsibility for all walk-in special orders, assuring that the guest check was received at Pizza Dress and that the order went promptly into the oven. They must then communicate with Landing as to the status of the order.

When acting as Shift Coordinator *and* Expeditor, they must:

- Decide when to add or remove additional cashiers depending on customer traffic (bump & slide).
- Recognize when Landing/Cut & Package needs the help of an additional person. Sometimes only 2 or 3 minutes of help can make a huge impact.
- Monitor the status of product during peak periods when critically low levels are reached.

Remember! Nothing should interrupt the constant flow of our HNR products.

# Shift Coordinator Station Goals

## Be Nice

- Make sure all employees exceed customers' expectations at every opportunity by practicing the Ten Customer Service Standards, the Five Priority Guidelines, and the Remedy Process.
- Monitor and follow up on employees' performance and provide immediate feedback.
- Make sure employees remain productive and customer-focused; coordinate breaks as needed and/or required.

## Be Ready

- Maintaining fresh hot products all day, every day.
- Make sure the restaurant is prepared to meet the customers' needs and is left prepared for the next shift.
- Position, direct, and assist employees to make sure there is efficient flow of the PPPS Stations during the shift.
- Monitor and communicate accurate service times to the Front Counter/Greeter and Telephone Stations and troubleshoot service time problems.
- Control labor expenses by monitoring hourly reads and making necessary staff adjustments.
- Keep the HNR Promise.

## Do It Right

- Monitor the quality of all products prepared.
- Monitor temperatures of all temperature-controlled equipment, Cres Cors, ovens, retarders, walk-in, Crazy Bread® displays, soda coolers.
- Control food and paper expenses by making sure everyone uses Build-to charts, product specifications, templates, cheese cups, and sprinkled topping portion cups.
- Monitor order accuracy to help limit waste and mistakes at all stations.
- Monitor proper Local Store Marketing (LSM) program for your restaurant (use Shakerboarding if allowed).

## Keep It Clean

- Make sure the restaurant is clean throughout the shift; clean up spills, spot check the lobby and Front Counter/Greeter Station regularly, bring pans to the sheetout station. Maintain the "clean as you go" philosophy.
- Use the Daily Cleaning Checklist and Five Minute Jobs to help you keep the store clean and organized throughout each shift.

## Keep It Safe

- Make sure that all sanitation, safety, security and company policies/procedures are followed.
- Report any incidents or operational challenges; contact authorities and Restaurant/Area Supervisor immediately when necessary (serious accident, robbery, fire, equipment breakdown, etc.).

# Station Skills of the PPPS

As a Shift Coordinator, you will need to know the goals and skills needed to work at each station. Knowing these will help you:

- Assign employees to stations based on their skill level
- Give employees direction or help when needed
- Notice when things are not going smoothly and troubleshoot

The following areas will be the most important to watch and monitor when you are coordinating during a rush:

## Front Counter/Greeter Station

**Skills Needed:** Customer focused, urgent, courteous, patient, neat and clean, professional image, knowledge of product and promotions, accurately works the cash register and always follows all cash handling policies and procedures. Capable of keeping the Landing, Cut & Packaging and Pizza Dress Stations up-to-date as to what is being sold, so products can be replenished following the projection charts.

**Other Responsibilities:** Since the employee must be instantly available to the customer, other responsibilities should be limited to the Landing and Cut & Packaging Stations during dinner and the Salad/Sandwich Station (if applicable). Never assign your Front Counter/Greeter person to the Telephone Station as an alternative.

## Expeditor Station

**Skills Needed:** Understanding of the operations, customer focused, clear voice, courteous, patient, knowledgeable about our products and holding times. Understands and can predict the sales peaks/rushes. Able to read and adjust Master Build-to levels of all ready-to-serve products. Able to read/understand projection charts and Build-to levels at each station. Organized and able to monitor rotation and expiration times on all ready-to-serve products on the HRU and in Cres Cor cabinets.

**Other Responsibilities:** Since the employee must be instantly available to the customer, other responsibilities should be limited to the Landing and Cut & Packaging Stations during dinner. They need to possess strong verbal skills and be able to promote constant communication with the "Back of the House" (BOH) stations on product needs. They must be skilled at keeping the customers entertained when proper service times are not being met and be able to properly and politely use the Remedy Process.

## **Telephone Station**

**Skills Needed:** Customer focused, clear voice, courteous, patient, knowledgeable about products and current promotions, able to complete a guest check.

**Other Responsibilities:** Since employees are only needed at the Telephone Station when there are orders to take, they are usually given another station assignment. The most convenient stations include Sheetouts, Sauce & Cheese, and either the Landing or Cut & Packaging Station as a back up. You might also have this person assist with Crazy Bread® orders.

## **Sauce & Cheese Station**

**Skills Needed:** Able to read/understand spec charts, quality-minded, organized, and able to rotate sheetouts on the projection rack correctly. Able to maintain the proper levels of products and ensure ready racks are filled with sauced, cheesed and dressed sheetouts according to projection charts. Additionally, capable of keeping the Landing, Cut & Packaging and Front Counter Stations informed as to what is being placed in the oven.

**Other Responsibilities:** When the Sauce & Cheese Station is separate from the Pizza Dress Station, the employee assigned sauce and cheese can stay up to 30 - 60 minutes ahead of customer demands. This usually leaves time for other assignments such as sheetouts and answering the telephone.

## **Pizza Dress Station**

**Skills Needed:** Product knowledge, able to read tickets. Able to read and understand spec charts, quality minded, quick, accurate, efficient. Capable of keeping ready racks filled with the appropriate amount of Sauced, Cheesed & Dressed sheetouts according to projection charts. Able to make specialty pizzas to order as written on guest check. Needs to communicate with Landing, Cut & Package Station for specialty pizzas requiring special baking instructions.

**Other Responsibilities:** This station is often combined with the Sauce & Cheese Station during slower periods or at lower volume stores. As a manager, resist the temptation to run this station. Instead, develop and cross-train all of your employees so you're not tied down.



## **Landing/Cut & Packaging Station**

**Skills Needed:** Product knowledge, able to read tickets, quality-minded, quick, organized and responsible while being dedicated to order accuracy and keeping fresh, hot products available for our customers utilizing the HRU or Cres Cor cabinets for proper rotation. Always follows the projections on the Build-to charts and communicates with other stations as to what is being sold so it can be replaced in the HRU or Cres Cor cabinets.

**Other Responsibilities:** Since only one or two people are usually assigned to the Landing/Cut & Package Station, their responsibilities should be limited, especially during a rush. They can, however, help out at the Telephone and Front Counter/Greeter Stations or Pizza Dress Station during slower times. As a manager, you should assign more employees to this station during busier times.

There could potentially be three people assigned to this station — one person removing pizzas from the oven decks, one cutting and packaging pizzas and the other person preparing all Crazy Bread, ICB, PCB and Caesar Wings®.

They should also return clean, wiped out pans to the Sheeter Station and Deep Dish (ICB/PCB) pans to the Dishwashing Station whenever possible. Responsible for folding boxes and keeping station properly stocked.

## **Sheetout Station**

**Skills Needed:** Able to read and understand spec charts, quality-minded, organized, able to properly rotate products (trays and sheetouts). Prepare perfect looking sheetouts every time, create and obtain the soft white edge. Prepare sheetouts according to projections (round and deep dish, Crazy Breads) to ensure quality.

**Other Responsibilities:** Keep clean pans available to prepare sheetouts. Do frequent pan pickups from the landing area. Assist at phones or help customers when needed.

## **Product Preparation Station**

No one should work this station during peak sales periods, unless staffing and labor projections allow. They should only be assigned here during pre-rush and post-rush periods.

**Skills Needed:** Responsible for preparing all products according to specifications and follows proper procedures, is quality minded, quick and organized. Able to maintain proper levels of dough, sauce, cheese, pizza toppings and other products, according to Build-to charts.

**Other Responsibilities:** Follow all proper safety and sanitation procedures. Clean and sanitize preparation areas before and after each use. Put prepared products away using FIFO method. Be prepared to help other stations. Eliminate potential cross-contaminations and follow proper food safety procedures.

## **Dishwashing Station**

No one should work this station during peak sales periods, unless staffing and labor projections allow. They should only be assigned here during pre-rush and post-rush periods.

**Skills Needed:** Responsible for using all approved methods of washing, rinsing, and sanitizing including temperature, chemicals, and sanitizer for proper (parts per million) pH level.

**Other Responsibilities:** Keeping the station clean and organized and putting away clean dishes in their appropriate places/stations. Following proper safety and sanitation procedures.

## **Shakerboarder**

Anyone 18 years or older may be required to work this station to help build sales.

**Skills Needed:** Ability to smile, show enthusiasm, be animated and have fun drawing attention and generating sales.

**Other Responsibilities:** To keep it safe, be responsible and maintain high levels of integrity while holding and moving the shakerboard signs.

## **Salad/Sandwich (if applicable)**

This station should have someone with an artistic touch assigned who likes making pretty salads and sandwiches.

**Skills Needed:** Ability to make fresh salads and sandwiches that will be attractive to customers. Be able to read and understand projection charts and job helpers, and be quality minded and able to use only the best and freshest looking products and ingredients.

**Other Responsibilities:** Keep it safe: Always sanitize food preparation area before making salad/sandwiches and remember to wear single service gloves. Clean all uncut produce before using. Rotate salads in display units. Label and date with proper expiration.

## **Positioning a Shift**

Another important responsibility for the Shift Coordinator is positioning employees. There are four things to consider when assigning positions:

- 1. The Schedule** - Look at the time each employee is scheduled and position them to meet customer needs. For example, if an employee is off at 7:00 pm and dinner rush isn't over until 8:00 pm, you would not assign them to the Front Counter/Greeter Station. Otherwise, you would potentially have to switch cashiers while it was still busy.
- 2. The Employees' Skill Level** - You must know the skill level of each employee so that you know where they can be best utilized during peak periods. For example, an employee assigned to the Pizza Dress Station must not only be fast but be able to prepare products that meet all quality characteristics: Be aware of those employees who are still learning so that you can step in and help when necessary to guide them (always do *to train*, not just *to do*).
- 3. Station Combinations** - Sometimes people may be assigned to multiple stations. The Coordinator needs to consider which two stations can be successfully run by a single person. For example, assigning someone to both the Front Counter/Greeter and Sheetout Stations would cause huge problems. A better solution would be to assign the sheetout person to the Telephone or Sauce & Cheese Station as well. Never assign your Front Counter/Greeter person to the telephones. They must be available at all times to immediately greet their customers.
- 4. Minors** - Be constantly aware of the existence of minors on your schedule. They are both limited by the number of hours they can work and the tasks they can accomplish. For example, minors can't clean the sheeter station, can't make dough or clean that station, and can't shakerboard.

*The following two stations need additional consideration when positioning a shift:*

## **The Front Counter/Greeter Station**

The majority of orders are taken at the Front Counter/Greeter Station. Someone must be assigned to this station at all times with additional cashiers available during peak times. This will ensure customers are served with hot, fresh pizzas and prompt, friendly service. You will also have the opportunity to suggestively sell items on the expanded menu. Having an expeditor assigned at this station to coordinate customer service is highly important. Remember that customers don't like waiting for their order. Our goal is to serve each customer in less than 30 seconds.

## **The Telephone Station**

When receiving orders over the phone, we want to make sure that the customer receives prompt, efficient service. Be sure to assign every phone to a different person, so there is no confusion during peak periods. Employees should be trained to immediately stop what they are doing and answer the phone before the second ring.

## Position Chart

The Position Chart is a tool used to assign employees to a specific station(s). By posting the Position Chart at the beginning of the shift, employees know immediately where they will be working and what their responsibilities will be. Communicating employees' responsibilities at the beginning of the shift will help create accountability. Try placing your position chart next to the time clock!

This Position Chart example will show you how each employee is assigned to one or more stations during their shift. It also shows who is acting as the Expeditor. The Product Preparation and Dishwashing Stations are also listed, but should not be assigned until after rush is over.



# Little Caesars®

## Position Chart

Day/Date \_\_\_\_\_ Sales \_\_\_\_\_

Shaker Boarder

Shift Coordinator
Expeditor

Greeters
#1
#2
#3
#4

Landing

Cut and Package

Drive Thru

Pizza Dress

Sheetouts

Sauce and Cheese

Sub and Salad

Dish Washing

Dough and Prep

Telephones

Focus Of The Day

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## Completing a Position Chart

Here is an example of the things you would consider when completing a Position Chart. It's 3:00 pm on Thursday. Dinner rush usually begins at 5:00 pm and lasts until about 7:45 pm. The following employees are scheduled:

Employee	Position	Schedule	Skill Level
Laurie	Manager	3:00 pm - Close	Experienced at all stations. (Expeditor)
Lucy	Co-Manager	Noon - 8 pm	Experienced at all stations. (alternate Expeditor)
Barb	Asst. Manager	4:00 - 8:00 pm	Experienced at all stations.
Jackie	Asst. Manager	5:00 - 8:00 pm	Experienced at all stations.
Tracy	Crew	5:00 pm - Close	Experienced at all stations.
Marcia	Crew	3:00 - 7:00 pm	Trained at all stations, not fast enough to work at the Pizza Dress Station during a rush.
Stephanie	Crew	5:00 - 9:00 pm	Newer employee, knows all stations.
Marc	Crew	5:00 - 8:00 pm	Newer employee, knows all stations except Front Counter/Greeter .

**Note:** This restaurant does not sell salads or sandwiches.

Keep these areas in mind when positioning a shift:

### 1. The schedule:

- Sheetouts for dinner rush need to be started before 5 pm — look to see who starts at 4 pm.
- Rush ends about 7:45 pm. Who can work the Front Counter/Greeter Station their entire shift?

### 2. The employees' skill level:

- Laurie, Barb, Tracy, Stephanie, Jackie, and Lucy can work at any station.
- Marcia shouldn't work as the main employee at the Pizza Dress Station. She's still practicing.
- Marc cannot work at the Front Counter/Greeter Station — yet!

### 3. Station combinations:

- Marcia can work at the Sheetout Station and help out at the Telephone Station during a rush.
- Marc can work the Sauce & Cheese Station and help at the Telephone Station during a rush.
- Laurie can act as Coordinator and Expeditor and help at Landing/Cut & Packaging Station.
- Lucy could also be an alternate Expeditor when Laurie has to troubleshoot at any of the stations in the restaurant.

### 4. Minors:

- When filling out position chart, keep in mind stations minors are not allowed to work (i.e. shakerboarding, making dough, etc.).



# Little Caesars®

## Position Chart

Day/Date Thursday / 10th Sales Yes

Shaker Boarder
Stephanie

Shift Coordinator
Laurie
Lucy
Expeditor
Laurie
Lucy

Greeters
#1 Jackie
#2 Lucy
#3
#4

Landing
Barb

Cut and Package
Barb
Laurie
Jackie

Drive Thru

Sauce and Cheese
Tracy
Marc

Pizza Dress
Tracy

Sheetouts
Marcia
Marc

Dough and Prep
Lucy

Sub and Salad

Dish Washing
Stephanie (after 8 pm)

Telephones
Marcia
Marc

**Focus Of The Day**

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# Shift Coordinator Review

Use the following information to complete the Position Chart on the following page.

It's 3:00 pm on Friday. Dinner rush usually begins at 5:00 pm and lasts until about 8:00 pm.  
The following employees are scheduled:

<b>Employee</b>	<b>Position</b>	<b>Schedule</b>	<b>Skill Level</b>
Lynne	Manager	3:00 pm - Close	Experienced at all stations.
Connie	Co-Manager	Noon - 8:00 pm	Experienced at all stations.
Bob	Asst. Manager	4:00 - 9:00 pm	Experienced at all stations.
Jessica	Assistant	5:00 - 10:00 pm	Experienced at all stations.
Tina	Crew	5:00 - Close	Experienced at all stations.
Kenny	Crew	3 pm - 7 pm	Experienced at all stations.
Monica	Crew	3 pm - 8 pm	Trained at all stations.
Martin	Crew	5:00 - 9:00 pm	Trained at all stations, not very experienced at Front Counter/Greeter.
Cory	Crew	6:00 - 9:00 pm	Newest employee. Trained at Pizza Dress, Sheetout Station and Prep Station.
Steve	Crew	5:00 - 8:30 pm	New employee. Experienced at Landing, Pizza Dress and Sauce & Cheese Stations.



# Little Caesars®

## Position Chart

Day/Date \_\_\_\_\_ Sales \_\_\_\_\_

Shaker Boarder

Shift Coordinator
Expeditor

Greeters
#1
#2
#3
#4

Landing

Cut and Package

Drive Thru

Pizza Dress

Sheetouts

Sauce and Cheese

Sub and Salad

Dish Washing

Dough and Prep

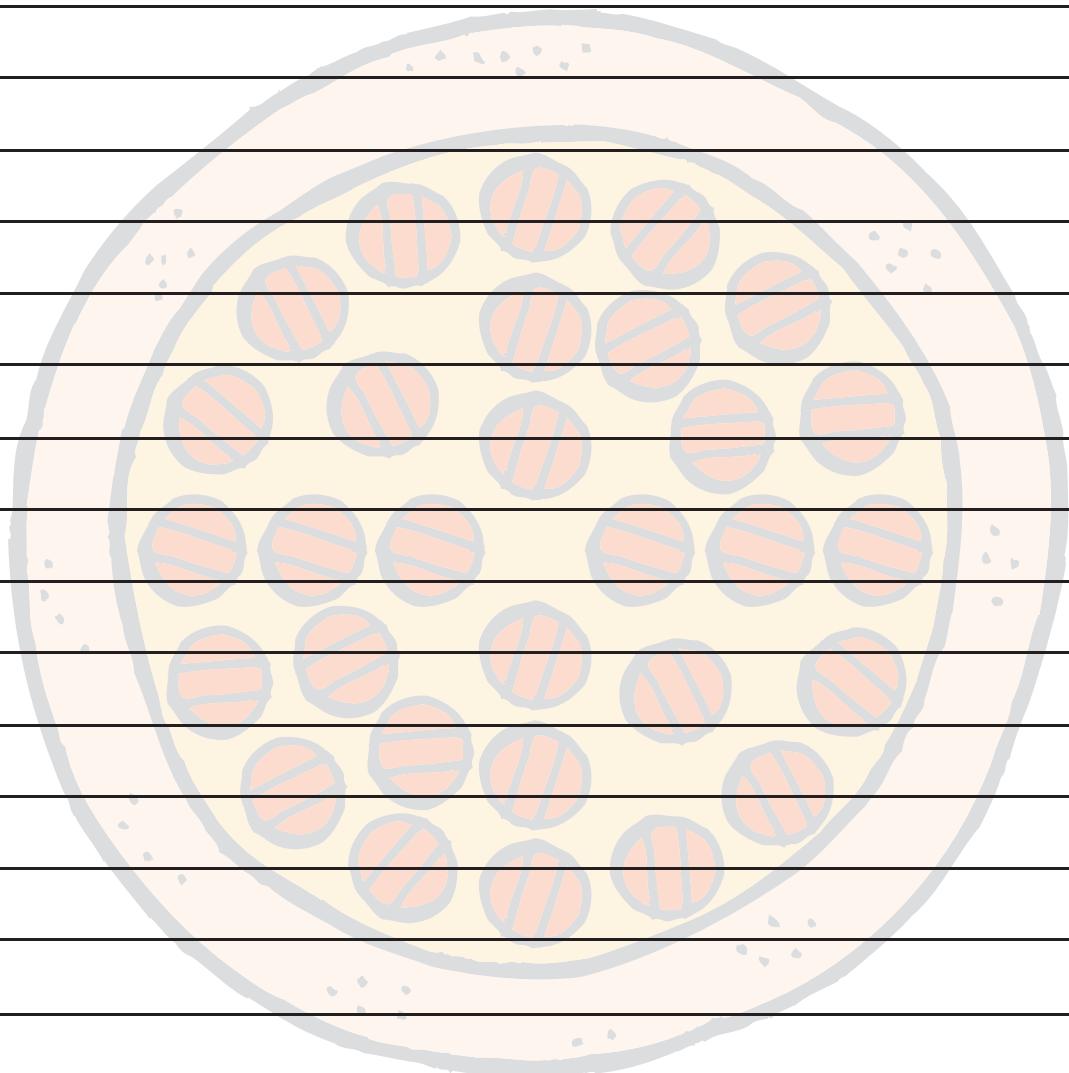
**Focus Of The Day**

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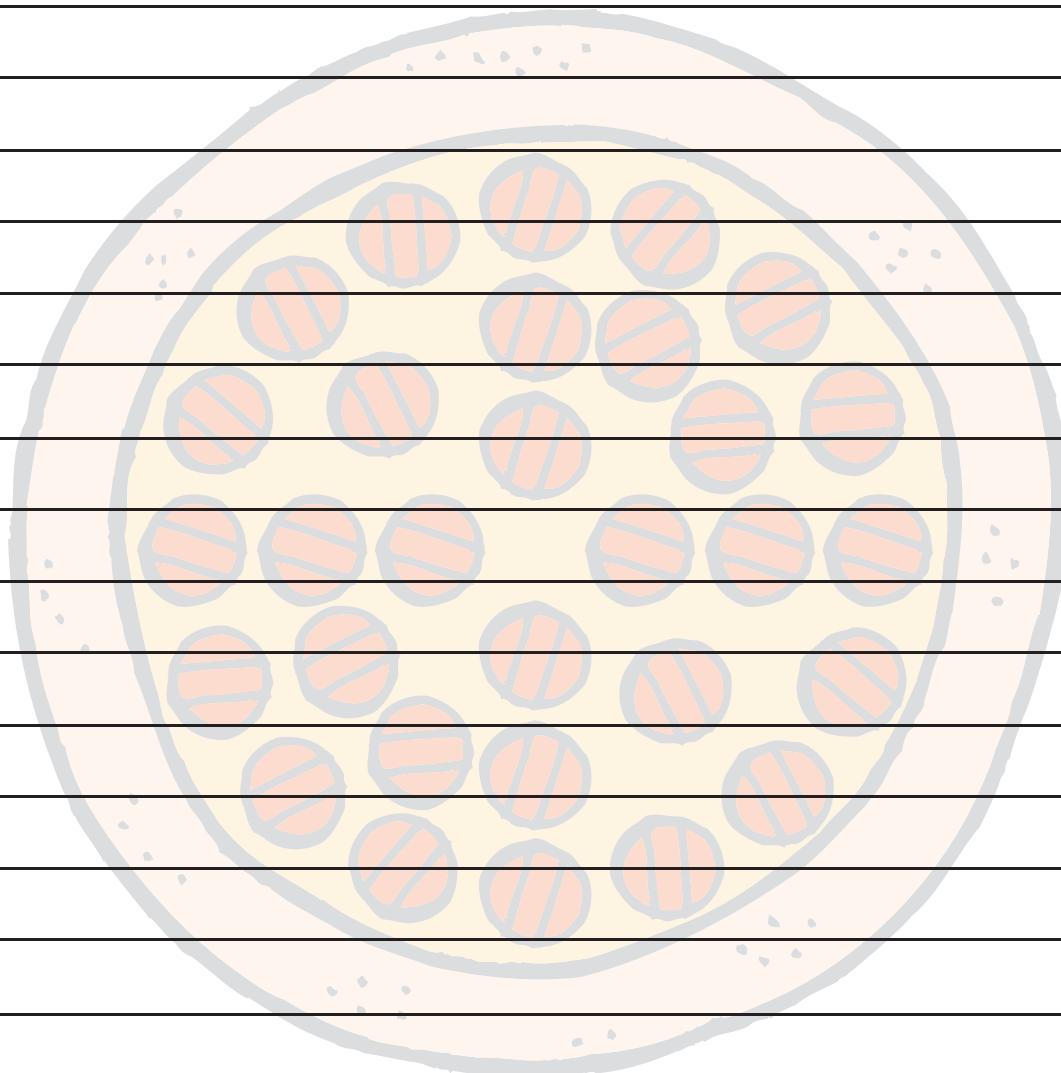
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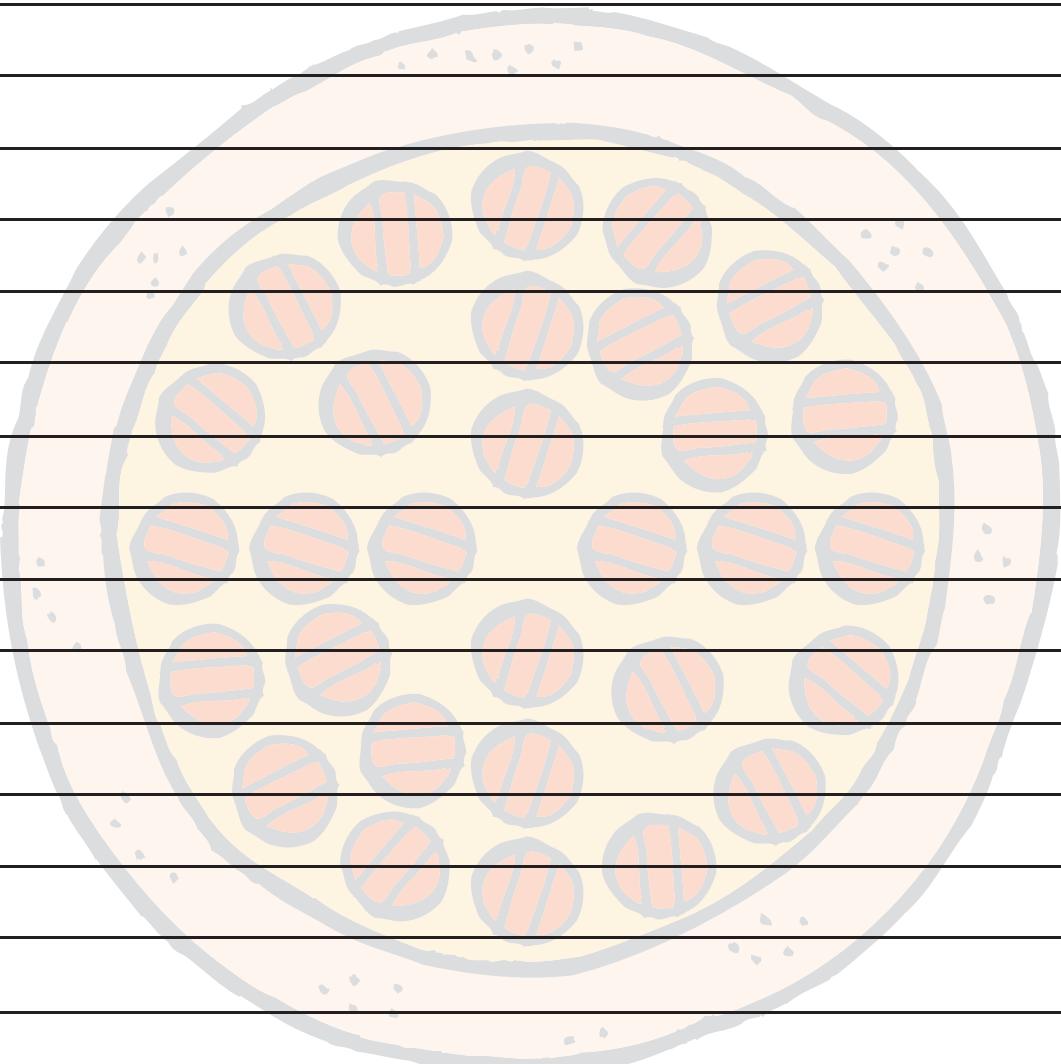
# Notes



# Notes



# Notes



# Shakerboarding

## Introduction

Shakerboarding is an enormously fun and effective way that Little Caesars markets its HOT-N-READY pizzas. Shakerboarding, a form of Local Store Marketing (LSM), is where our employees, with sign in hand, spend time outside our restaurants attracting the attention of passersby by shaking, waving and moving the shakerboard sign. This station is an exciting and fun station to work, but the Shakerboarding Station has some specific guidelines that must be followed for safety reasons.

This station plays a key role in our business. The shakerboarder is the employee who is working to build the awareness level of our restaurant and increase daily and weekly sales. As the shakerboarder dances, smiles and has fun attracting the attention of the "passersby" they are actually attracting new and current customers. Increasing our overall awareness and presence in the community helps us strengthen our business by increasing sales. This is one tool we use to increase sales through LSM. This LSM program is a simple but effective program that works if you can use it.

If your city ordinance allows this activity, you should take every opportunity to shakerboard at your store. Try it, you will have fun. Shakerboarding is recommended during peak lunch and dinner hours.

These specific times may vary, based on your actual lunch and dinner hours, and the season of the year. So go put on your dancing boogie shoes but remember to always play it safe.

### **IMPORTANT NOTICE — PLEASE READ**

The material included on pages 211 to 215 are being provided to franchised stores for informational purposes only. It outlines certain policies that Little Caesar Enterprises, Inc. utilizes for company owned restaurants. Franchised stores are not required to follow these measures and franchisees should independently determine the specific safety and security needs of their own stores. Further, franchisees should consult with their own attorneys and workplace safety experts who are familiar with laws applicable to the franchisee's particular operation and location. In various jurisdictions, these policies may require further modifications as a matter of law. To the extent that any laws dictate particular safety practices and requirements, it is the franchisee's obligation under the franchise agreement to obey all applicable laws.

**Little Caesar Enterprises, Inc. employees should note that any deviation from the following policies and/or procedures will result in disciplinary action and/or termination of employment. Little Caesar Enterprises, Inc. retains the right to change, alter or modify the policies and/or procedures in this section at any time with or without notice to the employee.**

## **Shakerboard Guidelines**

Before any employee engages in shakerboard activity, the Manager must make sure that:

1. Employee has been thoroughly trained on all the policies and procedures on how to use a shakerboard.
2. Employee can demonstrate knowledge of the polices and procedures on how to use a shakerboard.
3. Employee can demonstrate knowledge of the safety guidelines for shakerboarding activities.
4. Employee has completed the Employee Acknowledgement Form in the Orientation and Training Handbook.
5. An area outside the store has been identified where shakerboarding will be permitted. This will be on or closely around the premises where the store is located. The sidewalk is always the preferred area for shakerboarding. When a sidewalk is not present, the shakerboarding area must be at least 5 feet from the roadway.
6. They contact their Area Supervisor or Marketing Coordinator to check for any city licensing ordinances/requirements that may be needed for shakerboarding.
7. Store management will supervise shakerboarding activities.

## **Who Can Use The Shakerboard?**

Only Little Caesars employees that are at least 18 years of age can shakerboard. No clubs, organizations, schools, non-profit organizations, etc. are allowed to shakerboard.

## **How To Use The Shakerboard**

- Employee's safety comes first, so follow all the rules and procedures.
- Be in complete Little Caesars uniform.
- Smile, make eye contact and wave to passersby.
- Be courteous! You represent the company.

## **What To Do With The Board**

- Hold board in front of you and continually shake the board in any direction (up, down, sideways, etc.).
- Stay on the sidewalks and follow the rules! Your safety is first!
- Review shakerboarding video for procedures and ideas.



Always  
wear your  
safety vest!



## **Shakerboard Policies And Procedures**

The following policies and procedures must be followed at all times.

1. Employees must be at least 18 years of age and be in complete Little Caesars uniform.
2. Employees must be on the sidewalk. When a sidewalk is not present, the shakerboarding area must be at least 5 feet from the roadway.
3. Employees will not stand on objects while shakerboarding.
4. Employees will never step onto or cross the road, while using the shakerboard.
5. Employees will never use the shakerboard on the median of the roadway.
6. Store management will supervise shakerboarding activities.
7. Employees will never engage in horseplay, inappropriate behavior or any unsafe activities while shaking the board.
8. To limit distractions, off duty employees, friends and family are not allowed within the shakerboard area.
9. Employees will never approach or get into any vehicle.
10. If a passer-by harasses an employee or an employee is injured while shakerboarding, it must be reported to management immediately.
11. Employees will keep the board in front of him/her at all times.
12. Do not use shakerboard if inclement weather is present and a danger exists (i.e., lightening).
13. Never obstruct your view with the shakerboard.
14. All breaks from shakerboarding activities have to be approved by management and be taken inside the Little Caesars store.
15. Shakerboard activities during twilight hours will only be allowed in well-lit areas.
16. Employees must return to the store at the completion of his/her shakerboarding shift.
17. Smoking is not allowed.
18. Talking on a cell phone or wearing any type of headphone device is not allowed.
19. Always wear safety vest when shakerboarding.

Shakerboarding is fun for your employees, and is also a great way to INCREASE SALES! Shakerboarding can inspire impulse purchases, increase customer frequency and generate new customer trial.

# **Marketing Tips for Shakerboarding/Sign Dancing**

## **Finding employees to Shakerboard:**

The prime candidate for shakerboarding is confident, enthusiastic and outgoing. This employee is the Little Caesars "spirit" in action. Consider contacting local dance studios to find ideal candidates.

Have your employee review the Shakerboard/Sign Dancing Policies and Procedures to ensure they are ready to start training!

Remind the employee that they are representing Little Caesars and that it is critical that the policies and procedures are taken seriously. Your employees' safety comes first!

## **Shakerboarding/Sign Dancing Video:**

Shakerboarding is FUN! This video provides a motivational way to train your employees. Have your employees view the video as many times as necessary for training and motivation.

Consider providing a "boom box" for your store to motivate sign dancing. Consider awarding the boom-box to the best sign dancing performer at the end of each month.

You can purchase top 40 music collections from local music stores to motivate sign dancing. The music CDs, titled "NOW," include the top hits that are currently played on local radio stations.

Minimum Recommendation for Shakerboard Coverage:

LUNCH                    11:30 – 1:00 pm

DINNER                4:30 – 7:00 pm



# Shakerboarder

**Directions:** Please answer the following questions.

**1. What are the recommended times for shakerboarding?**

---

---

---

**2. List four safety precautions we must practice when shakerboarding:**

- A. \_\_\_\_\_
- B. \_\_\_\_\_
- C. \_\_\_\_\_
- D. \_\_\_\_\_

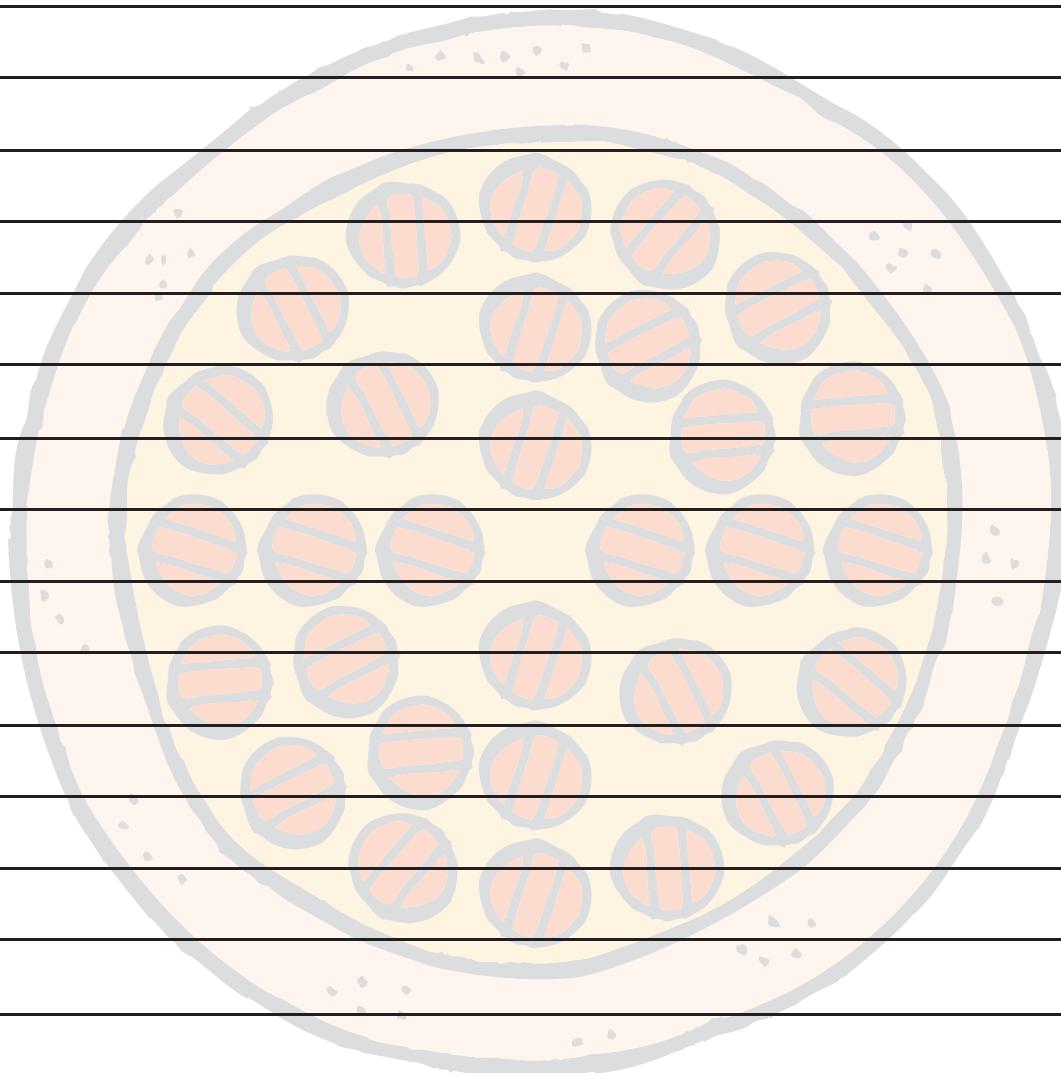
**3. Answer True or False to the following questions:**

- Anyone can shakerboard.
- Shakerboard in median for better visibility.
- Stand on a box, chair or rock so everyone can see you!
- Shakerboarding while smoking or talking on a cell phone is not allowed.
- You can shakerboard during the twilight hours but only in well-lit areas.

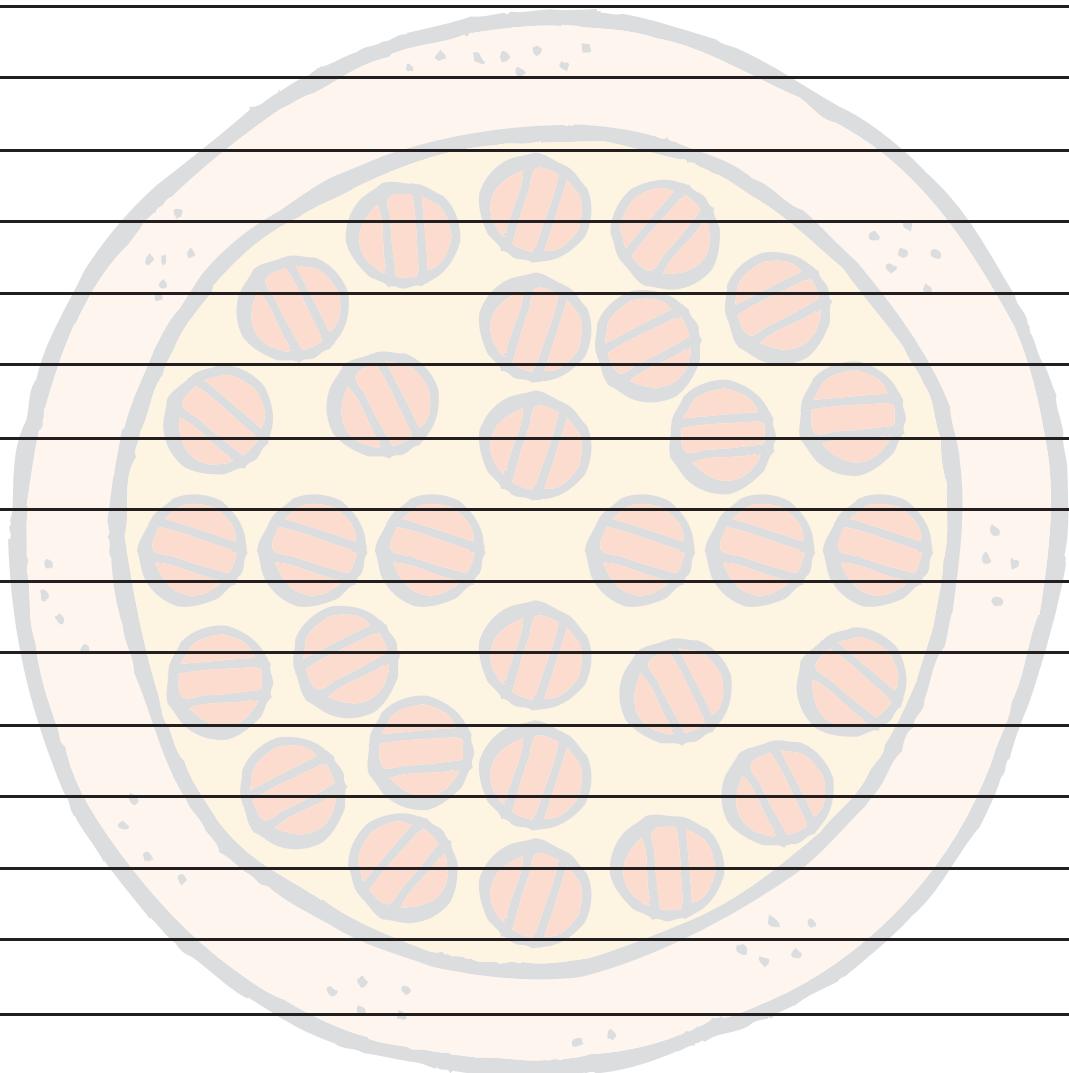
**4. List three approved ways to attract customers while shakerboarding:**

- A. \_\_\_\_\_
- B. \_\_\_\_\_
- C. \_\_\_\_\_

# Notes



# Notes



# Safety & Security

# SECTION 13

Safety in the workplace means many things. At Little Caesars, safety means working safe and working smart! Handling cash, equipment, product, utensils, and even our customers in the proper way are all part of working safely.

This section will summarize the areas of safety, security, and sanitation, and introduce important incident reporting procedures.

Having a safe and secure restaurant for our customers to visit and for us to work in is everyone's responsibility. Customers look for signs of a clean restaurant and employees who practice proper food handling procedures so they know their food is safe to eat.

As a member of management, you need to train your employees to be aware of possible safety, security and sanitation hazards so they will bring them to your attention immediately. It is also important to know what to do in case an incident occurs. The Incident Reporting Forms and Little Caesars Injury Response and Reporting Procedures will help you record the necessary information if a situation arises.

Security is another important area when managing a restaurant. Following proper security and cash management procedures will reduce your chance of being a victim of crime and will set the example for all your employees.

## **SAFETY IS THE RESPONSIBILITY OF ALL LITTLE CAESARS EMPLOYEES**

### **IMPORTANT NOTICE — PLEASE READ**

The material included on pages 219 to 249 are being provided to franchised stores for informational purposes only. It outlines certain policies that Little Caesar Enterprises, Inc. utilizes for company owned restaurants. Franchised stores are not required to follow these measures and franchisees should independently determine the specific safety and security needs of their own stores. Further, franchisees should consult with their own attorneys and workplace safety experts who are familiar with laws applicable to the franchisee's particular operation and location. In various jurisdictions, these policies may require further modifications as a matter of law. To the extent that any laws dictate particular safety practices and requirements, it is the franchisee's obligation under the franchise agreement to obey all applicable laws.

**Little Caesar Enterprises, Inc. employees should note that any deviation from the following policies and/or procedures will result in disciplinary action and/or termination of employment. Little Caesar Enterprises, Inc. retains the right to change, alter or modify the policies and/or procedures in this section at any time with or without notice to the employee.**

# Safety Guidelines

**As a manager, you have a responsibility to ensure all employees are trained on the following:**

1. Any and all safety hazards need to be brought to the attention of a member of management immediately.
2. No one under the age of 18 is allowed to operate, clean, assemble or disassemble any part of the VCM.
3. No one under the age of 18 is allowed to clean, assemble or disassemble any part of the sheeter machine.\*
4. No one under the age of 18 is allowed to operate clean, assemble or disassemble any part of the dough rounder.
5. No one under the age of 18 is allowed to Shakerboard (see Shakerboard section 12).
6. A minor employee (age 16 and 17) must have adult supervision 100 percent of the time.
7. Under no circumstances will a minor employee (age 16 and 17) be allowed to travel in a vehicle to conduct company business related to Little Caesars (i.e., banking and borrowing items from another restaurant).
8. No horseplay or running in the restaurant will be allowed.
9. Seat belts must be worn by employees when traveling in a vehicle and conducting business relating to Little Caesars (i.e., banking responsibilities).
10. At no time can an employee be alone in a Little Caesars store. There must be two employees in the store, with one of the two employees being a member of management. During banking only, one (1) of the two (2) employees has to be at least eighteen (18) years old (if additional management is not available).
11. All equipment must be unplugged before it is cleaned using Lockout/Tagout procedures.
12. Fluorescent lighting tubes and/or light bulbs will be replaced before the restaurant is open or after close and carefully disposed of in the dumpster as soon as practical. Should a fluorescent tube break in the store, contact your Area Supervisor and Market Director immediately.
13. Work areas must be kept clean. Clutter creates distractions and potential hazards.
14. Equipment must be used properly, following all safety guidelines.
15. Glass containers will not be allowed in the restaurant for any reason.
16. All shakerboard safety guidelines must be followed at all times (see Section 12).
17. If a customer requests certain products/processes such as no cheese on a pizza due to an allergy, you have the responsibility to ensure that the pizza cutter and other utensils are washed, rinsed and sanitized before using.

**\* Check state law on the requirement for operating the sheeter.**

# Slips and Falls

There are many ways to prevent slips and falls in the restaurant. Be aware of hazards on sidewalks, floors, stairs, and ramps. A hazard can be as small as a slice of pepperoni or as large as a box on the floor. The size of a hazard does not matter because small or large, the injury can be the same. Always watch for potential hazards, especially spills, and make sure everyone:

1. Wears durable shoes with good traction.
2. Warns customers and other employees immediately about any spills.
3. Cleans up spills immediately.
4. Directs employees and customers around a spill.
5. Remembers the "clean as you go" philosophy and always puts things away.
6. Uses a wet floor sign.
7. Doesn't run in the restaurant.
8. Uses floor mats at dishwashing station, front counter and entrance to the store.

# Proper Lifting and Carrying

Employees lift and carry many things in our restaurants every day. Unfortunately, back sprains and strains caused by improper lifting and carrying are among the most common and costly on-the-job injuries. Make sure everyone uses the following steps when lifting and carrying:

1. **Know Your Limit:** If something is too heavy or awkward to carry (i.e., a heavy garbage can), make sure you get help.
2. **Lift Properly:** Position your feet to straddle the load and make sure you have firm footing. Bend your knees and keep your back straight. Grasp the load firmly and keep it close to your body. Lift by gradually straightening your legs, keeping your back straight.
3. **Carry Safely:** Keep the load close to your body (elbows should be bent). Change positions by repositioning your feet and turning completely, not twisting your body.
4. **Always Lift and Lower an Object Carefully:** When lifting an object up to a bench or table, rest the item on the edge then slide it onto the surface. When lifting something above your waist, lift it waist high and rest it on a firm object. Change grip, then bend at the knees again, using leg muscles for the final lift.

# Cuts

Although cuts are common injuries in our restaurants, knives are not the only source of cutting danger. Others include pizza cutters, dough cutters, etc. Because of the potential for injury, employees must learn to exercise caution when using dangerous tools. General rules to follow include:

1. Paying attention to what you are doing. If interrupted you should stop what you are doing. Also, watch for employees who interrupt others while they are using a sharp object.
2. Hold knives by the handle, with your fingers kept clear of the cutting edge. You should cut away from your body.
3. Always cut round objects such as tomatoes in half first to avoid a rolling motion when cutting.
4. Carry sharp objects so the blade faces towards the ground.
5. Never try to catch a sharp tool while it is falling. Instead you should warn others if necessary and then pick it up after it lands.
6. Always use the right tool for the right job. For example, watch the knives your employees select. They should only use knives for cutting food (not packaging!).
7. Store sharp tools in a loose bin. Keep bin in a place where employees can see the tools and get to them easily.
8. No dirty knives in the sink! All knives must be cleaned, sanitized and stored immediately after being used.
9. No rusty or damaged kitchen utensils should be used. They tend to break and cause injury and/or contaminate product.

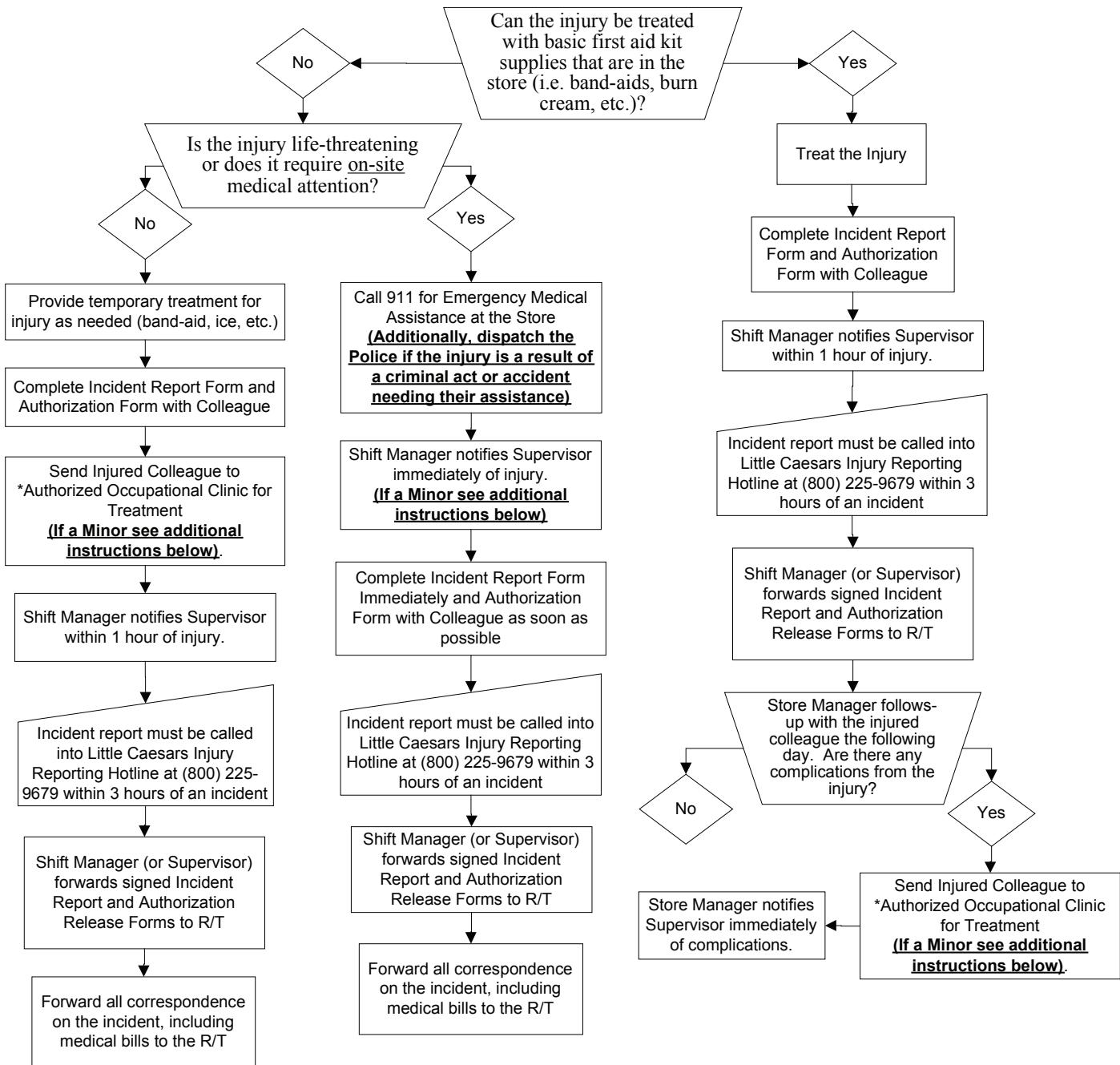
# Burns

Burns, like the other injuries mentioned in this section, can be avoided. Make sure everyone:

1. Never reaches into the oven with their hand or arm.
2. Waits until pizzas completely exit the oven before attempting to remove them.
3. Supports pizza pans with a spatula when removing pans from the oven.
4. Uses the bubble fork to pop bubbles on pizzas and to move pizzas in the oven.
5. Is very careful using hot water.
6. Watches' for hot spots such as pans on and under the Landing table or areas of the table where hot pans have been placed.
7. Uses oven mitts when removing Crazy Bread from the oven or carrying hot pans.
8. Does not touch or try to remove pizza toppings from a freshly baked pizza.
9. Uses oven mitts to carry hot pans and does not carry them in large stacks that are difficult to balance. Always calls out a warning ("hot pans" or "behind you") if they are carrying hot, sharp, or heavy objects while walking behind someone.

# In Case of Employee Injury

Employees are required to notify a member of management immediately if they are hurt at work, no matter how minor the injury seems to be and follow the Little Caesars Injury Response and Reporting Procedures.



## Procedures for Minors

- Shift Manager contacts minors parent/guardian at emergency contact phone number to notify them of injury and to arrange transportation to occupational clinic (unless emergency assistance has been called to the store).
- When parent/guardian arrives at store, shift manager obtains parent/guardian signature on Authorization for Release of Information form.
- If parent/guardian is unavailable, shift manager must contact Recruiter/Trainer for further direction.

**Under no circumstances should a manager transport ANYONE to the occupational clinic without prior approval from the Recruiter/Trainer.**

\*See store bulletin board for authorized occupational clinic.

**COLLEAGUE INJURY INCIDENT REPORT FORM**  
**Call the Little Caesars Injury Reporting Hotline within 3 Hours of Injury at 800-225-9679**  
(See Back of Form for Hours of Operation and Directions)

**Manager in Charge of Shift**

- Complete the form in detail, leaving no fields blank
- View the store area or injuring item with the colleague to obtain specific descriptions and correct area/item factors if applicable
- Have the injured colleague sign this form after completion
- If applicable, send the colleague to the assigned occupational injury clinic posted on the bulletin board
- Refer to Work Injury Flow Chart for more details on handling incident

**PLEASE PRINT ALL INFORMATION:**

**STORE INFORMATION**

Market & Store # \_\_\_\_\_ Phone # (\_\_\_\_\_) \_\_\_\_\_

Street Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_

Manager in Charge of Shift \_\_\_\_\_ Area Supervisor \_\_\_\_\_

**EMPLOYEE INCIDENT INFORMATION (Completed by Shift Manager):**

Date of Incident \_\_\_\_\_ Time of Incident: \_\_\_\_\_ am/pm Date Reported to Management \_\_\_\_\_

Colleague Name: \_\_\_\_\_ Date of Birth \_\_\_\_\_ Sex \_\_\_\_\_ Marital Status: \_\_\_\_\_

Home Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Other Phone (cell, etc) \_\_\_\_\_ Social Security # \_\_\_\_\_

Date of Hire \_\_\_\_\_ Hourly Wage \$ \_\_\_\_\_ Average Hours per Week \_\_\_\_\_ Position \_\_\_\_\_

Does the colleague speak English? \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ What language does the colleague read? \_\_\_\_\_

What happened in this incident (include what the colleague was doing and where)?  
\_\_\_\_\_  
\_\_\_\_\_

What body part(s) are involved (be specific, right or left, upper or lower, etc)? Then complete diagram on back of form \_\_\_\_\_

Type of injury? (Cut, burn, strain,etc) \_\_\_\_\_

Symptoms description (burning, aching, stabbing & where) \_\_\_\_\_

Witness names (complete statements on back) \_\_\_\_\_

What condition/hazard or action caused the incident? \_\_\_\_\_

What action was or can be taken to prevent the incident from recurring? \_\_\_\_\_

Did the colleague work the day before the incident? \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_

Employee on the clock at the time of injury: \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_

Were all company safety procedures followed at the time of the injury? \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ If no, explain: \_\_\_\_\_

Name & phone # of hospital/clinic \_\_\_\_\_

Doctor's note provided: \_\_\_\_\_ Yes \_\_\_\_\_ No, if yes attach to this form

Is it anticipated the colleague will miss time from work? \_\_\_\_\_ Has the employee returned to work? \_\_\_\_\_ If yes, date \_\_\_\_\_

**Witness #1 Name:** \_\_\_\_\_ **Home Phone #** \_\_\_\_\_

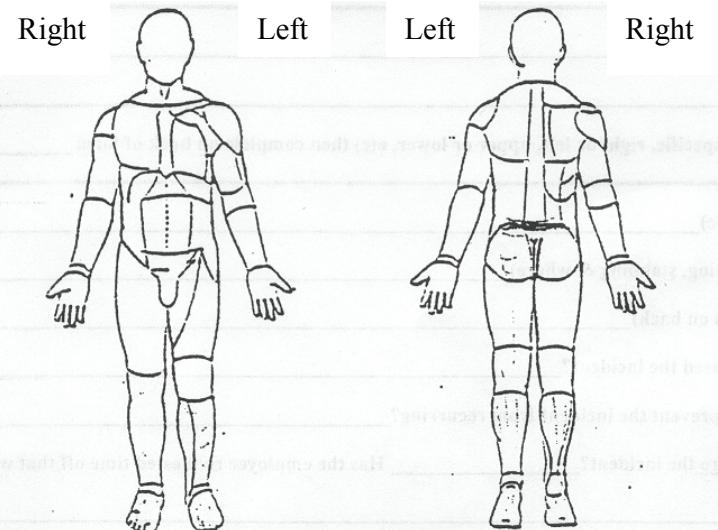
**Witness #1 Written Statement:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Witness #2 Name:** \_\_\_\_\_ **Home Phone #** \_\_\_\_\_

**Witness #2 Written Statement:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**(Use Additional Pages if Needed)**

**Have the colleague place an "X" on the body parts that are painful as a result of this incident:**



<b>FOR OFFICE USE ONLY</b>	
Date of Call:	_____
Time of Call:	_____
Call Taken By:	_____
Call Conf #:	_____
Received by Risk Mgmt:	_____

**Colleague signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Colleague health and safety is a top concern at Little Caesars but false claims adversely affect everyone in our company. Please be advised that a colleague who knowingly presents a false claim of injury is subject to termination of employment, criminal prosecution, fines and/or restitution.*

**Manager completing form signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Colleague refused to sign and/or identify injuries:** \_\_\_\_\_  
(Shift Manager Signature)

**Colleague refused to go to occupational clinic:** \_\_\_\_\_  
(Witness Signature)

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**Little Caesars Injury Reporting Hotline Information**  
(800) 225-9679

**Hours of Operation:** **Monday-Friday:** 8:30am – 11:00pm (Eastern Time)      **Date of Call:** \_\_\_\_\_  
**Saturday:** 2:30pm – 11:00pm (Eastern Time)      **Time of Call:** \_\_\_\_\_  
**Sunday:** Closed      **Call Confirmation #:** \_\_\_\_\_

**For After Hours Calls, Please Leave the Following Information at the Number Listed Above:**

- 1) Store #
- 2) Shift Managers name
- 3) Phone number (including area code) where shift manager can be reached during the centers next days hours of operation
- 4) Type of injury

*Take this incident report form with you and you will be contacted the next day by a Little Caesars representative.*

# In Case of Customer Injury (foreign objects)

If a customer calls after discovering a foreign object in a Little Caesars product, employees are required to notify a member of management immediately to handle the situation. Please use the Customer Information Sheet to help obtain all relevant information. Please see the Sanitation section for reporting claims of food borne illness.

1. Get all pertinent information possible.
2. Remain polite and concerned. Use your "people skills." Do not argue, but do not admit liability. For example, you might say, "I am sorry you are not feeling well," not, "I am sorry our food made you sick."
3. Let the person tell their own story. Just record what the customer tells you.
4. If the customer needs medical attention encourage them to seek assistance. Do not offer to pay medical bills, etc., let the Risk Management Department advise the customer.
5. Find out when the incident occurred and what products were purchased. This is very important in determining the cause and what to look for.
6. Ask the customer to bring the object and/or product back to the store in case further analysis or testing is needed. **Do not discard anything. Put the object and/or product in a plastic bag (in the same container or box the customer returned it in). Label it "Do not touch" and place in freezer or walk-in cooler.** The Area Supervisor or Loss Prevention Manager will pick up the object and/or product if needed.
7. Notify the Area Supervisor of the report immediately.
8. The Area Supervisor notifies the Risk Management Department of the claim at 313-983-6264 immediately. If after business hours, contact the Little Caesars Customer Service Center at 800-7-CAESAR.
9. Put all the guest checks and journal tapes from the day of the claim in a bag and label it with the date. The Area Supervisor or Loss Prevention Manager will pick up the guest checks if needed.
10. The Area Supervisor faxes the Customer Information Sheet to the Risk Management Department within 24 hours at 313-983-6525.
11. The Risk Management Department will follow-up with the customer.

**If the customer is injured at the store, the same reporting process as above will take place including filling out a Customer Information Sheet.**

**Allergic reaction calls should be called in immediately to the Little Caesars Customer Service Center at 800-7-CAESAR.**

**Note: If the Customer Service Center and the Risk Management Department are unavailable call 313-983-6490**

# Little Caesars®

## CUSTOMER INFORMATION SHEET

STORE# \_\_\_\_\_ MARKET \_\_\_\_\_ MANAGER \_\_\_\_\_  
PHONE # (\_\_\_\_) \_\_\_\_\_

FAX WITHIN 24 HOURS OF OCCURRENCE TO  
LCE RISK MANAGEMENT DEPARTMENT AT (313) 983-6525

THIS FORM MUST BE COMPLETED BY THE MANAGER IN CHARGE OF THE SHIFT WHEN THE INCIDENT OCCURS.

### PLEASE PRINT ALL INFORMATION

NAME OF CUSTOMER \_\_\_\_\_

CUSTOMER'S ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ STATE \_\_\_\_\_

ZIP CODE \_\_\_\_\_ PHONE # HOME (\_\_\_\_) \_\_\_\_\_ WORK (\_\_\_\_) \_\_\_\_\_

DATE OF OCCURRENCE \_\_\_\_\_ DATE REPORTED \_\_\_\_\_ TIME \_\_\_\_\_  A.M.  P.M.

NATURE OF INCIDENT:  INJURY  PRODUCT  PROPERTY  OTHER \_\_\_\_\_

THE CUSTOMER'S EXPLANATION OF WHAT HAPPENED (INCLUDE DETAILS: WHERE, WHAT, WHO, WHY & HOW)

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ASSISTANCE GIVEN TO CUSTOMER  YES  NO TYPE: \_\_\_\_\_

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WITNESSES NAME: \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ STATE \_\_\_\_\_

ZIP CODE \_\_\_\_\_ PHONE # (\_\_\_\_) \_\_\_\_\_

COMMENTS \_\_\_\_\_

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SIGNATURE \_\_\_\_\_

EMPLOYEES ON DUTY:

NAME: \_\_\_\_\_ Address: \_\_\_\_\_ SS#: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

NAME: \_\_\_\_\_ Address: \_\_\_\_\_ SS#: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

### REPORTING PROCEDURE

NAME OF PERSON COMPLETING REPORT \_\_\_\_\_ SIGNATURE \_\_\_\_\_

DATE REPORT COMPLETED \_\_\_\_\_

AREA SUPERVISOR: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

HAS MARKET DIRECTOR BEEN NOTIFIED?  YES  NO

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# First Aid

**You must be certified in first aid training by the american Red Cross to administer health care.** If a employee or customer is seriously injured:

1. Do not administer first aid unless you are currently certified in First Aid and Bloodborne Pathogens Training by the American Red Cross.
2. Immediately call for emergency assistance (911 or the appropriate emergency number posted at the Telephone Station).
3. Remain on the phone until help arrives.

In the case of serious injury, contact your supervisor right after help arrives. Injuries or cuts that cause bleeding are one of the most common accidents in the restaurant industry. Train your employees that if they injure or cut themselves, they should seek assistance from management immediately, no matter how minor the injury may be. After assisting an employee who cut himself or herself, the following guidelines should be followed:

1. Wear gloves (no matter how minor the injury) and change them as needed.
2. Dispose of any articles containing blood, such as towels, gauze, etc., into an empty plastic bag and place it directly into the dumpster. Discard any food products that may have come in contact with blood in the same manner.
3. Wash hands and any skin exposed to blood with soap and warm water.
4. Wash, rinse, and sanitize the piece of equipment that caused the cut.
5. All areas that come into contact with small amounts of blood such as sinks, preparation tables, floor, etc. should be washed, rinsed and sanitized with a chemical sanitizer as quickly as possible. Significant amounts of blood or bodily fluids should be reported to your Area Supervisor immediately for direction on clean-up and disposal.

# Fire Prevention Guidelines:

1. Keep the restaurant clean and uncluttered.
2. Do not store anything near the hot water heater.
3. Do not store pizza boxes or other paper supplies on or next to the oven.
4. Take out the trash frequently (within security guidelines); don't let it build up.
5. Keep the electrical box closed and objects away from it.
6. Report damaged electrical cords to the manager.
7. Do not place items too close to the Heat Retention Units. Maintain a 3" clearance.
8. If you smell gas, leave the restaurant immediately and call for assistance from outside.
9. Do not smoke in the restaurant.
10. Do not block access to the back door.

# Fire Extinguisher Usage

Fire extinguishers are designed to put out small fires before they spread. Even if you think you can put out the fire with an extinguisher, someone should still call the fire department right away. Your safety comes first! Leave the area immediately:

1. If the fire could block your escape route.
2. If the extinguisher runs out of agent.
3. If the extinguisher does not work on the fire.
4. If you will not be able to safely fight the fire.

The extinguishers found in our restaurants are usually type ABC, which means they are designed to put out the following types of fires:

**Class A** - Ordinary Combustibles (paper, wood, cloth)

**Class B** - Flammable Liquids (oil, gas, grease)

**Class C** - Electrical Fires

When using a fire extinguisher, remember PASS:

**P**ull the pin.

**A**im the nozzle at the base of the fire.

**S**queeze the trigger.

**S**weep from side to side.

Remember to aim carefully; the fire extinguisher only lasts about 10 seconds.

\*If a fire extinguisher is discharged, the Area Supervisor must be notified immediately to review clean-up procedures.

# Right To Know Hazard Communication

## MSDS (Material Safety Data Sheet)

As employers, we are required by law to give our employees access to information regarding the chemicals in the products they use at work. For example, bleach, window cleaner, and even soap, if used incorrectly, are considered hazardous.

Safety training and proper handling and storage of chemicals are just a few of the things done to keep employees safe.

### How do you know if something is hazardous?

The first place to look is on the container of the substance. There are many different types of labels, but if a chemical is hazardous, the label will tell you. So play it safe. Get in the habit of reading the labels on all containers and be sure to follow all instructions. If you have questions ask your manager or refer to the Material Safety Data Sheet (or MSDS for short) found \_\_\_\_\_ (location in store).

### What goes on the labels?

Every container with a hazardous chemical is labeled by the manufacturer. The label makes it easy to find out about the chemical's possible hazards and the basic steps you can take to protect yourself against those risks.

The label may use words or symbols to tell you:

1. Common name of the chemical.
2. Name, address, and emergency phone number of the company that made or imported the chemical.
3. Signal Word. In order of seriousness, signal words are ranked: danger, warning, caution.
4. Principal hazards:
  - Physical hazards (Will it explode or catch fire? Is it reactive?)
  - Health hazards (Is it toxic? Could it cause cancer? Is it an irritant?)
5. Precautionary measures, including basic protective clothing, equipment, and procedures that are recommended when working with this chemical.
6. First-aid instructions.
7. Proper handling and storage instructions.
8. Special instructions concerning children.

A lot of valuable information can be found on the label. But if you do not find everything you need, refer to the MSDS.

# The Material Safety Data Sheet (MSDS)

This hazard communication tool gives details on chemical and physical dangers, safety procedures, and emergency response techniques. Everything that is known about the chemical is listed here.

## The Material Safety Data Sheet covers:

- 1. Identity:** Who makes the product, their address, emergency phone number and date prepared.
- 2. Hazardous Ingredients:** You will find the substance's hazardous components, chemical identification, and common names.
- 3. Physical Hazards:** Such as fire and explosion, and ways to handle those hazards, such as fire fighting equipment and procedures.
- 4. Physical And Chemical Characteristics, such as:**
  - Boiling point
  - Evaporation rate
  - Vapor pressure
  - Water solubility
  - Melting point
  - Appearance and odor under normal conditions
- 5. Reactivity:** Tells you whether the substance is stable. You will learn which substances and situations must be kept away from it so it will not react.
- 6. Health Hazards:** This section will tell you how the chemical could enter the body, for instance:
  - Inhaling
  - Through the skin
  - Swallowing

Health Hazards also covers signs and symptoms of exposure, such as:

- Eye irritation
- Nausea
- Dizziness

Plus emergency and first aid procedures if an accident does occur.

## 7. Precautions For Safe Handling And Use:

- What to do if the substance spills or leaks.
- How to dispose of the substance.
- Equipment and procedures needed for cleaning up spills and leaks.

## 8. Control Measures:

To reduce harmful exposure. You will find out what type of protection you need to use when handling that particular chemical.

- Gloves
- Eye protection
- Protective clothing

# **Restaurant Emergency Preparedness Plan**

There are several types of problems which may necessitate evacuating a store. These include, but are not limited to:

- Fire
- Smoke
- Gas Leak
- Hurricane
- Tornado
- Earthquake

## **Fire**

If it is a small fire, a fire extinguisher should be used to put out the fire. Utilize the PASS method for the extinguisher:

- P** Pull the pin
- A** Aim the hose
- S** Squeeze the trigger
- S** Sweep from side to side

Remember, when fighting a fire – IF IN DOUBT, GET OUT.

If the fire cannot be put out with an extinguisher, evacuate the building.

- A. Employees must leave the building by the closest exit to them, provided they do not have to cross the fire zone to reach it. Employees should cross the parking lot and the street, gathering as far away from the building as possible. The designated meeting spot for the restaurant is: \_\_\_\_\_  
\_\_\_\_\_
- B. The Manager should confirm everyone is out of the building by taking a roll call of gathered employees to confirm their presence.
- C. The Managers will then call 911 and notify their supervisor of the situation.
- D. The fire department will notify the Manager/Supervisor when it is safe to return to the building.

## **Smoke**

- A. If smoke is smelled or observed, an attempt should be made by the Manager on duty to discover where it is coming from.
- B. If a fire is not located, 911 will be alerted as it may not be a visible fire.
- C. If a fire is discovered, please follow the steps listed under "FIRE".

## **Gas Leak**

If you suspect a gas leak:

- A. Do not use the phone or turn on lights
- B. Follow the fire evacuation procedures.

## **Earthquake**

For restaurants in earthquake zones, employees are instructed to:

- A. Crawl under a heavy object, such as a prep table.
- B. Stand in a doorway, away from glass.
- C. Leave the restaurant and remain in the street.

(Employees should select the most appropriate option depending on the situation.)

## **Hurricanes**

Check with your regional office regarding boarding up and evacuating your restaurant.

## **Tornado**

- A. Employees should take cover under heavy objects, such as a prep table.
- B. Employees should stay away from glass areas.

## **Lockout/ Tagout**

When working with equipment run by electricity, it is necessary while cleaning or servicing to make sure that the equipment cannot be turned on while the work is being done. This brief summary of Little Caesars Lockout/Tagout procedures will protect employees from injury such as being crushed by, struck by, thrown from or contacting live electrical elements due to unexpected start-up or restart of powered down equipment.

Sheeters, Vertical Cutting Machines (VCMs), Cash Registers, Retarders, Dough Rounders, Heat Retention Units (HRUs), Crazy Bread Warmer, Pop Coolers, Soda Dispensers, Freezers, etc.

The equipment listed above is normally powered by electrical cords and plugs. If the above equipment at your location is not powered by an electrical cord & plug, **do not attempt to clean or service the machine without instruction from your Manager.**

When the machines require cleaning or maintenance, it is **mandatory** that the following steps be followed to prevent injury to you & other employees.

1. Notify all employees present that you will be cleaning or servicing the equipment.
2. Unplug equipment from its electrical socket.
3. Wire a Tagout Tag (supplied by Little Caesars) through holes in the plug.
4. Sign the Tag with your name and date.
5. Complete the cleaning or servicing. If at anytime during the cleaning or servicing, you must leave the area, you must visually verify the Tag is still in place upon your return & prior to continuing work.
6. Notify all employees that you will be powering up the equipment.
7. Remove the Tag and wipe off your name & date for its next use.
8. Plug in and power up the equipment.

If the employee who applied the Tag is not available, the employee's Supervisor shall:

- Verify the Tag employee is not on-site.
- Attempt to notify the Tag employee that their Tag is being removed.
- Remove the Tag.
- Ensure the Tag employee is notified that his/her Tag has been removed before he/she resumes work at the site.

#### **Ovens, Walk-In Coolers and Any Other Equipment, Not Powered By an Electrical Cord & Plug ("Hard-Wired").**

Employees are not allowed to service this equipment. All servicing of any electrical components of this equipment must be performed by authorized service personnel who must comply with requirements of the OSHA Lockout/Tagout 29 CFR 1910.147 or State OSHA Lockout/Tagout requirements, whichever is more stringent.

Sheeters may be cleaned by properly trained employees that are at least 18 years old after receiving instruction from their Manager.

**If, at any time, a safety switch is defective or inoperable, the machine must be immediately locked out/tagged out by store management and the Area Supervisor will be notified to arrange repairs.**

# **Security Guidelines**

**As a manager, you have a responsibility to ensure all employees are trained on the following:**

1. Keep the restaurant's back door closed at all times. Do not let unauthorized personnel in the back door of the restaurant. Do not open the back door after dark or before banking is completed.
2. No employees other than Loss Prevention personnel are permitted to touch, disturb, unplug or tamper with cameras and/or surveillance equipment.
3. Never take trash out before banking is completed or after dark.
4. The pass-thru door is to be locked at all times. No company official, repairman, governmental official, vendor, etc., shall enter a restaurant without proper identification and purpose. This includes a business card and picture identification. If someone complains, have them contact the Area Supervisor or regional office.
5. At no time will there be anyone other than scheduled employees behind the front counter or in the back working area: no customers, friends, relatives, or off duty employees.
6. Keep windows clear to maximize visibility. Call police if you see anything suspicious. Always count money away from public view.
7. Never have weapons in the restaurant, in your vehicle or on your person while performing duties associated with Little Caesars.
8. If someone refuses to leave the restaurant, immediately call the police and await their help. Do not physically remove or attempt to remove any person from the restaurant.
9. Management must always keep restaurant or safe keys in their possession. Never leave them in the restaurant overnight or unattended.
10. Upon termination of any employee who has restaurant or safe keys, the locks, safe combination and alarm codes must be changed immediately.
11. Always keep the cash drawer closed except when making a transaction. If any problems occur, call the Manager.
12. Everyone will pay in cash, by credit card, debit card or by check for all food products received over the counter and/or through the drive-thru security window. This applies to all company personnel, friends, relatives and the general public. Payment must be for the exact amount of the total food products purchased.
13. All guest checks must have a validated receipt and be accounted for each business day.

14. A guest check is to be completed when a phone order and/or a non-HNR "specialty" order is placed, and before any phone order and/or non-HNR "specialty" order can be made.
15. Bank deposits are to be made before 11:00 am and 12:00 pm (Noon) on Sundays.
16. Before 9:00 pm the register must have less than \$100.00. After 9:00 pm, the register must have less than \$50.00.
17. Limit the amount of cash in the register by performing cash pulls and then "dropping" the money into the deposit compartment of the safe. Multiple cash drops will need to be made during peak business hours to keep cash in the drawer within the policy limits.
18. Never leave the safe open or unlocked.
19. At the beginning of each shift one employee will be assigned to a register. Never operate a register that you are not assigned to. If you notice someone operating a register that they are not assigned to, report it to your manager immediately.
20. All sales must be transacted on the cash register. Any manipulation of company funds will not be tolerated. This includes "making up" or concealing over rings.
21. Only customers in vehicles will be waited upon at Little Caesars drive-thru windows.
22. Tips from customers should not be accepted to avoid the presumption of company funds going into an employee's pocket or purse.
23. When an employee purchases food, a shift manger must complete the transaction and the employee transaction must take place from the customer side of the counter.
24. Never accept \$100 bills except for large orders.
25. After police or emergency personnel are called and it is safe to do so, contact your Area Supervisor and Loss Prevention Manager.
26. Due to the nature of our business, we may be the target of robberies. If there is a robbery:
  - Remain calm and do exactly as the person says.
  - **Do not argue or fight with the person.**
  - Observe the person's appearance and try to remember all the details (height, weight, etc.).
  - Call the police, Area Supervisor, Loss Prevention Manager and complete a robber description form.
  - Never talk to the media. Have them contact the corporate office in Detroit, MI and speak to the Corporate Communications Department.

## Cash Management Policies/Procedures

To ensure proper management of company funds in our restaurants, the following safe and bank deposit procedures have been implemented as policy in company restaurants. When the restaurant manager is not working, all policies will be implemented by the person in charge of the shift, as selected by the Area Supervisor or Store Manager. Adherence to these procedures by all employees and the exercise of good judgment will help to reduce the risk of cash or asset loss, and most importantly, it will deter robberies. Failure to follow these policies/procedures will result in disciplinary action up to and including termination of employment.

## **A. Change Fund**

1. Count the change fund before opening and record the amount on the Daily Cash Summary.
2. Recount the change fund at every register check and record the amount in the appropriate change fund section on the front of the Daily Cash Summary. Only the accessible portion of the change fund is physically counted. Do not access the time delay compartment of the safe. The change fund must stay at its predetermined amount. Any discrepancies must be reported to the Area Supervisor immediately.
3. Keep the change (rolled coins, singles, and five dollar bills) to a minimum in the change compartment of the safe. The remainder of the change fund must be kept in the time delay compartment of the safe. Every morning when removing the drop envelopes, the manager should replenish the change fund compartment with as much change as needed for that day only. Mount a change fund card on the inside of the safe door displaying the amount of change which should be available for that day. These amounts are determined by the average day's sales.
4. The change fund amount stored in the time delay compartment of the safe will be recorded on the Daily Cash Summary in the inaccessible portion of the change fund.
5. After 9:00 pm (dark), excess cash should be removed from the accessible change fund and dropped into the time delay portion compartment of the safe.
6. No large bills are to be kept in the accessible portion of the safe. Drop all \$20 and larger bills into the time delay compartment of the safe.

## **B. Cash Drops**

1. Cash pulls or drops are to be completed as often as is necessary to keep the cash in the register drawer within policy limits.
2. From open to 9:00 pm (dark), the register needs to be less than \$100. Therefore, the drops should be made every 15 minutes throughout each hour (dropping all \$20's, \$10's, etc.).
3. After 9:00 pm (dark), keep less than \$50 in the register. This can be accomplished by dropping bills as they are received.
4. Do not split drops into separate envelopes.
5. After drops have been accurately counted, the money should be placed in the designated colored envelope in sequential order and then dropped into the time delay compartment of the safe. The envelope number must match the drop number and be in sequential order #1-30.

Only one color is to be used for each register being operated on the shift.

6. On the Drop Log, the person making the drop will record:
  - a. The color and the number of the drop envelope used.
  - b. The cash amount of the drop.
  - c. The time of the drop.
  - d. Their initials.
  - e. The cumulative drop amount.

The closing manager will determine an estimated deposit figure by adding up all the drops for the drop log. The closing register check will give an estimated +/- dollar amount.

## **C. Cash Register Procedures**

1. All sales must be transacted on the register.
2. Only one person is to be assigned to the register during a shift and this person will be responsible for all transactions on the register.
3. Before each transaction on the register, the employee's ID number will be entered.
4. A member of management must turn off the register and remove the key while the register is unattended.
5. At closing, all cash register drawers will be left open.
6. No money, including loose change, will be left in the register overnight.
7. If more than one register is on the front counter, leave the unused register drawer open and empty until needed.
8. Only open a register by completing a sale, or an X read.
9. Register journal tapes will be saved daily, dated and placed into a Crazy Bread bag. The bag containing all seven days journal tapes will be sealed and given to the Area Supervisor for auditing purposes. Two weeks worth of journal tapes must remain on the premises at all times for the Area Supervisor and/or Loss Prevention Manager to review.

## **D. Box Counts**

1. Box counts must be completed by management three times daily. Results will be recorded in the Quarter Book.
2. All columns for each day in each time slot (morning, lunch and close in the Quarter Book) need to be completely filled out.
3. If any shortages of 3 boxes or more occur, a recount will be taken. If a shortage of 3 or more boxes remain, the following will take place:
  - a. The Area Supervisor must be notified.
  - b. The Loss Prevention Manager must be notified.
  - c. An investigation into the missing boxes will occur and the appropriate disciplinary action will be taken, as needed.

## **E. Unsold/Unused Hot-n-ready Pizzas**

1. All unsold/unused HOT-N-READY pizzas are kept in an area designated by the Market Director.
2. Discard the pizza and the bottom of the box.
3. Record the date, waste number and your initials, on each box top and store in designated area.

## **F. Overring Procedures**

1. The cashier informs the shift manager that an overring has occurred.
2. Complete the first (incorrect) transaction.
3. Circle and initial the overring on the journal tape.
4. Cashier re-rings the order and completes the transaction.
5. A guest check must be completed indicating the type of product and the amount of the overring.
6. Write overring on the front of the guest check.
7. The shift manager and the cashier must both initial the overring receipt, the guest check and the Daily Cash Summary.
8. The overring receipt will be stapled to the upper left and the re-ring receipt (marked "RR") stapled to the upper right of the guest check. The manager's initials will be on both receipts. An explanation of the overring will also be recorded on the ticket.
9. The overring information is then recorded by the shift manager on the front of the Daily Cash Summary Envelope.
10. Place the guest check inside the Daily Cash Summary Envelope.

## **G. Product Remake/Replacement Procedures**

The following process will take place in the event that a customer's order had to be remade or replaced after they purchased the product and the product has been packaged. The Shift Manager will complete this transaction.

1. Confirm the customer's identity with a piece of ID presented by the customer.
2. A guest check must be completed indicating the type of product remade or replaced.
3. Write remake or replacement on the front of the guest check.
4. Shift manager signs the front of the guest check and writes the reason for remake/replacement.
5. Ask customer to sign the guest check and record their phone number.
6. Record the guest check number, the product and the reason on the box tracking sheet in the Quarter Book.
7. Transfer the products given away as remedies onto the Product Breakdown of the Weekly Sales Summary
8. Place the guest check inside the Daily Cash Summary Envelope.

## **H. Refund Procedures**

The following process will take place if on the rare occasion a customer remains dissatisfied after a product remake/replacement is offered and a refund is needed. The shift manager will complete this transaction. Please note that a cash refund is offered ONLY after all attempts to satisfy the customer have been made.

1. Confirm the customer's identity with a piece of ID presented by the customer.
2. A guest check must be completed indicating the type of product and the amount refunded.
3. Write refund on the front of the guest check.
4. Shift manager signs the front of the guest check and writes the reason for refund.
5. Ask customer to sign the guest check and record their phone number.
6. Refund the customer the purchase price of their order.
7. The refund information is then recorded by the Shift Manager on the front of the Daily Cash Summary Envelope.
8. Place the guest check inside the Daily Cash Summary Envelope.

## **I. Credit Card Machine Procedures**

1. The customer must produce some state or federal picture identification. Driver's License, Military ID, and State identification cards are acceptable.
2. The cashier is to check the signature on the back of the card against the form of picture ID presented.
3. The cashier is to ensure that the individual who has presented the card for payment matches the cardholders' name.
4. The amount entered into the credit card machine is to match the exact amount of the sale.
5. At no time is the credit card to be used for personal cash withdrawals or advances by customers or employees (this includes Little Caesars bonus and/or pay cards).
6. The magnetic strip (swiping) should be used for all purchases. If there is an issue with a card not being accepted by using the strip (swiping), notify the manager in charge of the shift for direction.
7. If a cashier has any issue with using a customer's credit card for a purchase (no ID, no signature, expired card, card declined etc.), the cashier should ask for another form of payment.
8. The credit card machine automatically "batches" at 1:00 am local time.
9. The batch acceptance slip must be included in the Daily Cash Envelope.

## **J. Bank Procedures**

1. Each day, the manager opening the restaurant will be responsible for taking the previous day's bank deposit to the bank (by 11:00 am each morning except Sundays by noon). (Please note that any damage to your vehicle resulting from transit to or from the bank would **not** be a liability of Little Caesar Enterprises, Inc.)
2. The manager opens the "keyed" (bank deposit) compartment of the safe along with another employee and verifies all drops. This is done by counting each drop individually and then checking them off on the Drop Log, if correct. If there is a discrepancy, immediately call the supervisor.
3. The manager tracks the denominations of bills and change on the front of the Daily, makes out a triplicate bank deposit slip (using the deposit date, not the sales date) and signs it. Do not include loose coins in the deposit (keep inside the register for the next day). Total deposits should always be in even dollar amounts. Be sure to record the deposit bag number on the deposit slip. All deposits are placed in a plastic Little Caesars bank deposit bag.
4. If a deposit is over or short, it will be shown as such on the Daily Cash Summary.
5. During the week, the Opening Manager will take the deposit to the bank (completing all banking by 11:00 am) and wait for the verified deposit slips. The validated receipts are then placed inside of the Daily Cash Summary.
6. With the exception of weekend deposits and holidays, no deposit will have a validation date other than the next business day.
7. On Sunday and bank holidays, the manager will make a deposit into the bank's night drop box by 11:00 am. Deposit slips will then be picked up the next business day.
8. Deposits will not be taken to the bank during hours of darkness.
9. If there are multiple deposits (from prior days) in the safe, a discrepancy of \$10 or more (plus or minus), or a problem making a bank deposit, notify the Area Supervisor and Regional Loss Prevention Manager immediately.
10. All suspected counterfeit currency must be included in the deposit. Do not change the deposit ticket at the teller window — even if the teller discovers a counterfeit bill.

## **K. Guidelines For Going To The Bank**

1. Two (2) people must go to the bank everyday prior to 11:00 am (vary your times). This is mandatory.
  - a. Persons going to the bank will be the Manager in charge of the shift ("Driver") and one (1) other employee ("Passenger") who is at least the age of eighteen (18).
  - b. A minor (sixteen or seventeen years old) will never be allowed to be a Passenger.
  - c. The Passenger has to be a Little Caesars employee. Persons other than the Passenger will not be allowed in the vehicle to conduct banking.
  - d. The Passenger will never handle the deposit.
  - e. The Driver has to be a Little Caesars employee and the manager in charge of the shift (Assistant Manager, Co-Manager or Store Manager).

- f. The Driver's automobile must be used.
  - g. Under no circumstance can the Driver be a non-management employee, or can a non-management employees' automobile be used.
  - h. If two (2) people are unable to go to the bank, the Driver will not attempt to go to the bank alone. The Area Supervisor and Loss Prevention Manager must be notified immediately.
  - i. Under no circumstances can you walk to the bank or use another method of transportation other than the Driver's automobile. Exceptions must be approved by the Sr. VP of Company Operations.
  - j. Time spent on banking procedures is considered work and must be paid.
  - k. When completing banking responsibilities go directly to the bank and directly back to the store.
  - l. At no time can an employee be alone in a Little Caesars store. There must be two employees in the store, with one of the two employees being a member of management. During banking only, one (1) of the two (2) employees has to be at least eighteen (18) years old (if additional management is not available).
  - m. Stores with armored car service will follow the same procedures in the event change has to be purchased at the bank. Proper change projections and ordering with the service should avoid this.
- 
- 2. When arriving at the store prior to open, the Driver must park their car (in a designated parking area) in front of the store in clear view from the lobby.
  - 3. Be aware of your surroundings. If there is anyone suspicious sitting in their car or loitering around the store or parking lot, drive to a place you consider "safe" (fire station, police station, hospital or another public place), call the police and wait until it is safe to go back to the store.
  - 4. The Manager in charge of the shift prepares all deposits at the landing table (out of view from anyone outside) and places the completed deposit in the keyed compartment of the safe and locks it.
  - 5. Never open the back door before the banking is completed, including taking out the trash.
  - 6. Be aware of your surroundings. If there is anyone suspicious sitting in their car or loitering around the store or parking lot, call the police and wait until it is safe to go to the bank.
  - 7. Do not go to the bank wearing identifying Little Caesars clothing. The Driver and the Passenger should arrive to work in a shirt or blouse with no Little Caesars logo and change after banking is completed.
  - 8. When ready to do the banking, the Driver will observe the store parking lot, exit the store if safe, and proceed to their car. The Passenger will stay in the store and re-lock the front door, observing the Driver, and make sure that the Driver gets into their car safely.
  - 9. The Driver will circle the parking lot, be observant, and drive up to the front door of the store with the passenger car door parallel (facing) the front door. The Driver is to pull up in a manner that allows them to drive away immediately if needed. The driver parks their vehicle in front of the store.

10. The Passenger will observe the parking lot and unlock the door allowing the Driver to re-enter the store. The Passenger will then exit the store and enter the passenger door of the vehicle and lock all doors. The Driver locks the store door.
11. The Driver gets the deposit from the keyed compartment of the safe and observes the parking lot and the Passenger. When safe to do so the Driver will exit the store concealing the deposit under a jacket or coat and lock the front door. The Passenger unlocks the Driver's door so the Driver can get in. The Driver places the deposit under the Driver's seat.
12. The Driver then travels *directly* to the bank and avoids using the curbside lane whenever possible. The Driver will vary their route to the bank, not taking the same route everyday.
13. Once at the bank parking lot, whether the bank is open or closed, the Driver will circle the lot looking for anything suspicious, including possible hiding spots (trees or shrubbery etc.) or suspicious people sitting in their cars. If the Driver sees a suspicious person or suspicious activity, they will drive off immediately to a place considered "safe" (fire station, police station, hospital or another public place) and call the police, Area Supervisor and Loss Prevention Manager and wait until it is safe to go back to the bank. Remember, safety is first!
14. On bank days when the bank is open, the Driver (after circling the parking lot) will pull into a parking space closest to the front door of the bank. The Driver then retrieves the deposit from under the Driver's seat (concealing it). The Driver and Passenger exit the car and enter the bank. The Driver completes the transaction. The Driver and Passenger then return directly to the store.

**The use of commercial lane tellers at the banks drive-thru window is acceptable.**

15. On days that the bank is closed, the bank depository drop box will be used. The Driver will circle the parking lot looking for anything suspicious (see #13). The Driver proceeds to the depository with the Driver's door parallel or facing the drop box in a manner that allows them to drive away immediately. The Passenger will wait as the Driver exits the vehicle, watching as the Driver drops the deposit into the depository. The Driver and Passenger then return directly to the store.

## **L. Deposit Procedures For Armored Car Stores**

1. Seal the disposable Little Caesars deposit bag with the deposit slip, checks and cash in it.
2. Drop the prepared deposit into the smaller safe.
3. Keep the smaller safe key secured in the accessible portion of the time delayed safe.
4. When the armored car service arrives, remove the deposit from the smaller safe with the dual key of the armored car service.
5. Have the armored car service driver sign the log book and record their badge number, bank bag number, pick-up time and amount of the deposit.
6. Return the smaller safe key into the accessible portion of the time delayed safe, and secure the safe.
7. Notify your Area Supervisor and Loss Prevention Manager if the armored car service has arrived before 11:00 am or has not arrived at the store by 4:00 pm.
8. Stores on armored car service are required to order their change through the bank vault and have it delivered via armored carrier. For information on ordering change through the vault (Phone #, PIN #, etc.), contact the Little Caesars Cash Management Department.

## **M. Register Checks**

1. A minimum of five register checks are completed every day at open, 3:00 pm, shift change, 8:00 pm, and closing. Additional register checks must be completed each time a different employee runs the register. No employee will be allowed to operate the register without first completing a register check.
2. Register check procedure:
  - a. Take a register read.
  - b. Count all money in the restaurant including the drops, then subtract the change fund amount; compare this figure with the amount of gross sales recorded on the register (minus overrings, payouts and credit card receipts).
  - c. The difference between the corrected sales and the cash on hand is recorded on the front of the Daily Cash Summary.
  - d. The person performing the register check will initial the +/- figure, record the time of the register check, and record it on the Daily Cash Summary.
3. It is the responsibility of the Shift Manager to monitor cash flow during a shift by inspecting the performance of the person responsible for the cash register.
4. It is the responsibility of the person who ran the register and the person who will be taking over the cash register to ensure accuracy. It is the shift manager's responsibility to ensure this important process takes place.

## **N. Safe Procedures**

1. The shift manager is responsible to make sure that the safe is always locked.
2. Any shortage resulting from not using the safe or leaving the safe open will be the responsibility of the Manager in charge of the shift.
3. Any shortages or robberies where drop envelopes or bank deposits are taken because they were not in the time delay compartment of the safe will be considered negligence by the person in charge of the shift.
4. Take caution when opening the safe so that unauthorized employees do not learn the safe combination or obtain the key to the safe (if equipped).
5. All cash will be kept locked in the safe overnight.
6. All bills from the change fund must be dropped into the time delayed compartment of the safe before and at closing.
7. The time delay compartment of the safe will not be accessed after banking is done.
8. No employee is allowed to tamper with, remove, and/or replace any parts of the safe. Any repairs must be coordinated through the Regional Loss Prevention Manager.
9. User tracking sheets and combo change logs must be maintained and secured in the safe at all times.

## **O. Mysterious Cash Loss/Manipulation**

The manipulation of company funds and inventory will not be tolerated and includes, but is not limited to, the following examples:

- a. Writing personal checks to cover bank deposit amounts or any portion thereof.
- b. Placing I.O.U.s in a cash register or the safe.
- c. Holding checks beyond the date received.
- d. "Borrowing" from the change fund or cash register.
- e. Intentional under, over, or not ringing sales (no sales) on the cash register for any reason, including covering up for existing shortages.
- f. Attempting to conceal cash shortages by intentionally altering amounts shown on store paperwork.
- g. "Borrowing" or sale of any product or equipment for personal gain.
- h. Attempting to conceal inventory shortages by intentionally altering inventory quantities or amounts on store paperwork.
- i. Short changing customers.
- j. Recording payouts, but not transacting them until the following day or later.
- k. Aiding or abetting in the loss of cash or assets.
- l. Trading Little Caesars products for other goods or services.
- m. Cashing personal or payroll checks for Little Caesars employees.
- n. Processing customer credit cards without the customer present.
- o. Manipulating pizza box waste lids and pizza box counts to conceal any shortages.
- p. Failure to report any cash or product overage.
- q. Creating or maintaining any unauthorized petty cash (or "slush") fund.

## **P. Safe Deposit Compartment Keys**

(Counter and Floor Style Safes)

Safe keys, if any, to this compartment will never be left in the restaurant overnight. While the restaurant is occupied these keys will always be with the manager on duty. Keys will never be left in or on the safe for any reason. Keys will be used to unlock or start the timer, but must be removed immediately.

## **Q. Safe Keys**

(Counter Safes Only)

1. All restaurants with safe keys will not leave them in the restaurant overnight. Keys will be personally handed from one manager or opener to another and kept on their person during their shift.
2. Extra keys can be acquired if necessary to maintain this policy. These keys will then be issued to specific employees.

## **R. Restaurant Keys**

1. Will not be left in the restaurant overnight.
2. They will be kept on the person assigned to them and then personally handed over to another authorized employee for opening or closing the restaurant, if necessary.
3. All "STEP" keys must be secured in the safe.

## **S. Locks**

1. If any lock (i.e., building, safe day lock, time delay lock or combination lock) fails to work properly, the Area Supervisor must be notified immediately. If the Area Supervisor cannot take care of the problem, they will notify the Regional Loss Prevention Manager immediately.
2. The combination for combination locks will be given to specific restaurant employees (managers, co-managers, assistant managers, and opener/closers) as necessary. The combination will be memorized by these employees. Combinations will never be kept written down inside the restaurant.

## **T. Alarm Systems**

- Alarm codes and passwords are confidential.
- If a store is having problems with their alarm system, the Manager on duty must notify their Area Supervisor and Loss Prevention Manager immediately.
- Alarm system codes and passwords are to be changed immediately after a suspension, transfer, demotion, or termination of any employee who held a code and/or password.
- In an effort to minimize false alarm signals, please ensure that all balloons are popped before arming the alarm system. In addition, please ensure that all marketing danglers are clear from any alarm system motion detectors.
- At closing, all employees must leave at the same time once the alarm is set in order to prevent any false alarm signals from the alarm system.

## **U. General Information**

1. If any Little Caesars key (i.e., building door, safe, day lock or time delay key) is misplaced, stolen or lost, the incident must be reported to the Area Supervisor, Market Director, and the Loss Prevention Manager immediately so proper action can be taken.
2. No one other than authorized Little Caesars employees is to have possession or access to building and safe keys. This includes employees from other restaurants or departments.
3. Little Caesars keys will not be duplicated. If additional keys are needed, notify the Loss Prevention Department.
4. Whenever an employee who has the key and combination is terminated, transferred, demoted, or fails to show up two days in a row without a good reason, the following actions must be taken by the Area Supervisor:
  - a. Change safe combination or safe head.
  - b. Change building door locks.
  - c. Change alarm codes if applicable.
5. If an employee with restaurant keys leaves the employment of Little Caesars and fails to return the keys that same day, all locks and combinations they have had access to will be changed before the restaurant closes.

6. Safe combinations will be changed a minimum of every six months regardless of turn over.
7. Alarm codes are confidential and not to be given to non-management employees. The Area Supervisor is responsible for changing codes when a member of management quits or is terminated.

## **Robbery Prevention Steps**

### **Make Sure the Restaurant is Attractive to Customers — Unattractive to Robbers**

1. Keep the restaurant neat and clean.
2. When there are no customers, stay away from the cash register by sweeping, cleaning, etc.

### **Keep the Sales Counter in Clear View from the Outside of the Restaurant**

1. Move any posters or signs that block the register from outside view.
2. Make sure that employees can see out and that police and passersby can see in the restaurant.

### **Beware of Unlit Areas Outside the Restaurant**

After dark, observe lighting and dark corners.

### **Keep Alert at All Times**

1. Notice what is going on outside the restaurant.
2. Be aware of cars parked across the street or off to one side of the lot.
3. Look for anyone who may be watching the restaurant or loitering.

### **Give a Friendly Greeting to Everyone Who Enters the Restaurant**

1. Look them directly in the eyes.
2. Ask the customer ahead of someone suspicious, "Are you together?" The person will usually turn around to look at the person. A second look may help them to identify the suspicious person later.
3. Provide attention to persons alone. Customers like attention, robbers don't.

### **Keep the Cash Register Fund to a Minimum**

1. Drop all \$10 and \$20 bills as soon as you receive them.
2. Never have over \$100 before dark or have more than \$50 in the register after 9:00 pm.

## **Take Extra Precautions After Dark**

1. Drop money into safe. Don't hide it in a drawer or under the counter.
2. Check each night to see that the outside lights are on and working.
3. Report any lighting problems or deficiencies immediately to your supervisor.
4. Operate one register late at night.
5. Open the empty, unused register drawer and tip it up for display.
6. Do not use the rear doors for any reason after dark or before banking is completed.
7. Change funds must be dropped to \$100 or less from the accessible portion of the safe (excess cash should be dropped into time delay after 9 pm).
8. All phone orders placed within 15 minutes to close should be called back for verification (orders should be taken until close). This is to protect employees from would be robbers who are trying to gain access to the restaurant just before, or after the restaurant has closed.

## **Violence Prevention Steps**

### **Keep it Short and Sweet — Just Like Normal Sales Transactions**

1. The longer the robbery takes, the more nervous the robber becomes.
2. Obey the robber's orders.
3. Let the robber know that you intend to obey their order(s).
4. If you are not sure of what the robber is asking, ask!
5. Keep calm and observe what the robber looks like and what they are wearing. Remember exactly what they say.
6. Try to note the robber's exact height on the height marker as they exit the restaurant.

### **Tell the Robber About Any Surprises**

1. If you move in any way, let the robber know what to expect.
2. If someone is in the back or is expected in the restaurant, tell the robber.

### **Don't Argue with the Robber**

1. Give the robber all the available cash.
2. Once the robbery has started, the main objective is to have it end quickly and safely.

### **Don't Fight the Robber**

1. The money is not worth risking harm to employees or customers.

### **Don't Chase or Follow the Robber**

To chase a robber is to invite violence. The police could mistake you for one of the robbers.

## **Don't Carry or Keep Weapons in the Restaurant**

1. Weapons breed violence.
2. It is in direct violation of Little Caesars policy to use, carry or conceal a weapon of any type within the work setting or while conducting business relating to Little Caesars.

**Lock the Front Door When it is Safe**

## **Call the Police Department**

1. Keep all emergency numbers by the phone station for easy reference.
2. Don't hang up the phone until told to do so.
3. Call the Area Supervisor and Loss Prevention Manager.
4. Stay off the phone lines; keep all phone lines open.
5. Complete the robber description form while waiting for the police to arrive.  
Write down exactly what the robber said and what the suspect(s) looked like.
6. Protect the crime scene. Discontinue business until the police are finished.
7. Do not touch or move anything until the police give the approval to do so.
8. Do not speak to the media. Politely refer them to the corporate office or franchisee.



**STAY  
CALM**

# **Food Service Sanitation**

As a Manager for Little Caesars, you have the responsibility to prevent the occurrence of food borne illness in your restaurant. This responsibility can only be met if you are educated in the practical aspects of sanitation as it applies to the service of food. The following will introduce the basics of food service sanitation, but it is recommended, and in some states and cities it is required by law, that managers take an approved food service sanitation course, such as ServSafe.

There are many reasons sanitation should be part of your training and operations. Here are just a few of the basics:

- Customer Protection
- Good Business Practice
- Employee Protection
- Pride in Workplace
- Legal Requirements

## **Definitions**

The following are some common terms used in food service sanitation and their definitions:

### **Foodborne Illness**

Any disease transmitted to humans by food.

### **Potentially Hazardous Food**

Any food that consists in whole or in part of milk or milk products, eggs, meat, poultry, fish, shellfish, edible crustacea or other ingredients, including synthetic ingredients which support rapid and continuous growth of infectious or toxigenic microorganisms. These foods are included in a high percentage of food borne outbreaks.

### **Foodborne Outbreak**

Is a foodborne illness involving two or more people who eat a common food, which is confirmed as the source of the illness. However, only one case of botulism or chemically caused illness constitutes an outbreak.

### **Contamination**

Any substance in food that is not supposed to be there. Contaminants may be biological, chemical or physical. Food that is not spoiled may be contaminated. Contamination can possibly occur during purchasing, storage, preparation or service.

#### **A. Biological Hazard**

These include disease causing microorganisms, parasites, poisonous plants and fish. Example: Salmonella, botulism.

#### **B. Chemical Hazard**

Contamination of food with pesticides, cleaning chemicals, sanitizers or additives, either in direct contact or by storing food in a contaminated container. Example: Pizza retarder lids are not closed, and an employee sprays a cleaner onto the surface of the table and on the products.

#### **C. Physical Hazard**

Contamination with glass, metal or other foreign objects. Example: Staples kept on the holding counter or near product prep areas that have the possibility of falling in the product or a dull can opener blade that causes shaving to fall into the product.

### **Spoilage**

Damage to taste, aroma and appearance. It is a sign that the food is not good to eat. Spoiled food does not always mean that it is contaminated. Example: Sour milk cannot be used for drinking, but still could be wholesome enough for the making of cheese.

### **Clean**

Free of visible soil.

## **Sanitary**

Lack of unhealthy substance or condition.

## **Sanitation**

Creation and maintenance of healthful and hygienic conditions.

## **Time And Temperature Principle**

All potentially hazardous food should be kept at an internal temperature below 41° F or an internal temperature above 135° F.

## **Temperature Danger Zone**

All bacteria are capable of rapid multiplication at temperatures from 41 to 135° F.

- A. Keep it hot (135° F or higher).
- B. Keep it cool (40° F or lower).
- C. Keep it moving (out of danger zone) or don't keep it!

## **Aerobic Bacteria**

Bacteria that need oxygen to grow.

## **Anaerobic Bacteria**

Bacteria that do not need oxygen to grow.

## **Cross Contamination**

The transfer of harmful microorganisms from one food to another by means of a nonfood surface such as utensils, equipment or hands.

## **Infection**

Illness caused by growth of living disease organisms.

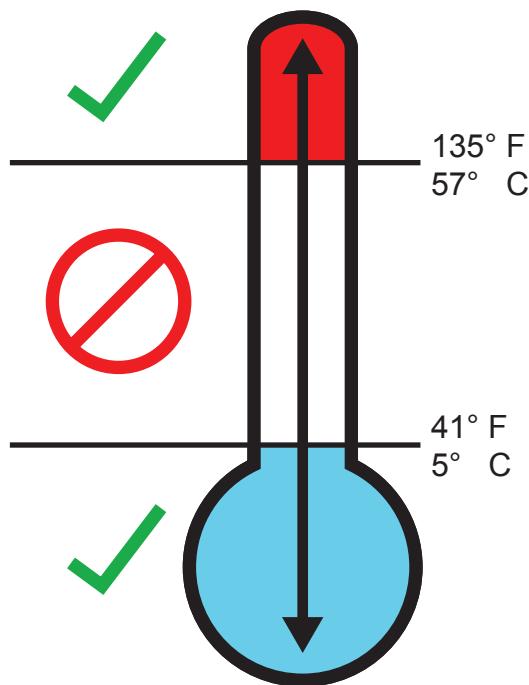
## **Intoxication**

Illness caused by poisons or produced by organisms present in food.

## Factors Contributing To Foodborne Illness

Foodborne illness is most commonly caused by a germ or bacteria that contaminate food. It may occur naturally in food or spread to food as the result of improper handling. Here are some factors that can contribute to foodborne illness:

1. Failure to thoroughly cook food.
2. Raw or contaminated ingredients put into foods that undergo no further cooking.
3. Failure to reheat cooked foods to the proper temperature.
4. Cross-contamination of cooked foods with raw foods.
5. Failure to properly refrigerate foods and cool warm foods rapidly.
6. Allowing foods to stay at warm temperatures.
7. Infected employees who practice poor personal hygiene.



## **The Unseen World Of Microorganisms**

Microorganisms are responsible for more than 90% of diseases transmitted by food. There are hundreds of species of bacteria, viruses, molds and chemical poisons that can turn a food into a vehicle for diseases. It is important that you learn what potential your food has for becoming a disease carrier.

### **The Good**

The good organisms are ones we put in the food on purpose. Foods that are "fermented" are wine and beer, cheese, pepperoni, and yeast (such as what is in our pizza dough). The good microorganisms give the food the desired characteristics when their growth is properly controlled.

For example, pizza and bread dough are fermented by yeast. The yeast has been dried in a special way to preserve it. The yeast is re-hydrated with warm water. Hot water will kill it and cold water shocks it too much. Remember that the yeast grows and reproduces itself in the dough, forming pockets of gas that makes the dough light and airy. The yeast also contributes significantly to the flavor of the dough. If the yeast dies or does not grow enough, the dough will lack the characteristic yeasty odor and the baked product is flat and tasteless.

### **The Bad**

Bad microorganisms are ones that cause spoilage by making the product smell, feel, look or taste different or undesirable. Strict control of bad organisms is required from our meat, cheese and topping suppliers. Unfortunately, unless the product is commercially canned, there are always a few organisms, especially molds and yeast, which remain in products such as meat and cheese. If those products are stored too long, stored at inappropriate temperatures, stored in poor packaging, or abused in some other way, problems may occur.

### **The Ugly**

"Uglies" are the microorganisms that make people sick. Again, strict controls should be maintained against the growth organisms. Any time food is not handled properly; a single "ugly" could multiply rapidly and cause a problem. Always follow instructions for the proper handling of food so that problems with food poisoning do not occur. Local and state health departments are charged with the responsibility of protecting consumers from health risks. Therefore, any of their recommendations or requirements must be observed.

Little Caesars Quality and Development Department is staffed by professional food technologists whose job it is to see that ingredients delivered to your store are safe and of the best quality. If you have questions or problems, feel free to call the Quality and Development Department at 313-983-6000.

## Bacterial Growth

Under ideal conditions (within the temperature danger zone) bacteria can grow at an exponential rate, (i.e., they can double their number in as little as 20 minutes):

Time	# of Bacteria
0:20 (minutes)	2
0:40	4
1:00 (hour)	8
1:20	16
1:40	32
2:00	64
3:00	512
4:00	4,096
5:00	32,768
6:00	262,144
7:00	2,097,152

# **Considerations For Bacterial Growth**

## **Temperature**

A bacterium grows best between 41 and 135° F. Above or below this range, growth slows significantly. Cook food above 165° F; hold food either below 41° F or above 135° F.

## **Time**

Limit the time food spends at growth temperatures. Abide by all expiration and shelf life limitations.

## **Protein Rich Food**

Meats, poultry, seafood, eggs and dairy products are more likely to be targets for bacteria.

## **Moisture**

Most fresh foods with high water content are likely targets for growth. Dried foods do not support bacteria very well (i.e., flour).

## **Oxygen**

Bacteria can grow in both high and low oxygen levels (canned goods).

## **Acidity**

Foodborne microorganisms grow fastest in food that is neutral or slightly acidic pH (4.6 to 7.50).

## **Foodborne Illnesses**

### **Food related illness caused by intoxication and their commonly associated foods:**

1. Staphylococcal
  - High protein foods, cheese, soups, stews, gravies.
2. Bacillus Cerasus
  - Cooked grain foods (rice).
3. Botulism
  - Improperly processed and home-canned low-acid foods.

### **Food related illness caused by infection and their commonly associated foods:**

1. Salmonellosis
  - Poultry, eggs, meats, and shellfish.
2. Shigellosis
  - Low acid prepared foods. Improperly processed and home canned low acid foods.

Clostridium Perfringens is classified as "food poisoning" because it has characteristics of both infection and intoxication (cooked meat and poultry).

# **Other Food Contaminants**

## **Viruses**

These do not multiply in foods but must penetrate a living cell in order to reproduce. Viruses cause many diseases, from the common cold, and the flu, to polio. One of the most serious foodborne viruses is hepatitis, a liver infection. It is chiefly spread by infected employees, contaminated water or shellfish from polluted waters. Other viruses are commonly found in people's noses and throats and can be spread by coughing or sneezing. Intestinal viruses, which cause vomiting and diarrhea, can be spread by poor toilet hygiene. The best way to prevent spreading the virus is to keep sick employees home and practice good personal hygiene.

## **Foodborne Illness Report**

If a customer calls in to make a complaint about foodborne illness, the manager in charge should handle the call. Please use the Customer Information Sheet to help obtain all relevant information.

1. Get all pertinent information possible.
2. Remain polite and concerned. Use your "people skills." Do not argue, but do not admit liability. For example, you might say, "I am sorry you are not feeling well," not, "I am sorry our food made you sick."
3. Let the person tell their own story. Do not introduce symptoms. People tend to be very susceptible to suggestions about illness, and if you suggest a symptom, they may report that symptom, because they think they "should." Just record what the customer tells you.
4. If the customer needs medical attention encourage them to seek assistance. Do not offer to pay medical bills, etc. Let the Risk Management Department advise the customer.
5. Find out when the symptoms occurred and what products were purchased. This is very important in determining cause and what type of organisms to look for.
6. Ask the customer to bring the product back to the store in case further analysis or testing is needed. **Do not discard anything. Put the product in a plastic bag (in the same container or box the customer returned it in). Label it "Do not touch" and place in freezer or walk-in cooler.** The Area Supervisor or Loss Prevention Manager will pick the product if needed.
7. Notify the Area Supervisor immediately of the report.
8. The Area Supervisor notifies the Risk Management Department of the claim at 313-983-6264 immediately. If after business hours, contact the Little Caesars Customer Service Center at 800-7-CAESAR.
9. Put all the guest checks and journal tapes from the day of the claim in a bag and label it with the date. The Area Supervisor or Loss Prevention Manager will pick up the guest checks if needed.
10. The Area Supervisor faxes the Customer Information Sheet to the Risk Management Department within 24 hours at 313-983-6525.
11. The Risk Management Department will follow-up with the customer.

**Allergic reaction calls should be called in immediately to the Little Caesars Customer Service Center at 800-7-CAESAR. Note: If the Customer Service Center and the Risk Management departments are unavailable, call 313-983-6490.**

# Little Caesars®

## CUSTOMER INFORMATION SHEET

STORE# \_\_\_\_\_ MARKET \_\_\_\_\_ MANAGER \_\_\_\_\_  
PHONE # (\_\_\_\_) \_\_\_\_\_

FAX WITHIN 24 HOURS OF OCCURRENCE TO  
LCE RISK MANAGEMENT DEPARTMENT AT (313) 983-6525

THIS FORM MUST BE COMPLETED BY THE MANAGER IN CHARGE OF THE SHIFT WHEN THE INCIDENT OCCURS.

### PLEASE PRINT ALL INFORMATION

NAME OF CUSTOMER \_\_\_\_\_

CUSTOMER'S ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ STATE \_\_\_\_\_

ZIP CODE \_\_\_\_\_ PHONE # HOME (\_\_\_\_) \_\_\_\_\_ WORK (\_\_\_\_) \_\_\_\_\_

DATE OF OCCURRENCE \_\_\_\_\_ DATE REPORTED \_\_\_\_\_ TIME \_\_\_\_\_  A.M.  P.M.

NATURE OF INCIDENT:  INJURY  PRODUCT  PROPERTY  OTHER \_\_\_\_\_

THE CUSTOMER'S EXPLANATION OF WHAT HAPPENED (INCLUDE DETAILS: WHERE, WHAT, WHO, WHY & HOW)

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ASSISTANCE GIVEN TO CUSTOMER  YES  NO TYPE: \_\_\_\_\_

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WITNESSES NAME: \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ STATE \_\_\_\_\_

ZIP CODE \_\_\_\_\_ PHONE # (\_\_\_\_) \_\_\_\_\_

COMMENTS \_\_\_\_\_

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SIGNATURE \_\_\_\_\_

EMPLOYEES ON DUTY:

NAME: \_\_\_\_\_ Address: \_\_\_\_\_ SS#: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

NAME: \_\_\_\_\_ Address: \_\_\_\_\_ SS#: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

### REPORTING PROCEDURE

NAME OF PERSON COMPLETING REPORT \_\_\_\_\_ SIGNATURE \_\_\_\_\_

DATE REPORT COMPLETED \_\_\_\_\_

AREA SUPERVISOR: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

HAS MARKET DIRECTOR BEEN NOTIFIED?  YES  NO

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# **Food Storage Tips**

## **Follow the suggested guidelines for food storage:**

- Rotate stock (FIFO)
- Keep potentially hazardous foods out of the temperature danger zone (below 41° F and above 135° F).
- Store food only in areas designed for storage, off the floor.
- Store food in clean wrappers and containers.
- Clean storage areas often.
- Keep vehicles for moving food within the establishment clean.
- Store flour slightly away from walls.

## **Good Refrigeration Practices**

- Refrigeration units must be N.S.F. approved.
- Maintain unit at 40° F or below.
- Clean and sanitize regularly.
- Handle food properly.
- Check food internal temperatures regularly.
- Keep food at the coldest temperature that will retain food quality.
- In walk-in coolers, shelves should be 6" away from the wall, and 6" off floor for proper circulation.
- Must have a thermometer in the warmest part of the unit.

## **Good Frozen Food Storage Practices**

- Maintain freezer at 0° F or below.
- Place frozen food in freezer immediately after delivery.
- Rotate stock (FIFO).
- Keep thermometer easily visible in the freezer.
- Defrost freezers regularly.

## **Avoid the Following Cold Storage Practices:**

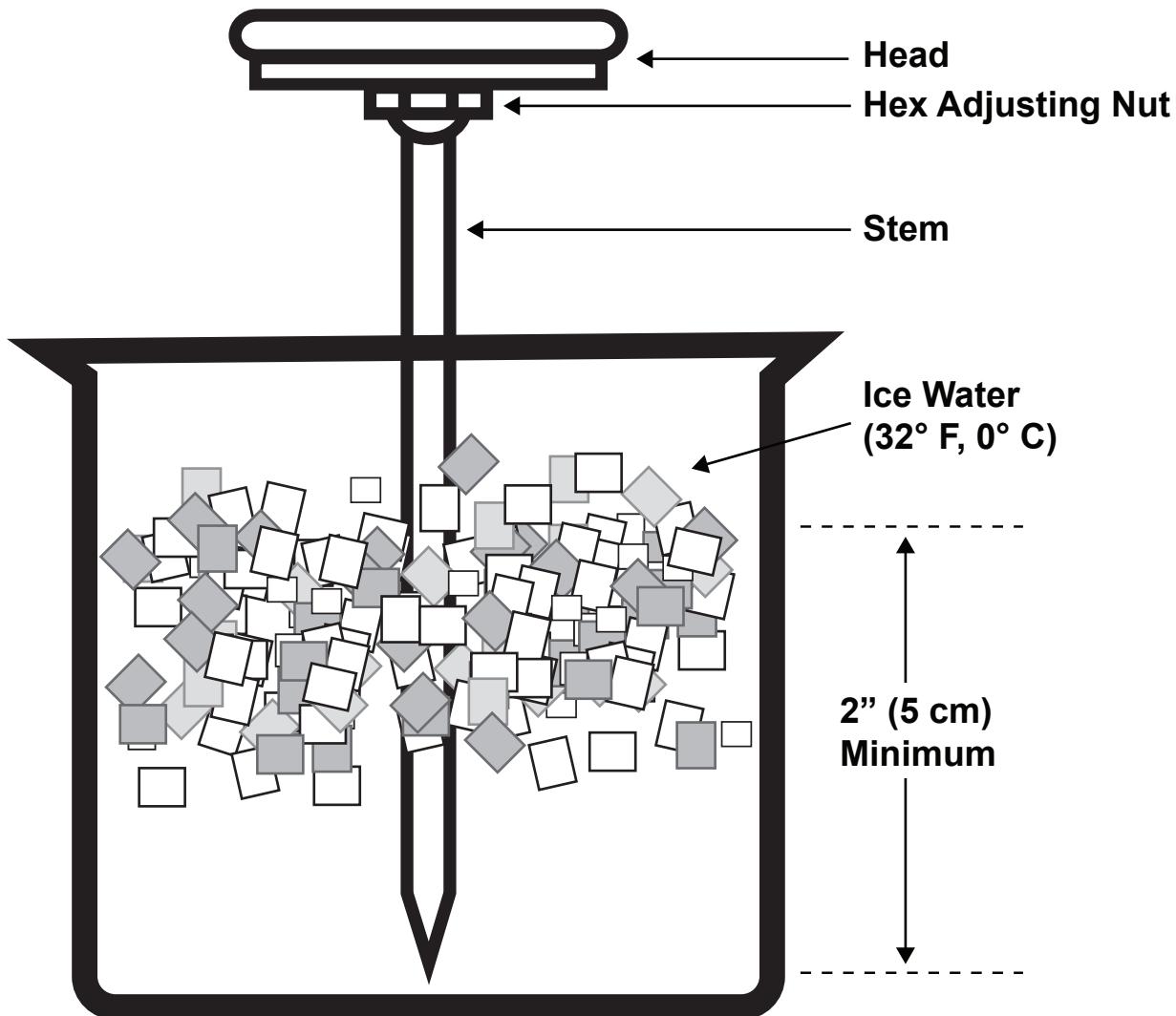
- Do not fill units beyond capacity.
- Do not store raw food above cooked food.
- Do not add large quantities of hot food to the units.
- Do not restrict airflow by lining shelves.
- Do not hang thermometer on cooling mechanism.
- Do not store food on the floor of the walk-in cooler.

# **Safe Ways Of Thawing Frozen Food**

1. Refrigeration — never thaw something at room temperature.
2. Under cold running water for no more than two hours. (Water temperature not to exceed 70° F.)
3. Part of the cooking process (example: frozen vegetables).

## How To Calibrate A Metal Stemmed Thermometer

Insert the sensing area of the thermometer into ice slush. Allow the indicator to stabilize and adjust calibration nut so the indicator reads 32° F.



# **Guidelines For Safe Food Handling**

## **The Safe Food Handler**

Human beings are the single most common source of food contamination in our industry.

### **Make hand washing a #1 priority:**

- before you report to your position,
- after smoking,
- after handling unclean equipment or utensils,
- after handling raw food (i.e., Italian sausage),
- after touching areas of body such as ears, mouth, nose or hair,
- after use of the restroom,
- after eating,
- after use of handkerchief or tissue,
- after taking out the trash,
- after handling money, and
- after hand contact with soiled clothing (dirty aprons).

### **Proper hand washing procedure:**

1. Make sure the sink area is properly stocked with disinfectant soap and paper towels.
2. Turn on the water, making it as warm as possible without being uncomfortable, and let it run over your hands.
3. Using soap, lather your hands up past your wrists. Scrub between your fingers and around your nails making sure to remove all soil and dirt.
4. Rub one hand against the other in a rotating motion using friction for about twenty seconds. This gives the disinfectant soap time to kill the germs.
5. Rinse your hands thoroughly under the warm running water to remove all the soap.
6. Dry your hands using clean paper towels.
7. Avoid touching anything that might re-contaminate your hands (such as wiping them on your apron or the seat of your pants).

## **Other Safe Food Handling Guidelines**

- Good personal hygiene includes bathing daily and not sneezing or coughing near food.
- Keep fingernails trimmed.
- Keep uniform clean.
- Proper hair restraints must be worn to prevent hair from entering food and to prevent hands from touching the hair.
- Hand jewelry must be kept to a minimum to minimize potential food contamination. Jewelry can be a hiding spot for bacteria and could lead to cross-contamination.
- Do not wear nail polish or false fingernails.
- The eating and drinking of food should take place in designated areas of the restaurant.
- The use of tobacco products in any form must be forbidden while engaged in food handling, preparation, and while washing utensils, equipment or food preparation areas.
- Ice scoops should be kept in a separate container out of the ice bin. Reason: If kept in the bin, the ice starts to melt; the handle (which was touched by the food server) may touch the ice, which, in turn, would contaminate the ice.
- All open cuts or scratches must be antiseptically bandaged.
- No employee affected by a communicable disease, boils, sores, or infected wounds may handle food.

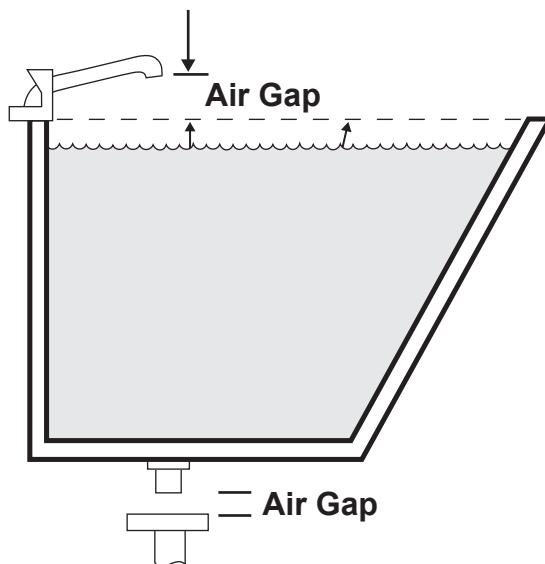
## **Plumbing And Sewage Concerns**

Cross contamination and backflow is a physical link between a fresh water supply and contaminants from unapproved sources (sewers, drains, mop sinks, dish sinks, etc.).

When a hose is used on a mop sink, a hose bib vacuum breaker should be used.

**NOTE: Check with local sanitarian because local codes on vacuum breakers vary widely.**

The only totally reliable backflow device is the air gap. The gap must be twice the diameter of the outlet but never less than one inch. Refer to diagram below.



Air gaps between the faucet and the flood rim and between the drain pipe and the floor drain of a sink prevent backflow.

## **Summary**

It is up to each restaurant manager to be aware of the dangers and causes of foodborne illness. This summary is only one source of information on sanitation. Most states offer a course in sanitation that will go into much greater detail and also spell out the specific requirements in your state.

### **When The Health Inspector Comes To Your Operation**

1. Check identification.
2. Ask to be present with the inspector during the inspection.
3. Provide records when needed.
4. Request suggestions and solutions to violations during the visit.
5. Correct all violations in the time frame required by the inspector.

It is important to know that state and local health regulations may vary and that the stricter of the two would apply. A suggestion would be to contact your local health sanitarian to review regulations in your area.

# Safety and Security Review

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your Trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

## 1. Answer True or False to the following questions:

- No one under the age of 18 is allowed to operate or clean any part of the Sheeter.
- Clean up spills when you have time.
- When lifting, bend your knees and keep your back straight.
- No one under the age of 18 is allowed to operate or clean any part of the V.C.M.
- Knives are the main cause of cuts in the restaurant.
- A tomato on the floor as is much of a hazard as spilled oil.
- Light bulbs should be changed as soon as you notice they are out.
- A minor can be left in the store alone only during banking.
- It is the manager's responsibility to train employees on Right To Know.

## 2. List four things you need to do so slips and falls can be avoided:

- A. \_\_\_\_\_
- B. \_\_\_\_\_
- C. \_\_\_\_\_
- D. \_\_\_\_\_

## 3. Complete the following sentences:

Watch for hot spots on the Landing Station table or areas of the table where \_\_\_\_\_ have been placed.

If something is too heavy or awkward to carry, make sure you get \_\_\_\_\_.

When removing Crazy Bread trays from the oven, use \_\_\_\_\_.

Do not touch or try to remove \_\_\_\_\_ from the \_\_\_\_\_ before they have exited.

\_\_\_\_\_ containers or bottles are never allowed in the restaurant.

## 4. What are examples of some incidents that may occur at or on the property of LC?

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**5. What are three ways to avoid cuts in a restaurant?**

- A. \_\_\_\_\_
- B. \_\_\_\_\_
- C. \_\_\_\_\_

**6. Complete the following sentences:**

- A. Count the change fund before \_\_\_\_\_ and record the amount on the \_\_\_\_\_.
- B. All excess cash should be removed from the \_\_\_\_\_ and dropped into the \_\_\_\_\_ of the safe.
- C. Record the change fund at \_\_\_\_\_ and at the \_\_\_\_\_ and record the amount on the \_\_\_\_\_ section on the front of the \_\_\_\_\_.
- D. The back door of the restaurant should not be opened after \_\_\_\_\_ or before \_\_\_\_\_ is \_\_\_\_\_.
- E. Never leave the safe \_\_\_\_\_ or \_\_\_\_\_.
- F. All sales must be transacted on the \_\_\_\_\_.
- G. Box counts are completed \_\_\_\_\_ times a day.

**7. List the six things the person making a cash drop should record:**

- A. \_\_\_\_\_.
- B. \_\_\_\_\_.
- C. \_\_\_\_\_.
- D. \_\_\_\_\_.
- E. \_\_\_\_\_.

**8. Answer True or False to the following questions:**

- At closing, keep all cash drawers closed.
- It is acceptable to stop at the store on the way to the bank.
- Turn off the register and remove the key while the register is unattended.
- Deposits can be taken to the bank during hours of darkness if two people go.
- Notify the Area Supervisor if there is a discrepancy of \$10 or more.

**9. List the five times when are register checks performed:**

- A. \_\_\_\_\_.
- B. \_\_\_\_\_.
- C. \_\_\_\_\_.
- D. \_\_\_\_\_.
- E. \_\_\_\_\_.

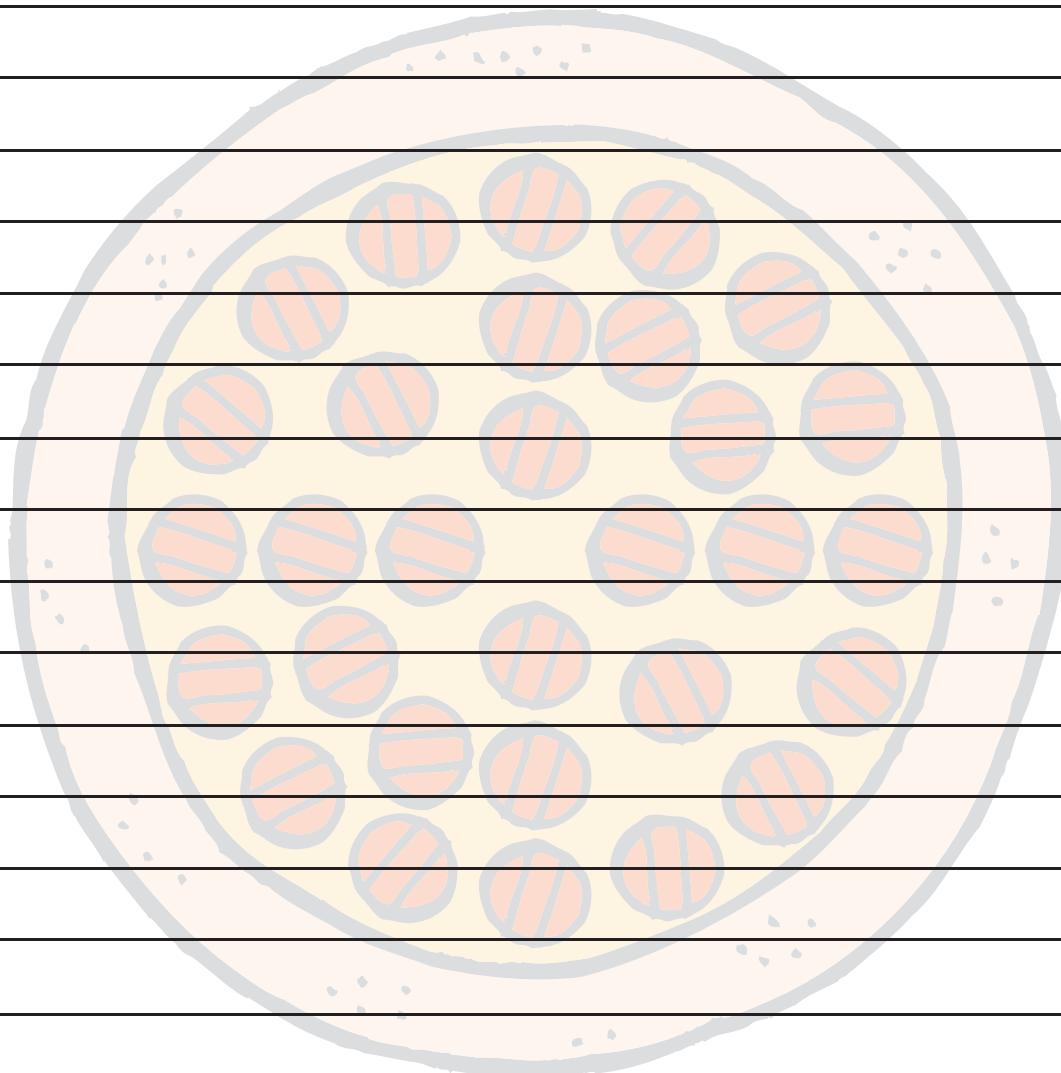
**10. The following steps are done to perform a register check. Number them in the correct order (1 = completed first — 6 = completed last).**

- Compare figure with the amount of gross sales recorded on the register.
- Count all money in the restaurant including drops.
- Record difference between corrected sales and cash on hand on front of Daily.
- Subtract the change fund amount from the register amount and drops counted.
- Initial the + /- figure, record the time of the register check.
- Take a register read.

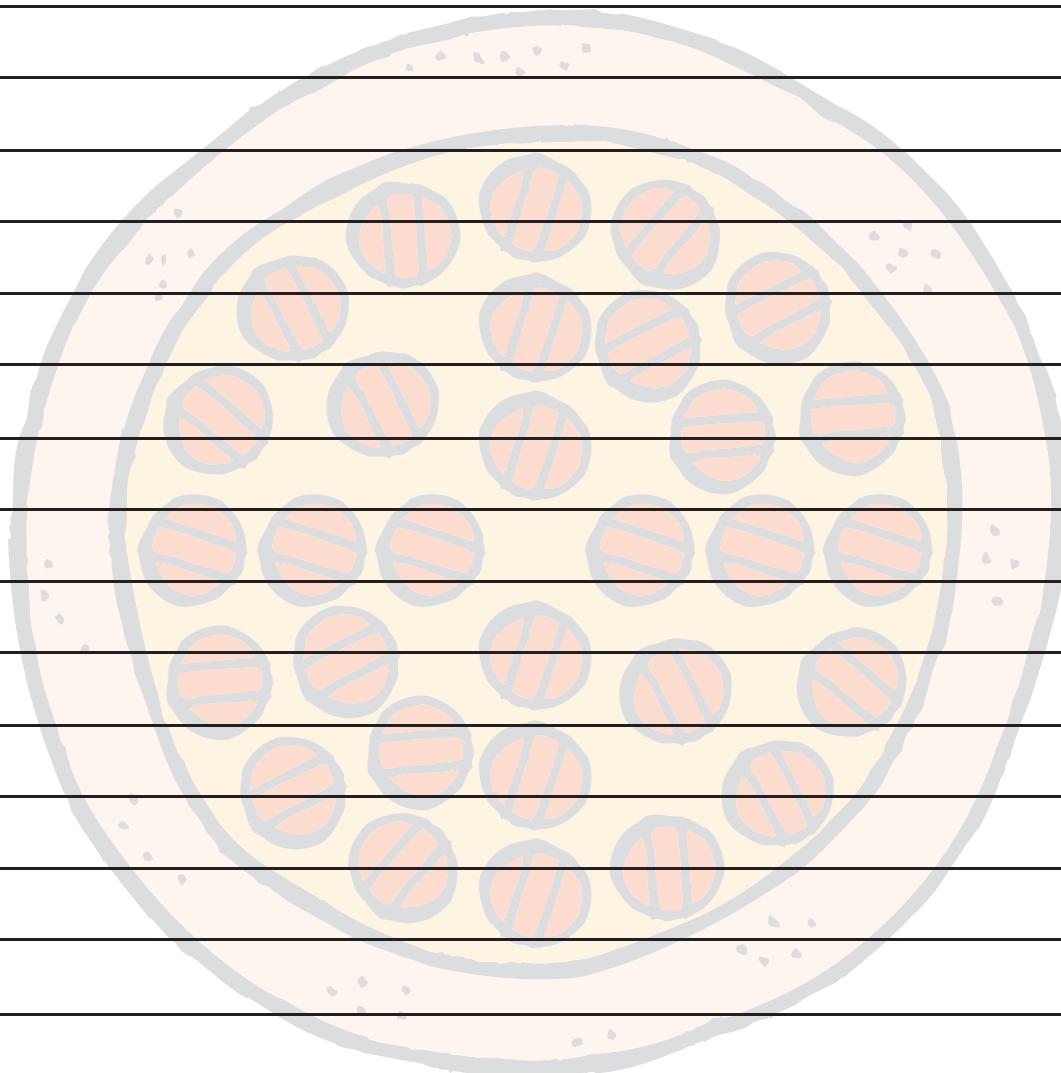
**11. List five things that would be considered manipulation of corporate funds:**

- A. \_\_\_\_\_.
- B. \_\_\_\_\_.
- C. \_\_\_\_\_.
- D. \_\_\_\_\_.
- E. \_\_\_\_\_.

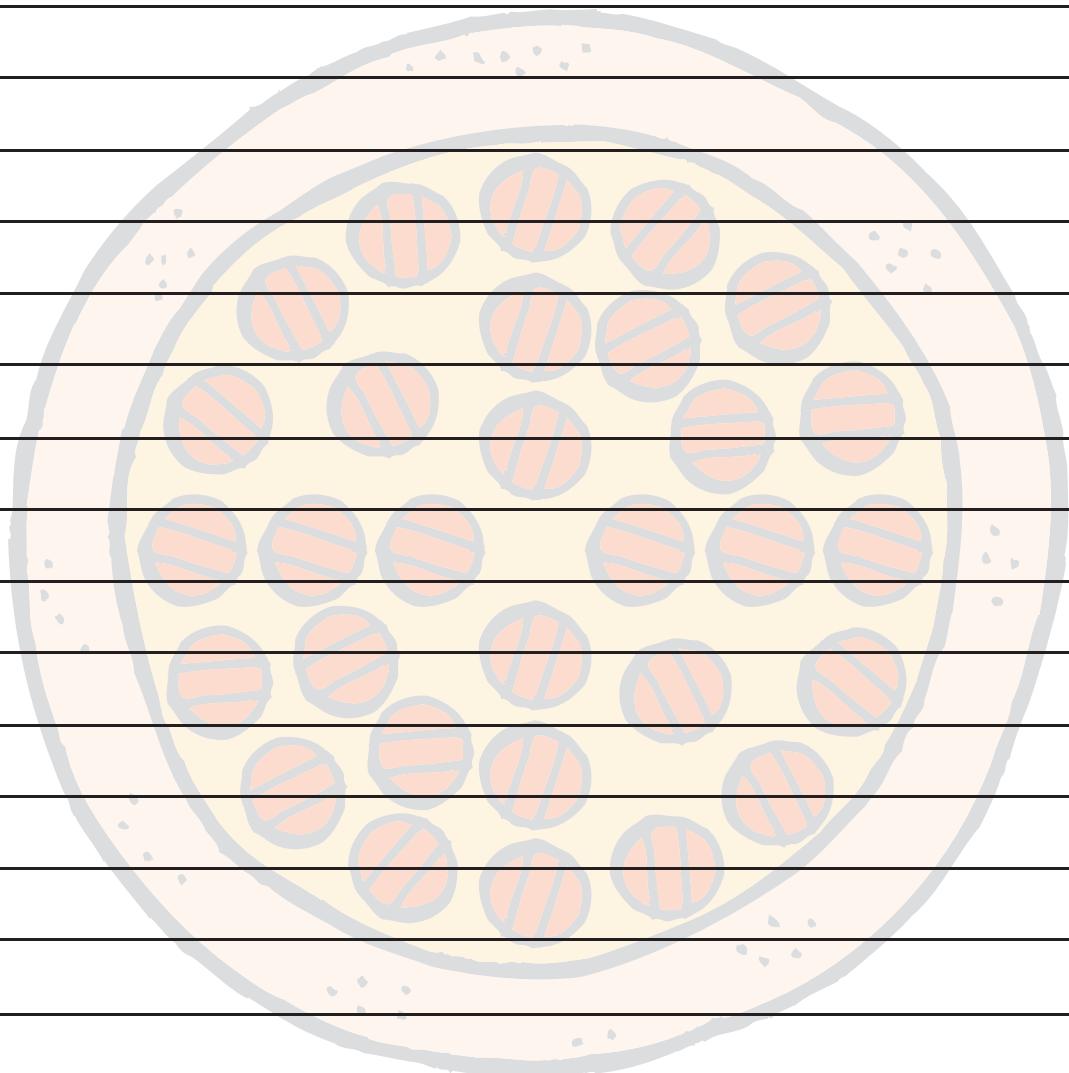
# Notes



# Notes



# Notes



 SECTION  
**14**

# Daily and Week-Ending Paperwork

Doing paperwork is an absolutely necessary function you will be expected to fulfill as a manager. You will be responsible for completing the documents that will be used by a number of individuals at the corporate level. From these documents will be derived a host of information which tells us, among other things, how the restaurant is performing.

In this section, you will learn about the Daily Cash Summary, a document on which we record the information from the current day's sales. You will also be introduced to the Weekly Sales Summary as well as other product tracking tools found in our Quarter Book. You need to be very familiar with these types of paperwork since many of the business projections are made based on analyzing these tools, and administrative training will build on them.

Weekly payroll, another process you will complete as a manager, is also covered in this section. Time card procedures, the Weekly Payroll Summary and the Payroll Transmittal are all critical documents that will help you to better manage the payroll functions in the restaurant.

Our paperwork procedures may, at first, seem extensive. Soon, you will realize that our procedures are both simplified and necessary. By doing paperwork manually, we have afforded our managers the opportunity to not only learn the process, but understand the need the process is fulfilling and how these processes help us to run smoother, more efficient, profitable restaurants.

Certain automated systems are already in place and being utilized in some markets. This automation, however, does not negate the importance of understanding the manual processes.

Because of the critical nature of the information generated at our stores and because so many people rely on it, **integrity**, **accuracy** and **legibility** are extremely important.

# Daily Paper Work

Paperwork is completed every day by following strict guidelines. Some of it is prepared throughout the day and some is done at closing time. Whatever the case, make sure numbers are accurate, paper work is legible, complete and signed by the person(s) completing it. If questions arise, the manager(s) in charge of checking the paperwork can be contacted. These forms must be completed daily:

- Daily Cash Summary
- Weekly Sales Summary
- Hourly read logs
- Box count form
- Waste Log
- Cheese Check
- Beverage Check

## **Daily Cash Summary ("Daily")**

A new "Daily" is used for each day of the week. This form is a legal document that managers use to record sales and cash flow within the restaurant. It must be completed in black or blue pen. Because it involves the sales for the day, all of it cannot be completed before the restaurant is closed. The Daily is used to record specific sales information for each day's sales. This information is obtained from either the "X" reading or the "Z" reading from each of your registers which include the sales, PLU, and hourly readings.

To "Z" out a register is simply to "Zero" it out, thus preparing it for the next day, whereas an "X" read records the information at any point during the day, but allows us to continue the accumulation of sales, product counts, etc. This section will mainly focus on the end-of-day paperwork utilizing the "Z" readings.

## **Preparing the Daily Cash Summary**

We have separated the Daily into ten main sections to make it easy to learn and understand.

1. Grand Totals/Corrected Totals	6. Deposit Summary
2. Register checks	7. Guest check/Check out
3. Overrings	8. Drop Logs
4. Payouts	9. Product check/Waste Log
5. Category Detail	10. Envelope sign-off checklist

## **The "Z" Sales Reading**

Every day at closing the "Z" Sales Reading is obtained from each of the cash registers in your restaurant. This read contains necessary information to complete the Daily Cash Summary. Some stores use different names for this type of reading, but the information in it should be the same. All cash registers produce a copy of this reading. Make sure to remove it at the end of the day and place with the "Daily." Neatly put in the Daily, and re-set the journal tape for the following day.

The "Z" reading contains net sales by department for all products sold: pizza, Crazy Bread®, wings, beverages, salad, sandwiches, other food, non-taxable and non-food.

Programming the cash register to provide a "Z" Sales Reading with all product sold by department is the best way to keep track of all sales. However, there will be cases in which the cash registers in the store may not be programmed to categorize sales by department. You will then have to use the PLU read to calculate sales by department.

## “Z” Sales Reading

04-27-06	Date
Z1 060 GT 1 000012 <b>86419.19</b>	GT numbers are continuous — unlike other readings, they cannot be reset. This number represents all sales, including overrings, that have been keyed into the register since it has been in use. This number is usually located in the top section of the reading. Make sure to ask your Training Manager where it is located on the reading in your store.
GT 2 000003 64194.31 GT 3 -000000 0000.00	
01 214.00 Q <b>2395.76</b>	Net Sales for all pizza transactions including extra toppings, Crazy Sauce, ICB, and PCB, before overrings are taken out.
85.79 % 02 23 Q <b>*238.00</b>	Net Sales for all Crazy Bread transactions before overrings are taken out.
8.52 %	Percentage of sales compared to total net sales for this department.
03 38 Q <b>*35.00</b>	Net Sales for all Caesar Wing transactions before overrings are taken out.
1.25 %	
04 23 Q <b>*73.66</b>	Net Sales for all beverage transactions before overrings are taken out.
2.63%	
05 12 Q <b>*49.86</b>	Net Sales for all salad transactions before overrings are taken out.
1.78%	
06 0.00 Q <b>*0.00</b>	Net Sales for all sandwich transactions before overrings are taken out.
0.00%	
07 0.00 Q <b>*0.00</b>	Net Sales for all other transactions before overrings are taken out.
0.00%	
<b>* 2792.28 TL</b>	Grand Total Net Sales for all Pizza, Crazy Bread®, Wings, ICB, PCB, and all other transactions before overrings are taken out.
*2792.28 ST 100.00% 243 Q	
<b>*2792.28 TX ST</b>	Grand Total tax for all sales transactions.
<b>*167.60 TX</b>	<b>Note:</b> Tax rates vary from city to city, state to state, etc.
*0.00 RF 167.69 TX	
*2959.88 ST	
349 Q <b>2959.88 TL</b>	Gross Sales (Net Sales + tax) including Pizza sales, Crazy Breads, Wings, Beverage, Salad, Sandwiches, Other Food, etc. before overrings are taken out.
349 Q	Number of sales transactions keyed into the cash register ( <b>Customer count</b> ).
2959.88 CA	This number may be located somewhere else on the “Z” reading in your store. Ask your Training Manager for location.
*2959.88CA TL	
*2959.88 TL	
<b>000-6664</b>	Transaction number.
<b>* 10-00</b>	Time of reading.

Register #1

# Daily Cash Summary

## Section 1: Grand Totals/Corrected Totals

REGISTER 1				REGISTER 2				REGISTER 3/PICK-UP WINDOW			
G.T. END	86419.19			G.T. END	77613.70			G.T. END	55083.76		
G.T. BEGIN (-)	84832.92			G.T. BEGIN (-)	76221.14			G.T. BEGIN (-)	55083.76		
=TOTAL GROSS	1586.27			=TOTAL GROSS	1392.56			=TOTAL GROSS	0		
REG TOTALS	(-) OVER RINGS	= CORR. TOTAL		REG TOTALS	(-) OVER RINGS	= CORR. TOTAL		REG TOTALS	(-) OVER RINGS	= CORR. TOTAL	
NET SALES	1496.46	6.00	1490.46	NET SALES	1313.70	11.88	1301.82	NET SALES	0	0	0
TAX	89.81	.36	89.45	TAX	78.86	.71	78.15	TAX	0	0	0
GROSS SALES	1586.27	6.36	1579.91	GROSS SALES	1392.56	12.59	1379.97	GROSS SALES	0	0	0

This section of the Daily is where we record GT (Grand Total) numbers, net sales, taxes and gross sales for all cash registers in the restaurant. GT numbers are usually found on the top your "Z" Sales Reading. Depending on the type of cash register in your store, there may be several GT numbers listed. Make sure to ask your Training Manager one which you are using and be sure to use the same one every day.

Net Sales, taxes, and Gross Sales are usually located in the middle section of the "Z" Sales Reading. Transfer Net Sales, taxes, and Gross Sales figures to Section 1 of the Daily. You will then subtract any overrings (from Section 3 of the Daily) to obtain corrected totals for all cash registers. Make sure to double check all calculations to avoid errors.

**Follow the prompts located in the boxes. These will indicate whether to add (+), subtract (-), or to acknowledge the equation is equal (=).**

When recording your numbers, make sure that they are legible and accurate. Double check that the gross sales, net sales and sales tax are placed in the correct boxes. Cross check your work for accuracy, adding vertically as well as horizontally.

# Daily Cash Summary

## Section 2: Register Check

REGISTER CHECKS (5 PER REGISTER)										
	REGISTER 1					REGISTER 2				
TIME	open	3:00	5:00	8:00	close	open	3:00	5:00	8:00	close
1 CASHIER INITIALS	SR	SR	SR	KH	KH	SR	SR	KH	KH	KH
2 READ	0	552.49	552.49	1019.11	586.27	0	0	525.39	1392.56	1392.56
3 - OR/REFUNDS	0	0	0	0	6.36	0	0	12.59	12.59	12.59
4 - PAYOUTS	0	0	0	0	0	0	0	0	0	0
5 - MC/VISA	0	163.55	0	319.69	378.38	0	0	62.04	174.50	174.50
6 = TOTAL	0	388.94	0	699.42	201.53	0	0	450.76	1205.47	1205.47
7 TOTAL DROPS	0	350	0	680	1208.00	0	0	420.00	189.00	1203.00
8 + DRAWER	50	89.10	0	69.60	50	50	0	81.21	64.00	50
9 - BEG. DRAWER	50	50	0	50	50	50	0	50	50	50
10 = TOTAL	0	389.10	0	699.60	1208.00	0	0	451.21	1203.00	1203.00
11 CASH +/-	0	.16	0	.18	+6.47	0	0	.45	-2.47	-2.47
12 CHANGE FUND ACCESS/UNACCESS	700	0	700	0	700	0	150	550	0	150
13 CHANGE FUND TOTAL	700	700	700	700	700	700	700	700	700	700

REGISTER CHECK (REGISTER 3)					
TIME					
CASHIER INITIALS					
READ					
- OR/REFUNDS					
- PAYOUTS					
- MC/VISA					
= TOTAL					
TOTAL DROPS					
+ DRAWER					
- BEG. DRAWER					
= TOTAL					
CASH +/-					
CHANGE FUND ACCESS/UNACCESS					
CHANGE FUND TOTAL					

**(Front of Daily)**

**(Back of Daily)**

This section of the Daily is for the register checks. There should be a minimum of five (5) register checks for each register every day. They are completed at open, 3 pm, 5 pm, 8 pm, close and shift change. This section is also for keeping track of your change fund amount. The change fund total should also include your drawer totals. For example:

Drawer #1: \$50.00

Drawer #2: \$50.00

Drawer #3: \$50.00

Safe: \$350.00

Total Change Fund: \$500.00

## Daily Cash Summary

### Section 2: Cont.

**Please follow the process outlined below:**

- 1. Time:** Record the current time.
- 2. Cashier Initials:** Record your initials (the person completing the register check).
- 3. Read:** Record the register Gross Sales reading.
- 4. - OR/Refunds:** Record the total overrings and refunds (including tax).
- 5. - Payouts:** Record the total payouts.
- 6. - MC/Visa:** Record the gross credit card sales (if applicable).
- 7. = Total:** Subtract the previous three categories from the READ and record the result here.
- 8. Drops:** Record the total drops.
- 9. + Drawer:** Record the total cash and coin in the register at this time.
- 10. - Drawer:** Record the beginning register cash amount.
- 11. = Total:** Add the current register total to the drops, subtract the beginning register amount, and record the result here.
- 12. Cash +/-:** Subtract second total (line 11) from the first total (line 7) and record the result here.
- 13. Change Fund/Accessible/Inaccessible:**  
Record the amount of cash accessible (first safe compartment, cash registers), and the amount inaccessible (time delay safe only). Verify the change fund at open, shift change, and close.
- 14. Change Fund Total:**  
Record the total change fund cash amount here (accessible+inaccessible).

### Troubleshooting Cash Problems

#### What to Do When a Register Check Doesn't Balance

- Make sure all drop envelopes either present or recorded. (Are there any missing?)
- Is your safe at the proper level?
- Do your credit card receipts add up to the batch total?
- Is the drawer really at \$50? Recount!
- Were the drops added correctly?
- Are there any missing overrings? (Check the ticket holder or call the employee if they have already left.)

## **Daily Cash Summary Section 3: Overrings**

# Overrings

This section of the Daily is for listing overrings for all of the registers. Overrings are errors that occur when orders are being rung up. As with all sections of the Daily, this area must be legible and accurate. It is important that all columns are filled out for each overring occurrence. Without proper documentation, overrings can be "disallowed" by our Accounting Department, resulting in "technical" cash shortages. As a reminder: All overrings must be initialed by the cashier and the manager on duty at the time that the overring occurred. Be sure to staple both your overring receipt and your re-ring receipt to a guest check. Write an explanation and include initials of both the cashier and the manager.

Examples of why overrings are disallowed:

- No re-ring attached to the overring
  - Failure to explain why a re-ring has not been included
  - Too many receipts between the overring and the re-ring without an explanation
  - No receipt inside the Daily for the overring

R050977				 Little Caesars®
B E V	Bottles	Fountain	Other	PRICE
	20 oz	21 tr	16 oz	22 oz
				20 oz
OPTIONAL	CUSTOMER changed order			
CORE	06-06-06 (HD) SK OR 0006969# PL010 *5.00 TX 1 PL001 *3.99 TX 1 PL020 *1.00 TX 1 *9.99 ST *0.70 TX 1			06-06-06 (HD) SK RR 0006969# PL010 *5.00 TX 1 PL015 *2.00 TX 1 PL020 *1.00 TX 1 *8.00 ST *0.56 TX 1
P	*10.69 TL *9999.99 TX *9989.30 CG			*8.56 TL *20.00 TX *11.44 CG
P	192-2769 10-39			192-2770 10-40
14	Q S	D C	C T	

## Daily Cash Summary Section 3: Cont.

### When an Overring Occurs:

1. Call the manager in charge.
2. Complete the first (incorrect) transaction.
3. Circle and initial the overring on the journal tape.
4. Re-ring the order for the correct amount.
5. A guest check must be completed indicating the type of product and the amount of the overring.
6. The Shift Manager and the cashier must both initial the re-ring receipt, overring receipt, the guest check and the Daily Cash Summary.
7. Staple overring receipt to the upper left hand corner of the guest check and write "OR."
8. Staple the re-ring to the upper right side of the guest check and write "RR."
9. Record the information in the overring section on the front of the Daily.
10. Area Supervisor will verify all overrings during each visit to the restaurant.

### Recording an overring on the Daily Cash Summary

OVERRINGS FOR REGISTERS							
REGISTER 1	PRODUCT	TOTAL NET	TAX	REFUND	OVER RING	TICKET #	CASHIER INITIALS
							MGR INITIALS
	pizza	6.00	.36		6.36	8240	SR KH
	pizza	5.62	.47		6.09	8295	SR KH
REGISTER 2	pizza	5.83	.49		6.32	6320	SL KH
REGISTER 3							
PAYOUTS (Enclose P.O. Receipt & All Tax Exempt Certificates)							
ITEM DESCRIPTION		ACCT#		AMOUNT			
1. produce				\$	7.24		
2.				\$			
3.				\$			
4.				\$			

The total net, tax, and gross (refund and overring) are transferred to the overring column in Sect. 1 for each cash register so corrected totals can be calculated.

**Product** - Record the department the overring occurred in: pizza, breads, wings, sodas, sandwiches, salads, etc. When an overring involves more than one department, the most expensive item determines which department will be used.

**Total Net** - The total net amount of the overring taken from the cash register receipt.

**Tax** - The tax amount of the overring taken from the cash register receipt.

**Refund** - When the transaction is a refund, record the total gross amount of the overring from the cash register receipt and record it in this column.

**OVERRING** - When the transaction is an overring, record the total gross amount from the cash register receipt and record it in this column.

**Ticket #** - The serial number of the guest check on which the overring was made.

**Initials** - Both the employee's and the Manager's initials are recorded.

## Daily Cash Summary

### Section 4: Payout

#### **Payout**

This section of the Daily is for listing any payouts that have been made from your registers. Record the total amount, including tax, in the area marked "amount." The manager must record the total payout, sign all the receipts, and place the receipts inside the Daily envelope. Total the payouts in the payout box then record on line 13 of Sect. 5.

Payouts include but are not limited to the following:

- School and/or group orders
- Tax exempt groups
- Produce
- Minimal office supplies

All payouts must be approved and signed by your Area Supervisor. Keep in mind that payouts should be used only when **absolutely necessary**.

Examples of why a payout might be disallowed:

- No receipt inside Daily
- Payout is not for an authorized item (i.e. personal items)
- Payout not approved by the Area Supervisor
- A payout will be reduced if there are personal items listed on the receipt.

**Note:** Check with Supervisor for approved amount for your store. Large payouts may require approval from the Market Director or Franchise Owner.

PAYOUTS (Enclose P.O. Receipt & All Tax Exempt Certificates)		
ITEM DESCRIPTION	ACCT#	AMOUNT
1. produce		\$ 7.24
2.		\$
3.		\$
4.		\$

## **Daily Cash Summary**

### **Section 5: Category Detail**

This section of the Daily is where we list category detail, much of which goes directly to the Profit & Loss Statement. It is very important that this section is as accurate as possible. The Store Manager and Area Supervisor must sign the Daily on the appropriate lines, in approval of the information. Do not fill in the names of these individuals yourself when preparing the Daily. All product sales are usually listed by department on the "Z" readings. If that is not the case for your store, use the PLU read to calculate accurate sales for all different product departments. Please remember to double-check all calculations to avoid errors. Please use the lines as explained below. Follow along on the next page for clarification.

- 1. Pizza:** All pizza sold including slices, Baby Pan Pan, Italian Cheese Bread, Pepperoni Cheese Bread and Crazy Sauce (minus O.R.)
- 2. Bread:** This is for Crazy Bread only (minus O.R.)
- 3. Wings:** All Caesar Wings sold (minus O.R.)
- 4. Bev:** All sodas sold including water if water in your state is taxable (minus O.R.)
- 5. Salad:** All salads sold (minus O.R.)
- 6. Sandwiches:** All Caesar sandwiches sold (minus O.R.)
- 7. Other Food:** For any menu items that your store sells that are not listed (minus O.R.)
- 8. Non-Taxable:** This is for non-taxable food items only such as water if it is not taxed in your state (minus O.R.)
- 9. Non-Food:** This is for merchandise sales that are reported as taxable in our stores (minus O.R.)
- 10. Total Net:** All the items listed above should add up to total net sales. Please make sure that this number also adds up to your total corrected net sales from all registers after overrings (Sect. 1)
- 11. Corrected Tax:** Total corrected sales tax from ALL registers (Sect. 1)
- 12. Gross Sales:** Total net plus corrected tax should add up to gross sales. This number should also correspond to total corrected gross sales from all registers after overrings (Sect. 1)
- 13. Gift Cards Sold:** Little Caesars gift cards sold (activated).
- 14. Payouts:** Write in the total payout amount from bottom of Daily (Sect. 4)
- 15. MC/VISA:** Mastercard and Visa amounts only (if applicable)
- 16. AMEX:** American Express amount only
- 17. Gift Cards Redeemed:** Little Caesars gift cards used for a purchase.
- 18. Subtotal:** Calculate subtotal amount by following prompts (+, -, =) from lines 12-16.
- 19. Total Deposit:** Write in the total deposit amount from the deposit summary on the bottom of the Daily. This is done only after the amount is verified in the morning.
- 20. Cash +/-:** Subtract Deposit from the subtotal to determine the cash +/-
- 21. Change Fund Order:** Please record the amount of the change fund order as well as the confirmation number. This will help track the order if necessary.

## Daily Cash Summary

### Section 5 Cont.

	STORE#	27
	DAY/DATE	Thu 4-27-06
	MANAGER	
	SUPERVISOR	
<b>1</b>	PIZZA	2633.76
<b>2</b>	BREAD	0
<b>3</b>	WINGS	35.00
<b>4</b>	BEV	73.66
<b>5</b>	SALAD	49.86
<b>6</b>	SANDWICHES	0
<b>7</b>	OTHER FOOD	0
<b>8</b>	NON-TAXABLE	0
<b>9</b>	NON-FOOD	0
<b>10</b>	TOTAL NET	2792.28
<b>11</b>	(+) CORRECTED TAX	167.60
<b>12</b>	(=) GROSS SALES	2959.88
<b>13</b>	(+) GIFT CARDS SOLD	
<b>14</b>	(-) PAYOUTS	0
<b>15</b>	(-) MC/VISA	552.88
<b>16</b>	(-) AMEX	0
<b>17</b>	(-) GIFT CARDS REDEEMED	
<b>18</b>	(=) SUBTOTAL	2407.00
<b>19</b>	TOTAL DEPOSIT	
		2411.00
<b>20</b>	CASH +/-	
		+4.00
<b>21</b>	CHANGE FUND ORDER	
	CONF.#	62407 \$AMT. 300.00

## **Daily Cash Summary**

### **Section 6: Deposit Summary**

<b>DEPOSIT SUMMARY</b>
*ENCLOSE DEPOSIT RECEIPT*
$50 \times 5 = 250.00$
$20.00 \times 93 = 1860.00$
$10.00 \times 23 = 230.00$
$5.00 \times 3 = 15.00$
$1.00 \times 56 = 56.00$
TOTAL CASH      \$ <u>2411.00</u>
TOTAL DEPOSIT    \$ <u>2411.00</u>

This section of the Daily is for recording the deposit. The deposit sent to the bank should exactly match the deposit breakdown listed on the front of the Daily. Do not use it for the previous day's deposit. Using this section is an additional safe guard should we need to contact the bank regarding a deposit.

## Daily Cash Summary

### Section 7: Guest Check/Check Out

GUEST CHECK - CHECK OUT		
STARTING #	ENDING #	TICKETS USED
8232	8240	9
5397	5400	4
6320	6335	16
TOTAL TICKETS USED _____		29
TOTAL ACCOUNTED FOR _____		29
TICKET # OF ADVANCE ORDERS _____		0

#### GIFT CARD VERIFICATION

BEG. INV (-) AMT SOLD = END INV.

\_\_\_\_\_ (-) \_\_\_\_\_ = \_\_\_\_\_

This section of the Daily is the Auditing section including spaces to track Guest Check – Check out and Gift Card Verification. This section is where we keep track of all guest checks and gift cards used as part of our Loss Prevention measures.

#### **Gift Card Verification Inventory**

Before the store opens and after the store closes, count the gift cards. Each box contains 250 in packets of 50.



One full box = 250 cards



3 packets of 50 each plus  
12 loose cards = 162 cards

#### **Guest Check - Check Out**

- **The starting number is:** The number of the first ticket in the book used that day.
- **The ending number is:** The number of the last ticket used.
- **Tickets used is:** The ending number minus the starting number, plus one.
- **Total tickets used:** The sum of the "tickets used" column.
- **Total accounted for:** A physical count of yellow guest checks with cash register receipts attached plus additional guest checks.
- **Advance order:** Guest checks completed on a previous day but processed on this day. For example, a group order placed three days in advance.

**Note:** There is no need to complete a guest check for core HNR menu items.

## **Daily Cash Summary**

### **Section 8: Drop Logs**

This section of the Daily is for logging all of your cash drops. Please note that there is a separate section for the change fund drops. All sections should be completed legibly.

#### ***Initial each drop!***

Cash drops are to be completed as often as necessary to keep drawer levels within policy limit (\$100 before 9 pm and \$50 after 9 pm or sundown).

Policy states that drops should be kept under \$100 or made at least every 15 minutes. This protects the cashier during peak periods when cash levels can reach well above \$100.

Be sure to immediately record each drop on the appropriate drop log for your register, located on the back of the Daily Cash Summary.

This is done by recording the envelope color and number, your initials, the time the drop was made and the drop amount. Keep an accurate running total in the far right column. Throughout the day, drops should be recorded on the appropriate drop log.

1. In the morning, after verifying all drop envelopes, and verifying that the store change fund amount is accurate, the manager filling out the Daily should:
  - a. Total the drop amounts from drop log 1, 2, and 3 (if applicable).
  - b. Record the total dollars from the drop logs on the front of the Daily under "deposit," matching this amount to the total on the deposit summary.
  - c. Subtract the subtotal from the deposit to determine whether the cash is over or short for the day. Record this figure under "cash (+) or (-)".

(=) UNIT 1 CASH DROPS RECEIVED	_____
(=) SUBTOTAL	2407.00
TOTAL DEPOSIT	
2411.00	
CASH +/-	
+4.00	
CHANGE FUND ORDER	
CONF.#	\$AMT.

Generally, the cashier assigned to each register is responsible for doing their own drops and recording on the appropriate drop log. In stores with cash shortage problems, however, drops are sometimes performed only by the Manager-in-charge.

## Section 8 Cont.

<b>CHANGE FUND DROPS</b>				
	INITIALS	TIME	DROP AMOUNT	TOTAL DROPS
Safe	G-1	KH	9:00	300
Reg 1	G-2	KH	9:10	35
Safe	G-3	KH	close	100
Safe	G-4	KH	close	145
Reg 2	G-5	KH	close	30
Reg 3	G-6	KH	close	42
TOTAL DROPS = \$ 652.00				
<b>DROP LOG #1</b>				
	INITIALS	TIME	DROP AMOUNT	TOTAL DROPS
R1	SR	12:10	60	60
R2	SR	12:40	60	120
R3	SR	12:50	50	170
R4	SR	1:20	40	210
R5	SR	1:40	50	260
R6	SR	2:00	60	320
R7	SR	2:50	30	350
R8	SR	5:20	50	400
R9	SR	5:40	80	480
R10	SR	6:15	80	560
R11	SR	6:25	50	610
R12	SR	7:45	70	680
R13	BC	8:15	60	740
R14	BC	8:30	60	800
R15	BC	8:57	80	880
R1B	BC	9:17	40	920
R2B	BC	9:45	60	980
R3B	BC	10:00	60	1040
R4B	BC	10:25	50	1090
R5B	BC	10:50	46	1136
R6B	BC	11:22	20	1156
R7B	BC	11:35	20	1176
R8B	BC	11:45	20	1196
R9B	KH	close	12	1208
TOTAL DROPS = \$ 1208.00				
<b>DROP LOG #2</b>				
	INITIALS	TIME	DROP AMOUNT	TOTAL DROPS
B1	LH	3:15	40	40
B2	LH	3:22	50	90
B3	LH	3:35	60	150
B4	LH	4:10	80	230
B5	LH	4:30	60	290
B6	LH	4:48	60	350
B7	LH	5:05	70	420
TOTAL DROPS = \$ 420.00			TOTAL DROPS = \$ 783.00	

If additional drop logs are needed, use additional copies and place in Daily Cash Summary at end of night. Note on original that an additional copy is enclosed.

### **Reg 2 cont. DROP LOG #3 / PICK-UP WINDOW**

ENVELOPE # AND COLOR	INITIALS	TIME	DROP AMOUNT	TOTAL DROPS
B8	AD	5:12	50	50
B9	AD	5:20	40	90
B10	AD	5:32	40	130
B11	AD	5:47	70	200
B12	AD	6:02	80	280
B13	AD	6:12	80	360
B14	AD	6:30	60	420
B15	AD	6:44	60	480
B1B	AD	6:54	80	560
B2B	AD	7:06	64	624
B3B	AD	7:35	70	694
B4B	AD	8:00	75	769
B5B	KH	8:10	14	783

## Section 8: Cont.

### Change Fund Drops

The change fund, stored in the safe door and used to fund each cash drawer, is generally comprised of rolled coin and singles and is of a pre-determined amount based on restaurant sales volume. As the night progresses, however, the change fund is gradually decreased for security reasons by dropping it to the time delay section of the safe. These drops must be recorded on the back of the Daily Cash Summary. Please record in the margin as a safe drop.

Record the envelope color and number, your initials, the time the drop was made, the drop amount, and be sure to keep a running total in the far right column.

You must place our cash drawers (counted back down to \$50) in the safe over night with only coin remaining in them. Drop the remaining bills and record under Change Fund Drops as well. Record the register number in the margin next to the Change Fund Drop on each drawer.

### Change Fund Verification Procedure

Count the change fund before open, at shift change, and at closing. All cash is counted at open. During the rest of the day, only the accessible portion of the change fund is actually counted. **Do not access the time delay portion of the safe after open.** Any amount of change fund stored in the time delay should be automatically recorded in the space marked "inaccessible" on the Register Check portion of the Daily.

CHANGE FUND DROPS				
ENVELOPE # AND COLOR	INITIALS	TIME	DROP AMOUNT	TOTAL DROPS
Safe	G-1	KH	9:00	300
Reg 1	G-2	KH	9:10	35
Safe	G-3	KH	close	100
Safe	G-4	KH	close	145
Reg 2	G-5	KH	close	30
Reg 3	G-6	KH	close	42
				652

## Daily Cash Summary

### Section 9: Product Check/Waste Log

PRODUCT CHECK			
Item	End Qty.	Amt. Used	Variance
Boxes	1274	467	0
Cheese	915#	223	0
Soda	435	72	-2
Guest Checks			
Crazy Bread bags	753	156	+4
WASTE LOG			
Description	Quantity	\$ Value	Total
pizza	17	\$ 5.00	\$ 85.00
crazy bread	7	\$ 1.79	\$ 12.53

The Product Check and Waste Log sections are located on the back of the Daily and can be used for your convenience. Your supervisor may determine additional tracking that they want done over and above the listed items. Please fill out completely and legibly. Filling out this section does not exclude you from doing a complete box, pop, cheese and waste tracking in your Quarter Book.

**NOTE:** For simplification, you may want to write in your beginning inventory next to the "End Quantity" columns.

The waste log gives you a chance to calculate your food waste dollars and be able to see them on a Daily basis. This exercise simulates accurate food cost tracking.

## Daily Cash Summary

### Section 10: Envelope Sign-Off Checklist

PREPARED BY 	ENCLOSURE ALL: Z Tapes Refund Guest Checks and Overrings Credit Card Receipts & Batch Reports Payout Receipts Deposit Ticket Cancel/Phony Guest Checks Tax Exempt Certificates
--	---

The Sign-Off Checklist must be signed by the person preparing the Daily. It also gives you a check-list of all items that should be included. Please place all items inside the Daily envelope. Do not staple anything to the outside of the envelope.

Additional things to consider when completing the Daily Cash Summary are:

- Please write your numbers legibly. Do not make your numbers so large that they overlap on the lines. On the other hand, do not make them so small that the numbers are difficult to read.
- Please fill out all sections completely. There should only be blank lines if your store does not sell a particular item.
- The Daily is a legal document. Only use blue or black ink to complete.
- Do not use correction fluid or tape on the Daily. If a mistake is made, please cross out with one line and write above or next to the number that was incorrect. Initial to acknowledge the error.

**This is how a complete Daily Cash Summary looks**



# Little Caesars® Pizza DAILY CASH SUMMARY

REGISTER 1				REGISTER 2				REGISTER 3/PICK-UP WINDOW				STORE# 27			
G.T. END	86419.19			G.T. END	77613.70			G.T. END	55083.76			DAY/DATE	Thur. 4-27-06		
G.T. BEGIN (-)	84832.92			G.T. BEGIN (-)	76221.14			G.T. BEGIN (-)	55083.76			MANAGER	Stephanie Joseph		
=TOTAL GROSS	1586.27			=TOTAL GROSS	1392.56			=TOTAL GROSS	0			SUPERVISOR			
	REG TOTALS (-)	OVER RINGS	= CORR. TOTAL		REG TOTALS (-)	OVER RINGS	= CORR. TOTAL		REG TOTALS (-)	OVER RINGS	= CORR. TOTAL	PIZZA	2633.76		
NET SALES	1496.46	6.00	1490.46	NET SALES	1313.70	11.88	1301.82	NET SALES	0	0	0	BREAD	0		
TAX	89.81	.36	89.45	TAX	78.86	.71	78.15	TAX	0	0	0	WINGS	35.00		
GROSS SALES	1586.27	6.36	1579.91	GROSS SALES	1392.56	12.59	1379.97	GROSS SALES	0	0	0	BEV.	73.66		
REGISTER CHECKS (5 PER REGISTER)												SALAD	49.86		
REGISTER 1						REGISTER 2						SANDWICHES	0		
TIME	open	3:00	5:00	8:00	close	open	3:00	5:00	8:00	close	OTHER FOOD	0			
CASHIER INITIALS	SR	SR	SR	KH	KH	SR	SR	KH	KH	KH	NON-TAXABLE	0			
READ	0	552.49	552.49	1019.11	1586.27	0	0	525.39	1392.56	1392.56	NON-FOOD	0			
- OR/REFUNDS	0	0	0	0	6.36	0	0	12.59	12.59	12.59	TOTAL NET	2792.28			
- PAYOUTS	0	0	0	0	0	0	0	0	0	0	(+) CORRECTED TAX	167.60			
- MC/VISA	0	163.55	0	319.69	378.38	0	0	62.04	174.50	174.50	(=) GROSS SALES	2959.88			
= TOTAL	0	388.94	0	699.42	1201.53	0	0	450.76	1205.47	1205.47	(+) GIFT CARDS SOLD				
TOTAL DROPS	0	350	0	680	1208.00	0	0	420.00	1189.00	1203.00	(-) PAYOUTS	7.24			
+ DRAWER	50	89.10	0	69.60	50	50	0	81.21	64.00	50	(-) MC/VISA	545.64			
- BEG. DRAWER	50	50	0	50	50	50	0	50	50	50	(-) AMEX	0			
= TOTAL	0	389.10	0	699.60	1208.00	0	0	451.21	1203.00	1203.00	(-) GIFT CARDS REDEEMED				
CASH +/-	0	.16	0	.18	+6.47	0	0	.45	-2.47	-2.47	(=) SUBTOTAL	2407.00			
CHANGE FUND ACCESS/UNACCESS	700	0	700	0	700	0	150	550	700	0	TOTAL DEPOSIT	2411.00			
CHANGE FUND TOTAL	700	700	700	700	700	700	700	700	700	0	CASH +/-				
OVERRINGS FOR REGISTERS												+ 4.00			
REGISTER 1	PRODUCT	TOTAL NET	TAX	REFUND	OVER RING	TICKET #	CASHIER INITIALS	MGR INITIALS	DEPOSIT SUMMARY						
	pizza	6.00	.36		6.36	8240	AD	KH	*ENCLOSE DEPOSIT RECEIPT*						
									50	X	5	= 250.00			
									20.00	X	93	= 1860.00			
									10.00	X	23	= 230.00			
									5.00	X	3	= 15.00			
REGISTER 2	pizza	9.19	.55		9.74	6320	LH	KH	1.00	X	56	= 56.00			
	pizza	2.69	.16		2.85	6320	LH	KH	TOTAL CASH	\$	2411.00	CHANGE FUND ORDER			
									TOTAL DEPOSIT	\$	2411.00	CONF.# \$AMT.			
												GUEST CHECK - CHECK OUT			
												STARTING #	ENDING #	TICKETS USED	
												8232	8240	9	
REGISTER 3	PAYOUTS (Enclose P.O. Receipt & All Tax Exempt Certificates)												5397	5400	4
	ITEM DESCRIPTION		ACCT#			AMOUNT			6320	6335	16				
	1. Produce														
	2.														
	3.														
	4.														
GIFT CARD VERIFICATION												TOTAL TICKETS USED 29			
												TOTAL ACCOUNTED FOR 29			
												TICKET # OF ADVANCE ORDERS 0			

CHANGE FUND DROPS					PRODUCT CHECK				
ENVELOPE # AND COLOR	INITIALS	TIME	DROP AMOUNT	TOTAL DROPS	Item	End Qty.	Amt. Used	Variance	
Safe	G-1	KH	9:00	300	300	Boxes	1274	467	0
Reg 1	G-2	KH	9:10	35	335	Cheese	915#	223	0
Safe	G-3	KH	close	100	435	Soda	435	72	-2
Safe	G-4	KH	close	145	580	Guest Checks			
Reg 2	G-5	KH	close	30	610	Crazy Bread bags	753	156	+4
Reg 3	G-6	KH	close	42	652	WASTE LOG			
TOTAL DROPS = \$ 652.00					Description	Quantity	\$ Value	Total	
DROP LOG #1					pizza	17	5.00	85.00	
					crazy bread	7	\$ 1.79	\$ 12.53	
					slices	12	\$ 1.59	\$ 19.08	
DROP LOG #2					REGISTER CHECK (REGISTER 3)				
ENVELOPE # AND COLOR	INITIALS	TIME	DROP AMOUNT	TOTAL DROPS	TIME				
R1	SR	12:10	60	60	CASHIER INITIALS				
R2	SR	12:40	60	120	READ				
R3	SR	12:50	50	170	- OR/REFUNDS				
R4	SR	1:20	40	210	- PAYOUTS				
R5	SR	1:40	50	260	- MC/VISA				
R6	SR	2:00	60	320	= TOTAL				
R7	SR	2:50	30	350	TOTAL DROPS				
R8	SR	5:20	50	400	+ DRAWER				
R9	SR	5:40	80	480	- BEG. DRAWER				
R10	SR	6:15	80	560	= TOTAL				
R11	SR	6:25	50	610	CASH +/-				
R12	SR	7:45	70	680	CHANGE FUND ACCESS/UNACCESS				
R13	BC	8:15	60	740	CHANGE FUND TOTAL				
R14	BC	8:30	60	800	<b>Reg 2 cont. DROP LOG #3 / PICK UP WINDOW</b>				
R15	BC	8:57	80	880	ENVELOPE # AND COLOR	INITIALS	TIME	TOTAL DROPS	
R1B	BC	9:17	40	920	B8	AD	5:12	50	
R2B	BC	9:45	60	980	B9	AD	5:20	40	
R3B	BC	10:00	60	1040	B10	AD	5:32	40	
R4B	BC	10:25	50	1090	B11	AD	5:47	70	
R5B	BC	10:50	46	1136	B12	AD	6:02	80	
R6B	BC	11:22	20	1156	B13	AD	6:12	80	
R7B	BC	11:35	20	1176	B14	AD	6:30	60	
R8B	BC	11:45	20	1196	B15	AD	6:44	60	
R9B	KH	close	12	1208	B1B	AD	6:54	80	
TOTAL DROPS = \$ 1208.00					B2B	AD	7:06	64	
DROP LOG #2					B3B	AD	7:35	70	
					B4B	AD	8:00	75	
					B5B	KH	8:10	14	
					TOTAL DROPS = \$ 783.00				
TOTAL DROPS = \$ 420.00									

## PLU Read

Product breakdowns are tracked by using a pre-programmed cash register with PLU (Product Look Up) codes. Some registers can be programmed to categorize this information automatically using the PLU codes. Each product is assigned a specific code (PLU) that when entered into the cash register records not only the sale price of the item, but keeps track of how many of each are sold for the day. When you take a reading, the information is broken down on the register tape by PLU number. Be sure to subtract overrings from your totals before these are recorded on the Weekly Sales Summary in the Quarter Book.

04-27-06	Date
Z1	
PL 014	Code (PLU) given to the product that is being keyed. The codes in your store may be slightly different from the codes on this example. Always double check with your Training Manager as to which product the code belongs to. In this case, the code belongs to our ready to serve large pepperoni pizzas.
125 Q	
*625.00	
PL 015	
3 Q	
*15.00	
PL 016	
19 Q	The quantity of this particular item rung into the register.
*95.00	
PL 017	
8 Q	
*48.00	Total net sales for this item entered at this register.
PL 018	
15 Q	
*22.50	
PL 022	
23 Q	Here is an example of how it all works together:
*43.47	
PL 023	PLU 023 in this case belongs to Crazy Bread®. There were (41) items sold. This, multiplied by the price of the product (\$1 for our purposes), is the grand total net sales for all Crazy Breads® sold (\$41.00).
41 Q	
*41.00	
PL 024	
10Q	Before these PLU codes are transferred to the Weekly Sales Summary, you will have to manually remove any overrings.
*8.90	For example: If there is an overring for 3 pizzas (PLU 14) and 2 Crazy Breads® (PLU 23), these items will be recorded on the Weekly Sales Summary as PLU 14=122 and PLU 23=39.
PL 025	
4 Q	
*20.00	
PL 028	
8 Q	By removing overrings before they are recorded on the Weekly Sales Summary, you are tracking the actual amount of items sold.
*7.92	
PL 032	
4 Q	
*9.16	
PL 039	
5 Q	
*2.5	
PL 040	
11 Q	
*9.79	
*	10-01

**Note: All PLUs listed on this reading are shown on the Weekly Sales Summary on the following pages.**

# The Weekly Sales Summary

The Weekly Sales Summary is a form used to record sales and product information on a weekly basis. It is used to monitor sales trends, labor costs, product counts, and cash information. This allows all the information to be available on one piece of paper, providing easy reference for the manager.

How to record information on the Weekly Sales Summary:

1. **DAILY SALES:** The current day's Net Sales transferred directly from the far right columns of the Daily Cash Summary.
2. **SALES WTD:** Refers to the Week-to-date Sales calculated by adding the current day's Net Sales to the previous day's WTD figure.
3. **DRIVE THRU (PICK-UP WINDOW) SALES:** Net Sales from "register 3/pick-up window." Transferred directly from the "corrected total" column near the top of the Daily Cash Summary.
4. **LUNCH \$:** Daily Net Sales, less any overrings, accumulated between open and 3.
5. **SCHOOL LUNCH:** Any standing (usually invoiced) school orders from the current day.
6. **CUSTOMER COUNT:** Amount of customer transactions that were keyed in to the cash registers. Usually found at the bottom of the "Z" Sales reading and designated with a Q.
7. **TICKET AVERAGE:** Total net sales divided by number of customers. The average a customer spends per transaction.
8. **ACTUAL LABOR HOURS:** Amount of labor hours for the current day used to operate the restaurant for all salaried and hourly employees obtained directly from the time cards.
9. **VACATION HOURS:** Amount of hours charged to the restaurant for benefited employees on vacation.
10. **LABOR \$:** The total amount of labor dollars used for the day (hourly and salaried employees).
11. **LABOR \$ WTD:** Refers to Labor \$ Week-to-Date. Accumulative amount of labor dollars used for the week (hourly and salaried employees).
12. **ACTUAL LABOR %:** The labor amount for the day, divided by the net sales for the day.
13. **LABOR % WTD:** Accumulated labor % figures for the week. Obtained by dividing the Labor \$ WTD by the Sales WTD.
14. **CASH \$\$ +/- :** Amount of cash over or under after completing all administrative paperwork.

## Notes:

**Lines 15-50** on the Weekly Sales Summary are used to record the total quantity sold of each item (minus overrings) for the day from your PLU reads. This is your product tracking.

**Lines 51-53** are for your convenience. Use these lines to record your final food, paper, and labor % for the week.

You will be expected to add all lines at the end of the week and place in the Weekly Total Column.

W/E Date: 5/1/06Store # 27 Mgr. Stephanie Joseph Supervisor Dagne Taggart

## Weekly Sales Summary

	Sales/Labor	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Weekly Total
1	Daily Sales			2633.76					
2	Sales WTD			2633.76					
3	Drive Thru Sales			0					
4	Lunch \$			552.49					
5	School Lunch \$			0					
6	Customer Count			349					
7	Ticket Average			7.50					
8	Actual Labor Hours			60.70					
9	Vacation Hours			0					
10	Labor \$			500					
11	Labor \$ WTD			500					
12	Actual Labor %			18.99					
13	Labor % WTD			18.99					
14	Cash \$\$ +/-			.16					
15	HNR Pepperoni			175					
16	HNR Cheese			3					
17	Other One Topping			19					
18	Deep Dish			8					
19	Extra Topping			15					
20	Slice								
21	Baby Pan								
22	ICB								
23	Crazy Combo								
24	Crazy Bread			41					
25	Crazy Sauce			10					
26	Caesar Wings			4					
27	Garden Salad								
28	Greek Salad								
29	Antipasto Salad								
30	12 Oz. Cans			8					
31	20 Oz. Fountain								
32	32 Oz. Fountain								
33	20 Oz. Bottle								
34	2 Liter Bottle			4					
35	Sandwiches								
36	\$8.99 Create Fav.								
37	School Lunch Pies								
38	Emp. Disc. HNR								
39	Emp. Disc. Bread			5					
40	Caesar Dips			11					
41	Ranch Packet								
42	Slice Alt. Price								
43	ICB Alt.price								
44	HNR Waste								
45	Crazy Bread Waste								
46	Caesar Wing Waste								
47	Pep. Cheese Bread								
48	Ultimate Supreme								
49	HNR Sausage								
50	3 Meat Treat								
51	Total Food \$/%							\$	%
52	Total paper \$/%								
53	Total F+P+L \$/ %								

If the PLU codes at your store differ from those written on each line, you can write them in the blank column yourself.

## **Box Counts**

Box counts are conducted three times per day as part of our loss prevention measures:

- First, in the morning, where box counts are checked for any variances from the previous night.
- Second, post-lunch to determine any discrepancies and to isolate them as a pre-dinner occurrence.
- Third, at close, to determine any further discrepancies, if any, beyond those which may have occurred at lunch.

## **How to Complete a Box Check**

Counting Boxes:

- All boxes and bales must be counted accurately.
- When opening a new bale, you must verify the total number of boxes in that bale.
- When pre-folding or pre-bounce-backing boxes, be sure to stack in a neat and orderly fashion for ease of counting.
- Damaged, missing or unusable (odd or misshapen) boxes must be noted on the Box Count form in the Quarter Book as a negative entry on the "received" line. Example: Received = -2 damaged.

## **Using the Large Box Count Form**

### **Morning**

Yesterday's closing # is found under "Ending Inventory" "Close/Entire Day" box count.

Simply enter your morning box count as, "Open Inventory" to determine any variance. Follow Loss Prevention protocol outlined on form.

### **Lunch/Shift Change**

**Beginning Inventory:** Record box count from above.

**+ Received:** Total # of 14" boxes received from Blueline or returned from another store on a loan-only basis.

**Note:** Negative entries would include boxes loaned out or missing/damaged, etc.

**= Total:** Beginning plus received.

**- Ending Inventory:** Record physical count.

**= Boxes Used:** Refers to the variance from morning to post lunch.

**Product Sold:** Obtained by taking a PLU, "X" read from all opened registers. All PLU's representing the use of a 14" box are included in this number. (Use the PLU key for confirmation.) Please note: Any remedy (free) pizzas should be included in this # as well and be noted as such on the box count form. A guest check should be placed in the Daily Cash Summary with an explanation for accountability and Supervisor review.

<b>+ HNR Waste:</b>	All HNR pizzas in boxes that have reached their expiration and have been pulled from either the HRUs or Cres Cor cabinets. Note: The VwasteV number also includes any "no-show" pizzas. These are special order pizzas accompanied by a guest check but never picked up by the customer. Please place guest check in the Daily Cash Summary with explanation for accountability and Supervisor review.
<b>- Overrings:</b>	This number is determined by reading the PLUs on the original overring receipt attached to all guest checks recorded on the overring section of the Daily. Any PLUs that represent the use of a 14" box are recorded on this line.
<b>= Boxes sold:</b>	Product sold + HNR Waste - overrings = boxes sold (the number of boxes you should have used).
<b>Sold - used = +/-:</b>	Boxes sold - boxes used (above) determines variance (hopefully zero).
<b>Entered by: Initials:</b>	Initials of person conducting box count — shows accountability!
<b>Supervisor: Initials:</b>	Supervisor will initial only after confirming physical count of waste for each day. At this time only can waste be discarded.

### **Close/Entire Day**

This box count is conducted identically to the box count at lunch.

**Note:** ICB (10") and Deep Dish/PCB (12") box counts are found on different pages of the Quarter Book and are calculated the same way. Though equally important, they are not demonstrated here.

# Quarter Book

Store # \_\_\_\_\_

## Large Box Count

Morning	Tues	Wed	Thurs	Fri	Sat	Sun	Mon
Yesterday Close							
Open Inventory							
Variance							

Variance from open to close should be zero. If a variance occurs, check to see if it corrects a problem from the previous night. If not, contact Loss Prevention immediately if variance is more than 3 boxes unless otherwise instructed.

Lunch/Shift Change	Tues	Wed	Thurs	Fri	Sat	Sun	Mon
Beginning Inventory							
+ Received							
= Total							
- End Inventory							
= Boxes Used							
Product Sold							
+ HNR Waste							
- Overrings							
= Boxes Sold							
<b>Sold - Used = +/-</b>							
Entered by: Initials							
Supervisor: Initials							

Close/Entire Day	Tues	Wed	Thurs	Fri	Sat	Sun	Mon
Beginning Inventory							
+ Received							
= Total							
- End Inventory							
= Boxes Used							
Product Sold							
+ HNR Waste							
- Overrings							
= Boxes Sold							
<b>Sold - Used = +/-</b>							
Entered by: Initials							
Supervisor: Initials							

Important: All boxes wasted must be kept in the store until they can be inventoried and thrown out by your supervisor. Supervisors must check and initial to verify waste figures for security purposes.

Open Inventory and Beginning Inventory for the entire day are the same numbers. Fill in both at open.

## The "Z" Hourly Reads

Hourly reads refer to the dollar amount of all sales transacted during a particular hour of business. These reads are an extremely important source of information. By tracking hourly sales, we can better manage product level and waste, forecast hourly sales, project future sales trends, properly schedule employees and ultimately better serve our customers.

The Quarter Book offers two forms to help track hourly sales. The first is the Hourly Read Log located at the back of the book. Most stores will be able to successfully use this form alone. The other is a day-by-day break down (located throughout the book before each Weekly Sales Summary) which allows you to record hourly sales for each cash register and back out overrings before transferring the total hourly reads to the Hourly Read Log in the back of the book. This second form is generally used by higher volume stores which routinely use several cash registers every day.

06-05-06	Current Date
Z1	
11-00	
12 Q	The number of sales transactions keyed into the cash register <b>(Customer Count).</b>
*88.11	
12-00	Time period of the day between which sales transactions occurred. These times are only noted every hour the cash register was used.
13 Q	
*92.26	Grand Total Net Sales rung up for this particular hour.
1-00	
16 Q	
*112.80	
2-00	
10 Q	
*76.34	
3-00	
15 Q	
*116.86	
4-00	
19 Q	
*151.26	
5-00	
36 Q	
*281.22	
6-00	
27 Q	
*206.74	
7-00	
22 Q	
*169.38	
8-00	
16 Q	
*125.12	
9-00	
16 Q	
*121.72	
* 10-010	
*58.23	
7 Q	
* 11-01	Time of the day in which the Hourly "Z" Read was taken.

## **Hourly Read Log**

The Hourly Read Log is designed so that we can quite easily see Daily sales trends at a glance. In our example on the next page, we can clearly see that between the hours of 2 - 4, we do very little business, and should adjust our scheduling and product levels accordingly. By 4 pm we need to change our tactics a bit as sales begin to increase. Six o'clock brings with it our "peak sales" for the day and tells us that we need to be prepared early enough to get through that hour.

**Please note:** You may need to adjust for certain hours or certain days due to large orders (as in our example) or for holidays (such as Memorial Day or Labor Day) when we can expect lower sales. You will, in these cases, need to remove these "outliers" and simply do a 3 week average that week.

Whether your first use the hourly reads by cash register or complete the Hourly Read Log at the back of the book directly to obtain your averages is a personal preference and entirely up to you.

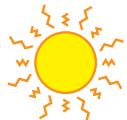
**The importance of tracking hourly reads, however, cannot be over-emphasized.**

Following hourly reads will help you to run a more efficient, profitable restaurant.

# Quarter Book



Weather: Hi \_\_\_\_ Lo \_\_\_\_



**Tuesday, April 27**

**Period 6**

**Week 1**

	11-12	12-1	1-2	2-3	3-4	4-5	5-6	6-7	7-8	8-9	9-10	10-11	11-12
Register 1	<b>88</b>	<b>92</b>	<b>113</b>	<b>76</b>	<b>117</b>	<b>151</b>	<b>281</b>	<b>207</b>	<b>169</b>	<b>125</b>	<b>122</b>	<b>58</b>	
Register 2	<b>38</b>	<b>72</b>	<b>59</b>			<b>107</b>	<b>67</b>	<b>112</b>	<b>75</b>	<b>42</b>			
Register 3							<b>46</b>	<b>92</b>	<b>32</b>				
Register 4													
Register 5													
(-) Overrings		<b>-7</b>				<b>-12</b>	<b>-21</b>				<b>-5</b>		
Total	<b>126</b>	<b>157</b>	<b>172</b>	<b>76</b>	<b>117</b>	<b>246</b>	<b>373</b>	<b>411</b>	<b>276</b>	<b>167</b>	<b>117</b>	<b>58</b>	

**Shift Highlights:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Hourly Sales by Register

This form is used to compile information from as many as 5 cash registers used in the same day. In our example, we have taken the Hourly, "Z" Read from page 295 and used it as register 1. We can assume similar "Z" reads were used for registers 2 & 3.

### Using this form:

- Record the hourly sales from the hourly "Z" reads for all cash registers.
- Record all overrings in the hour during which they occurred.
- Add all registers used for each hour and subtract any overrings.
- Record as total hourly sales.
- Transfer these totals to the Hourly Read Log in the back of the Quarter Book.

## Quarter Book

# Hourly Read Log

Periods 6-8      2006      Monday

	11 to 12	12 to 1	1 to 2	2 to 3	3 to 4	4 to 5	5 to 6	6 to 7	7 to 8	8 to 9	9 to 10	10 to 11	11 to 12	TOTAL
Prior Four-Week Average														
<b>Week 1 - ending May 29</b>														
Week 1 : last 3 weeks last period/ 4 = AVG.	126	157	172	76	117	246	373	411	276	167	117	58		2295
<b>Week 2 - ending June 5</b>														
Week 1 + 2 : last 2 weeks last period/ 4 = AVG.	117	162	156	67	97	273	314	426	317	176	101	36		2242
<b>Week 3 - ending June 12</b>														
Week 1 + 2 + 3 : last week of last period/ 4 = AVG.	137	197	197	82	126	301	398	477	326	188	97	77		2603
<b>Week 4 - ending June 19</b>														
Week 1 + 2 + 3 + 4 / 4 = AVG.	142	176	422	101	126	252	371	501	377	156	88	57		2569
<b>Week 5 - ending June 26</b>														
Week 2 + 3 + 4 + 5 / 4 = AVG.	131	173	187	82	117	268	364	454	324	172	101	57		2427
<b>Week 6 - ending July 3</b>														
Week 3 + 4 + 5 + 6 / 4 = AVG.														
<b>Week 7 - ending July 10</b>														
Week 4 + 5 + 6 + 7 / 4 + AVG.														
<b>Week 8 - ending July 17</b>														
Week 5 + 6 + 7 + 8 / 4 = AVG.														
<b>Week 9 - ending July 24</b>														
Week 6 + 7 + 8 + 9 / 4 = AVG.														
<b>Week 10 - ending July 31</b>														
Week 7 + 8 + 9 + 10 / 4 + AVG.														
<b>Week 11 - ending Aug 7</b>														
Week 8 + 9 + 10 + 11 / 4 = AVG.														
<b>Week 12 - ending Aug 14</b>														

# **Waste Log**

The Daily Waste Log form is an effective tool in the control of food and packaging waste. Every time a core menu product is wasted it must be recorded onto this form. The Waste Log is located in the Quarter Book.

This log enables you to keep track of core menu items that were wasted before and after they were packaged. By keeping track of the overall waste in your store, you can identify which day there may be a problem with over-projecting, training, or equipment failure.

Analyzing this form on a daily basis assists you in controlling food and paper costs. There are various reasons why waste can occur; the following are the most common:

## **Food**

- Pizzas, Crazy Breads, Caesar Wings, or slices that were burnt, accidentally dropped on the floor, or do not meet quality characteristics.
- Round and Crazy Bread sheetouts that over-proofed due to wrong projections or business.
- Over-projecting pizzas for the ready-racks and having to discard them.
- Over-projecting salads and having to discard as well.

## **Paper**

- All baked and packaged pizzas and Crazy Breads that went beyond their expiration time and had to be wasted.
- Any time a customer is not happy with his/her order and has returned the product.
- Products found to not meet quality characteristics after they were packaged.
- Crazy Sauces prepared for lunch or dinner rushes that went over their expiration time and had to be discarded.
- Product which was ordered but not picked up by the customer.

**Note:** Always follow waste policies for all products.

# Quarter Book

STORE # \_\_\_\_\_

WASTE LOG

DATE \_\_\_\_\_

	TUES	WED	THURS	FRI	SAT	SUN	MON	TOTAL/\$'s
<b>FOOD</b>								
HNR								
PIZZA								
Crazy Bread								
Caesar Wings								
Slices								
Sheetouts								
Other								
<b>PAPER</b>								
BOXES w/o Pizza								
BREAD BAGS								
SAUCE CUPS								
OTHER								

## Quarter Book

= Total							
- End Inventory							
= Used							
x Cost per lb.							
= Cheese cost							
/ Pizza Sales							
= Cheese %							
WTD Cheese Cost							
WTD Pizza Sales							
WTD Cheese %							

### Pop Check

2 Liter	Tue	Wed	Thu	Fri	Sat	Sun	Mon
Beginning Inventory							

### Cheese Check

The nightly cheese check is an effective tool to assist in the control of food cost. Controlling cheese cost (our most expensive topping) on a daily basis is important in detecting any problems early in the week so that adjustments can be made to immediately eliminate further problems.

### How to Complete a Cheese Check:

**Beginning Inventory:** Ending inventory from previous day.

**+ Received:** Any shipment (in lbs) received or borrowed current day (total cases x lbs per case).

**= Total:** Ending + Received

**- Ending Inventory:** Actual physical inventory of cheese in store. Cases + loose bags + any opened bags in pizza dress station. Remember to subtract the weight of the full-size plastic container [3#].

**= Used** Total - Ending Inventory

**x Cost per lb:** Current price of cheese per lb. (check invoice case price) ÷ lbs. per case.

**= Cheese cost:** Used x cost per lb.

**÷ pizza sales:** This number transferred directly from the Daily Cash Summary.

**= Cheese %:** Cheese cost ÷ pizza sales

**WTD cheese cost:** Current day's cheese cost (see above) added to WTD cheese cost from previous day.

**WTD Pizza sales:** Current day's pizza sales added to WTD pizza sales from previous day.

**WTD Cheese %:** WTD cheese cost ÷ WTD pizza sales.

**Be sure to record ending inventory on next day's beginning inventory.**

## Soda Check

The nightly soda check is done as part of our Loss Prevention measures. We compare actual product sold to a physical count to determine +/- bottles.

### How to Complete a Soda Check

**Beginning Inventory:** Ending inventory from prior day.

**+ Received:** Any shipment (in bottles) received in the current day.

**= Total:** Beginning Inventory + Received

**- Ending Inventory:** Actual physical count of bottles in store.

**= Used:** Total - Ending Inventory

**Sold:** Total bottles sold from PLU Read found on the Weekly Sales Summary product breakdown.

**# +/-:** If Sold is less than Used, enter (-) # bottles.

If Sold is greater than Used, enter (+) # bottles.

If Sold = Used, enter "0"

**Note: 2 Liters, 20 oz and cans are calculated in the same way.**

#### 2 Liter

Beginning Inventory

+ Received

= Total

- End. Inventory

= Used

Sold

# +/-

	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.	Mon.

#### 20 Ounce

Beginning Inventory

+ Received

= Total

- End. Inventory

= Used

Sold

# +/-

	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.	Mon.

#### Cans

Beginning Inventory

+ Received

= Total

- End. Inventory

= Used

Sold

# +/-

	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.	Mon.

# **Weekending Paperwork**

On a weekly basis, there are a number of forms, reports, and other paperwork which must be completed and turned in. These forms are needed to help determine your restaurant's profitability. The Weekending Paperwork Checklist will help you keep track of this information.



# **Weekending Paperwork Checklist**

**Store#** \_\_\_\_\_

**Date** \_\_\_\_\_

Check off each applicable item as it is completed. Sign below once all is complete.

Please be thorough! Thank you! Thank You!

## **Seven Dailies In Order**

- \_\_\_ Seven Dailies neat, complete & accurate
- \_\_\_ GT beginning and ending total on all Dailies
- \_\_\_ All bank receipts in the appropriate Daily
- \_\_\_ All overrings, properly recorded on the Daily, all overring and re-ring receipts verified and signed off by manager or supervisor
- \_\_\_ All payouts receipts inside the Daily and properly logged, with signatures from Manager and Area Supervisor
- \_\_\_ All Dailies signed by closer/Manager

## **Inventory Neat, Clean & Accurate**

- \_\_\_ Manager name, date, and store # on all pages
- \_\_\_ Check for misplaced decimal points and improper units of measure (UOM)
- \_\_\_ Inventory all items and costs accurately
- \_\_\_ Totals for all categories are accurate (paper, cheese, meat, toppings, wings, dough, etc. ...)
- \_\_\_ Total food & paper cost calculated accurately, including percentages

## **Period Inventory Reporting Worksheet**

- \_\_\_ Complete and accurate, double check all totals for mistakes

## **Payroll Package**

- \_\_\_ Check time cards for correct daily hours and band together with a rubber band
- \_\_\_ All time cards signed by employee & Manager
- \_\_\_ All times not punched in and written must be initialed by Store Manager/Supervisor
- \_\_\_ Monitor adherence to break policies (if applicable)
- \_\_\_ Transmittal is neat, complete, and accurate
- \_\_\_ Any checks not signed for on the transmittal must be returned to the Regional Office
- \_\_\_ Time off authorization forms turned in for Manager/Co-Manager vacations
- \_\_\_ Status change forms complete and accurate with proper signatures
- \_\_\_ Complete new hire paperwork for all new employees
- \_\_\_ Time cards without stickers must have complete employee & store information neatly written down
- \_\_\_ Weekly Payroll Summary enclosed and complete

## **Weekly Sales Summary Neat, Complete & Accurate (Copy)**

- \_\_\_ Manager name, date, and store number on top
- \_\_\_ Double check product totals
- \_\_\_ Original "Weekly" stays in the Quarter Book

## **Invoices & Statements**

- Banded all together (use a paper clip)
- Write store number on top of all invoices
- Blue Line invoices checked and turned in, including add-ons

## **Schedules Are Neat, Complete, & Accurate**

### **Inventory Neat, Clean & Accurate**

- Two weeks of schedules are turned in — current & following week
- All costs calculated — projected labor hours, charted labor hours, percentages, DPMH, etc. ...
- Shakerboarding scheduled every day
- Double check for special events (sports, holidays, end of school, etc.) & schedule accordingly

## **New Hire Paperwork**

- All new employees have gone through orientation before they are scheduled.
- All new hire paperwork is neat, complete and accurate
- All forms signed by employee and Manager/Supervisor
- Copy of proper identification is provided (see back of I-9 form)
- Work permits for all employees under the age of 18 (if applicable)
- Double check new hire paperwork checklist to verify all forms have been turned in
- Place new hire packets inside payroll envelope

## **Miscellaneous**

- Store mail turned in to Regional Office
- Incident report forms are neat, complete
- Disciplinary action forms included
- Box, soda, cheese checks turned in
- Nightly inventory starting numbers recorded in Quarter Book

**Manager Signature** \_\_\_\_\_

# Daily Paperwork Review

Use the following "Z" Readings to complete the Daily Cash Summary, Weekly Sales Summary and Hourly Log Sheets on the following pages. For exercise purposes, all overring pizzas (4) should be discounted from HNR pepperoni pizzas on the Weekly Sales Summary.

## "Z" PLU Read

Use the following "Z" Out reading to complete the Daily Cash Summary on the next page.

04-27-06
Z1 060
GT 1
000012
07705.21
GT 2
000003
64194.31
GT 3
0000.00
*000000
01 155 Q
857.87 TL
90.46%
02 46 Q
43.50 TL
4.58%
03 4 Q
20.00 TL
2.10%
04 12Q
17.08 TL
1.80%
05 0Q
0.00 TL
0.00%
06 0Q
0.00 TL
0.00%
07 11Q
9.79 TL
1.03 %
*948.24 TL
948.24 ST
100.00% TL
276 Q
* 948.24 TX ST
*78.22 TX
*0.00 RF
*78.22 TX
*1026.46 ST
121 Q
*1026.46 TL
121 Q
*1026.46CA
*1026.46CA TL
*1026.46 TL
000-6664
* 10-00

Register # 1

04-27-06
Z1 0841
GT 1
*000004
15233.32
GT 2
*000004
85243.54
GT 3
0000.00
*000000
01 152 Q
629.35 TL
82.20%
02 55Q
54.50 TL
7.12%
03 13 Q
65.00 TL
8.49%
04 8Q
10.52 TL
1.37%
05 0Q
0.00 TL
0.00%
06 0Q
0.00 TL
0.00%
07 7Q
6.23 TL
0.81%
*765.60 TL
*765.60 ST
100.00% TL
235 Q
*765.60 TX ST
*63.16 TX
*0.00 RF
63.16 TX
*828.76 ST
95 Q
*828.76TL
95 Q
*828.76CA
*828.76CA TL
*828.76 TL
000-7676
* 9-59

Register # 2

04-27-06
Z1 0732
GT 1
*000008
156862.33
GT 2
*000007
138761.12
GT 3
0000.00
*00000
01 171 Q
688.58 TL
82.32 %
02 51 Q
51.00 TL
6.10%
03 18Q
90.00 TL
10.76%
04 7Q
6.93 TL
0.82%
05 0Q
0.00 TL
0.00%
06 0Q
0.00 TL
0.00%
07 0Q
0.00 TL
0.00%
836.51 TL
*836.51 ST
100.00% TL
247 Q
836.51 TX ST
69.01 TX
*0.00 RF
69.01 TX
*905.52 ST
105 Q
*905.52 TL
105 Q
905.52 CA
905.52CA TL
*905.52 TL
000-8034
* 9-58

Register # 3

## "Z" PLU Read

Use the following "Z" Out reading to complete the Daily Cash Summary on the next page.

04-27-06
Z1
PL 014
125 Q
*625.00
PL 015
3 Q
*45.00
PL 016
19 Q
*95.00
PL 017
8 Q
*48.00
PL 018
15 Q
*22.50
PL 022
23 Q
*43.47
PL 023
41 Q
*41.00
PL 024
10Q
*8.90
PL 025
4 Q
*20.00
PL 028
8 Q
*7.92
PL 032
4 Q
*9.16
PL 039
5 Q
*2.5
PL 040
11 Q
*9.79
* 10-01

Register # 1

04-27-06
Z1
PL 014
81 Q
*405.00
PL 015
5 Q
*25.00
PL 016
6 Q
*30.00
PL 017
11 Q
*66.00
PL 018
22 Q
*33.00
PL 021
12 Q
*42.00
PL 022
15 Q
*28.35
PL 023
54 Q
*54.00
PL 025
13 Q
*65.00
PL 028
6 Q
*5.94
PL 032
2 Q
*4.58
PL 039
1 Q
*0.50
PL 040
7 Q
6.23
* 9-59

Register # 2

04-27-06
Z1
PL 014
94 Q
*470.00
PL 015
12 Q
*60.00
PL 016
4 Q
*20.00
PL 017
6 Q
*36.00
PL 018
20 Q
*30.00
PL 021
10 Q
*35.00
PL 022
6 Q
*11.34
PL 023
51 Q
*51.00
PL 024
16 Q
*14.24
PL 025
18 Q
*90.00
PL 028
7 Q
*6.93
PL 038
3 Q
*15.00
* 9-58

Register # 3

## "Z" PLU Read

04-27-06
Z1
10-00
2 Q
*12.39
11-00
12 Q
*91.77
12-00
13 Q
*87.59
1-00
16 Q
*134.80
2-00
2 Q
*16.24
3-00
2 Q
*22.74
4-00
14 Q
*113.20
5-00
28 Q
*201.54
6-00
22 Q
*154.47
7-00
10 Q
*89.61
8-00
2 Q
*11.00
9-00
1 Q
*12.89
* 10-01

04-27-06
Z1
12-00
3 Q
*14.07
1-00
2 Q
*12.00
2-00
10 Q
*84.35
3-00
17 Q
*201.16
4-00
20 Q
*145.54
5-00
12 Q
*92.61
6-00
3 Q
*49.84
7-00
12 Q
*65.20
8-00
4 Q
*24.89
9-00
15 Q
*75.94
*
9-59

04-27-06
Z1
12-00
7 Q
*54.67
1-00
12 Q
*53.00
2-00
9 Q
*64.50
3-00
13 Q
*104.38
4-00
20 Q
*165.30
5-00
14 Q
*101.89
6-00
11 Q
*114.73
7-00
16 Q
*133.15
8-00
5 Q
44..89
*
9-58

Register # 1

Register # 2

Register # 3



# Little Caesars® Pizza DAILY CASH SUMMARY

REGISTER 1			REGISTER 2			REGISTER 3/PICK-UP WINDOW								
G.T. END			G.T. END			G.T. END			STORE#	55555				
G.T. BEGIN (-)	6678.75		G.T. BEGIN (-)	14,404.56		G.T. BEGIN (-)	155,956.81		DAY/DATE	4/27/06				
=TOTAL GROSS			=TOTAL GROSS			=TOTAL GROSS			MANAGER					
	REG TOTALS	(-) OVER RINGS	= CORR. TOTAL		REG TOTALS	(-) OVER RINGS	= CORR. TOTAL		REG TOTALS	(-) OVER RINGS	= CORR. TOTAL	SUPERVISOR		
NET SALES				NET SALES				NET SALES				PIZZA		
TAX				TAX				TAX				BREAD		
GROSS SALES				GROSS SALES				GROSS SALES				WINGS		
REGISTER CHECKS (5 PER REGISTER)												BEV		
		REGISTER 1					REGISTER 2					SALAD		
TIME	10:00	3:00	5:00	8:00	close	10:00	3:00	5:00	8:00	close	SANDWICHES			
CASHIER INITIALS	LS	LS	LS	JC	JC	RO	RO	RO	SL	SL	OTHER FOOD			
READ	0	371.07	518.22	924.35	1026.46	0	110.42	466.12	664.77	828.76	NON-TAXABLE			
- OR/REFUNDS	0	12.87	12.87	21.41	21.41	0	0	0	0	7.89	NON-FOOD			
- PAYOUTS	0	0	0	0	0	0	11.62	11.62	11.62	11.62	TOTAL NET			
- MC/VISA	0	100.14	120.64	120.04	185.31	0	24.89	35.32	35.32	35.32	(+) CORRECTED TAX			
= TOTAL	0	258.06	384.71	782.90	819.74	0	73.91	419.18	617.83	773.93	(=) GROSS SALES			
TOTAL DROPS	0	240	360	780	810	0	60	380	600	760	(+) GIFT CARDS SOLD			
+ DRAWER	50	68.06	74.71	52.85	59.69	50	63.91	89.01	67.66	63.76	(-) PAYOUTS			
- BEG. DRAWER	50	50	50	50	50	50	50	50	50	50	(-) MC/VISA			
= TOTAL	0	258.06	384.71	782.85	819.69	0	73.91	419.01	617.66	773.76	(-) AMEX			
CASH +/-	0	0	0	-.05	-.05	0	0	+.17	-.17	-.17	(-) GIFT CARDS REDEEMED	0		
CHANGE FUND ACCESS/UNACCESS	700	0	700	0	500	300	400	100	600	700	(=) SUBTOTAL			
CHANGE FUND TOTAL	700	700	700	700	700	700	700	700	700	700	TOTAL DEPOSIT			
OVERRINGS FOR REGISTERS												CASH +/-		
REGISTER 1	PRODUCT	TOTAL NET	TAX	REFUND	OVER RING	TICKET #	CASHIER INITIALS	MGR INITIALS	DEPOSIT SUMMARY			CHANGE FUND ORDER		
	pizza	11.89	.98		12.87	523514	LS	MA	*ENCLOSE DEPOSIT RECEIPT*			CONF.#	\$AMT.	
REGISTER 2	pizza	7.89	.65		8.54	523586	SC	MA	50 X 5 =			GUEST CHECK - CHECK OUT		
									20.00 X 93 =			STARTING #	ENDING #	TICKETS USED
REGISTER 3	pizza	7.29	.60		7.89	523562	RO	MA	10.00 X 23 =			523501	523549	
									5.00 X 3 =			523558	523570	
PAYOUTS (Enclose P.O. Receipt & All Tax Exempt Certificates)												TOTAL CASH	\$	
ITEM DESCRIPTION				ACCT#		AMOUNT		TOTAL DEPOSIT				\$	9.96	
1.	produce					\$ 11.62						GIFT CARD VERIFICATION		
2.						\$						BEG. INV (-) AMT SOLD = END INV.		
3.						\$						(-) =		
4.						\$						TOTAL TICKETS USED		
												TOTAL ACCOUNTED FOR		
												62		
												TICKET # OF ADVANCE ORDERS		
												0		



W/E Date: \_\_\_\_\_

Store # \_\_\_\_\_ Mgr. \_\_\_\_\_

Supervisor \_\_\_\_\_

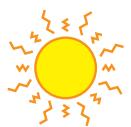
## Weekly Sales Summary

Sales/Labor	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Weekly Total
1 Daily Sales								
2 Sales WTD								
3 Drive Thru Sales								
4 Lunch \$								
5 School Lunch \$								
6 Customer Count								
7 Ticket Average								
8 Actual Labor Hours								
9 Vacation Hours								
10 Labor \$								
11 Labor \$ WTD								
12 Actual Labor %								
13 Labor % WTD								
14 Cash \$\$ +/-								
15 14 HNR Pepperoni								
16 15 HNR Cheese								
17 16 Other One Topping								
18 17 Deep Dish								
19 18 Extra Topping								
20 Slice								
21 Baby Pan								
22 ICB								
23 Crazy Combo								
24 Crazy Bread								
25 Crazy Sauce								
26 Caesar Wings								
27 Garden Salad								
28 Greek Salad								
29 Antipasto Salad								
30 12 Oz. Cans								
31 20 Oz. Fountain								
32 32 Oz. Fountain								
33 20 Oz. Bottle								
34 2 Liter Bottle								
35 Sandwiches								
36 \$8.99 Create Fav.								
37 School Lunch Pies								
38 Emp. Disc. HNR								
39 Emp. Disc. Bread								
40 Caesar Dips								
41 Ranch Packet								
42 Slice Alt. Price								
43 ICB Alt.price								
44 HNR Waste								
45 Crazy Bread Waste								
46 Caesar Wing Waste								
47 Pep. Cheese Bread								
48 Ultimate Supreme								
49 HNR Sausage								
50 3 Meat Treat							\$	%
51 Total Food \$/%								
52 Total paper \$/%								
53 Total F+P+L \$ / %								

**Complete  
all shaded  
areas**



Weather: Hi \_\_\_\_ Lo \_\_\_\_



Tuesday, April 27

Period 6

Week 1

	11-12	12-1	1-2	2-3	3-4	4-5	5-6	6-7	7-8	8-9	9-10	10-11	11-12
Register 1	104	88	135	16	23	113	202	154	90	11	13		
Register 2													
Register 3													
Register 4													
Register 5													
(-) Overrings									-12	-8	-7		
Total													

Shift Highlights: \_\_\_\_\_

Complete all shaded areas  
from the "Z" Hourly Reads.

# Time Card Procedures

In company owned stores, every employee, including salaried managers, must properly punch in and out on their timecards. The hours recorded on the time cards are used for completing the Weekly Payroll Summary and Payroll Transmittal, therefore accuracy is very important. The Closing Manager should complete the following each night:

- Verify that the time clock has been used to punch in and out. If times must be written in, both the Manager and employee must initial the card for verification purposes.
- Verify that break policies are being followed for all employees (if applicable).
- Subtract the starting time from the ending time to determine total hours. Record this in the left-hand column under "Hours". Note: If calculating times after midnight (i.e., 02:12 am), you would need to add 24 hours to the time before subtracting (i.e., 26:12 am). Record your initials in the right hand column under "MGRS. INITIALS".
- The total hours worked and total wages/salaries for the day, for all employees, should be written on the Weekly Sales Summary under that day's "Labor Hours" and "Total Labor \$."

At the end of the week, the manager should complete the following:

- Double check each day's hours for all employees.
- Have each employee total their hours at the end of the week. The manager should then confirm hours and initial the time card for verification purposes.
- Ensure that the employee's pre-printed sticker is attached at the top of the timecard. For the employee's protection, never print a social security number on a timecard.

Blank labels are provided for new hires/rehires, borrowed, and permanently transferred employees. Labels are pre-printed with the next pay cycle dates (week 1 and week 2 dates) once the employee becomes currently active at each home store. These labels are provided to each store after each payroll processing and will be forwarded with the payroll checks and the transmittal for the next payroll cycle. Failure to complete a timecard label may result in failure to receive proper pay.

## Time Cards

Here are a couple of examples of properly filled out time cards.

**Note:** There may be additional labor laws in your city or state — always adhere to them. Additionally, follow all company payroll policies and procedures.

### WEEK 1

OFC   
SUPR   
MGR   
CO-MGR   
TRAINEE   
HRLY

GIVEN NAME			John Dough		
STORE NO.			6/20/06		
STREET			WEEKENDING		
HOURS	MEALS	MGRS. INITIALS			
4.00	JD	OG	TUESDAY	IN 16:00 OUT 20:00 IN OUT	
3.85	JD	OG	WEDNESDAY	IN 17:15 OUT 21:00 IN OUT	
			THURSDAY	IN OUT IN OUT	
3.30	JD	OG	FRIDAY	IN 12:15 OUT 15:45 IN OUT	
5.25	JD	OG	SATURDAY	IN 16:00 OUT 21:25 IN OUT	
			SUNDAY	IN OUT IN OUT	
			MONDAY	IN OUT IN OUT	
16.40	JD	OG		TOTAL HOURS AND MEALS	

### WEEK 2

OFC   
SUPR   
MGR   
CO-MGR   
TRAINEE   
HRLY

GIVEN NAME			Marcia Room		
STORE NO.			6/20/06		
STREET			WEEKENDING		
HOURS	MEALS	MGRS. INITIALS			
			TUESDAY	IN OUT IN OUT	
10.15	MR	OG	WEDNESDAY	IN 10:00 OUT 20:15 IN OUT	
8.45	MR	OG	THURSDAY	IN 14:00 OUT 22:45 IN OUT	
10.35	MR	OG	FRIDAY	IN 10:10 OUT 15:00 IN 15:55 OUT 21:00	
			SATURDAY	IN OUT IN OUT	
			SUNDAY	IN OUT IN OUT	
5.85	MR	OG	MONDAY	IN 10:00 OUT 15:85 IN OUT	
34.80	MR	OG		TOTAL HOURS AND MEALS	

# Calculating Daily Labor Dollars

There are two methods for calculating daily labor dollars. The first is by using the Daily Payroll Summary where each employee's wage is multiplied by their hours as shown on the next page. The second method involves using an average hourly wage for all employees and multiplying that average by the total combined hours for the day.

For example:

- If the average hourly wage for your restaurant is \$8/hour
- And the hours used for the day were 46
- Simply multiply  $\$8 \times 46$  hours = \$368
- This is your labor for the day.

To calculate the average hourly wage for your store you must first calculate (from your original schedule) the total **weekly** projected labor dollars.

- Divide total labor dollars by the total hours.
- This is the average hourly wage for your store.

**Example:**

Projected Labor                \$        3684

Projected Labor Hours        ÷        460

Average Hourly Wage        =        \$8

# Daily Payroll Summary

Both Labor Dollars and Labor Hours must be calculated every day for your restaurant. To accomplish this, you must gather the time cards used by all employees that worked during the day. Make sure each time card was completed according to the time card procedures page.

Once all hours have been calculated, you will need to take the following steps:

1. **Employee's Name:** List all employees that worked for the day.
  2. **Number of Hours Worked:** Record the hours worked for all employees listed.
  3. **Wage and Labor Dollars:** Multiply the hours worked for each employee by their wage to obtain the labor dollars used.
  4. **Total Labor Hours Used:** Total the numbers of hours worked for all employees listed and record it on the appropriate line.
  5. **Total Labor Dollar Used:** Total the labor dollars column and record on the appropriate line.
  6. **Total Net Sales:** Transfer the Daily Net Sales from the Daily Cash Summary and record it on the appropriate line.
  7. **Total Labor % and \$PMH:** Calculate Labor % and DPMH (follow the given formulas).
  8. Transfer all figures to the Weekly Sales Summary.

**Please note:** Salaries and wages of employees are considered confidential. This form should be kept in a secure location.

## **Weekly Payroll Summary**

The Weekly Payroll Summary is used by management to record all payroll information. The form is primarily used to determine wages for a particular restaurant for a one week period. To complete the Weekly Payroll Summary, **follow these step-by-step instructions and refer to the next page:**

- STEP #1 Fill in the store number, location, and manager's name, as well as the week-ending date for the pay period.
- STEP #2 In the first column, fill in the name of each hourly employee. Fill in the number of regular hours they have worked and their regular wages/rate of pay in the next 2 columns. Multiply the hours by the wages and write this figure in the Pay column. Do the same for overtime when applicable.

To calculate overtime wages, multiply the employee's regular wage by 1.50 (representing time and a half). Some states require overtime to be paid differently. Please contact your Area Supervisor or Recruiter/Trainer for instructions.
- STEP #3 Add regular pay to the overtime pay and write this amount in the Gross column for each employee.
- STEP #4 Add up the regular and overtime hours for all hourly employees and write this number in the Total Hours space.
- STEP #5 Add up the Gross pay for all hourly employees and write this amount in the Total Gross space.
- STEP #6 In the next section, fill in the names of the salaried employees, their hours and salary. Managers' hours should be recorded as 50. Record totals.
- STEP #7 Add the total hours for both salaried and hourly employees together and record this in the Grand Total Hours space. Then, add the total gross and total salary together and record this in the Total Gross space at the bottom of the page. Transfer these numbers to the Weekly Sales Summary.
- STEP #8 Transfer the total Net Sales from the **Weekly Sales Summary** to the Weekly Net Sales space on the Weekly Payroll Summary. Calculate the labor percentage by dividing the Total Gross by the Weekly Net Sales. Write this percentage in the labor % space on the Weekly Payroll Summary and on the Weekly Sales Summary.
- STEP #9 Use the Weekly Labor Hour Chart to compare grand total hours to charted hours using weekly net sales. Record plus or minus hours in the hrs. +/- space.
- STEP #10 Calculate the Dollars Per Man Hour by dividing the Weekly Net Sales by the Grand Total Hours. Write this figure in the \$PMH space on the Weekly Payroll Summary.
- STEP #11 Record number of new employees for the week. Also record any additional information which may have affected the amount of labor used during that pay period in the comments section (training hours, crew meetings, etc.).



# **Payroll Transmittal & Payroll Check Receipt Verification Form**

**This section applies to company owned and operated stores.**

The "Payroll Check Receipt Verification" section of this form is used for employees to sign for their paycheck for the current payroll period (dates are preprinted on the form). It is mandatory that each employee signs this form before their check is released to them. Payroll checks are not to be released to anyone else. Remember, "borrowed" employees must pick up their check at their home store. Borrowed employees will appear on the transmittal for home store identification purposes only, and will be automatically removed in the next payroll cycle. All unclaimed checks must be returned to the payroll department with the next payroll. DO NOT HOLD CHECKS AT THE STORE!

The "Timecard Verification" section of the form must be completed by the store manager or supervisor. The total hours for each week (week 1 and week 2 dates are preprinted under each column) must be recorded in the appropriate column for each employee. An (H) will appear next to each employee that is currently at this home store. The employees that were borrowed in the previous pay period appear below the home store employees as stated above. These individuals will automatically be removed from the transmittal in the next processing cycle. However, if an employee is borrowed again, they must be added again in the borrowed employee section of the payroll transmittal.

Retro hours should also be recorded on the transmittal in the appropriate column.

If an employee is a new hire, has been borrowed for the first time, or has been permanently transferred to a store, their full name (no nicknames), social security number and hours must be written legibly in the appropriate "added employee" section provided at the bottom of the form. Follow guidelines for all new hire/rehires, and permanent transfers. REMEMBER, PAYCHECKS WILL NOT BE ISSUED UNLESS PROPER PAPERWORK IS SUBMITTED.

Keep one copy of the completed transmittal form at the store, and submit the original along with timecards to your supervisor for them to forward to the Payroll Department after completion.

Please note that some markets (i.e., CA) may complete the transmittal in a different manner due to state overtime requirements. Please see your Manager or Recruiter/Trainer for additional information.

# Payroll Transmittal

1. If a salaried manager works their regularly scheduled days and hours at their home store, indicate yes (Y) on the transmittal along with the hours worked from their timecard.

Payroll Transmittal					Page 1
Timecard Verification Payroll Period Ending 05/22/2006					
Home DEPT/STORE 0001					Prepared By: _____
LCRTN					Supervisor: _____
EMPLOYER GL COMPANY MARKET	001 030 220	Payroll Check Receipt Verification Pay Period Ending 05/08/2006 Check Date 05/15/2006			
H Emp #	Employee Name	Week 1 05/15/2006	Week 2 05/22/2006	Retro Hours	
H 60491	Clark, Mac W	A	_____	_____	3611794 _____
H 60491	Devorce, Jasmine * C	_____	_____	_____	3611797 _____
H 60491	Devorce, Mavis L	N	_____	_____	3611798 _____
H 60491	Hill, Marinda R* SAL M	Y (49.65)	Y (51.75)	_____	3611793 _____
H 60491	Hill, Marinda R* SAL M	N	_____	_____	3611790 _____

A = Assistant Manager

C = Co-Manager

N = Hourly Employee

2. If a salaried manager works at multiple stores, indicate the "fraction" of the work week and a notation "hours at # \_\_\_\_" on the transmittal of the home store.

Payroll Transmittal	Page 1
Timecard Verification Payroll Period Ending 05/22/2006	
Home DEPT/STORE 0001	Prepared By: _____
LCRTN	Supervisor: _____
EMPLOYER 001	
GL COMPANY 030	
MARKET 220	
	Payroll Check Receipt Verification Pay Period Ending 05/08/2006 Check Date 05/15/2006
H Emp # Employee Name	Week 1 05/15/2006 Week 2 05/22/2006 Retro Hours
H 60491 Clark, Mac W A	_____ _____ _____ 3611794 _____
H 60491 Devorce, Jasmine * C	_____ _____ _____ 3611797 _____
H 60491 Devorce, Mavis L N	_____ _____ _____ 3611798 _____
H 60491 Hill, Marinda R* SAL M Y (49.68) 4/5 (40)	also hrs at #4433 3611793 _____
H 60491 Hill, Marinda R* SAL M Y (49.68) 4/5 (40)	3611790 _____

Borrowed Store (Bottom of "Borrowed" Store's Transmittal)

WEEK 1 5/15/2007	WEEK 2 5/22/2007	123 / 45 / 6789
<b>MARINDA HILL</b>		
<b>BORROWED EMPLOYEES</b>		
NAME _____ 1/5 S. # _____ also hrs at #0001		

3. If pooled time is taken by a benefited Manager/Co-Manager, a Time Off Authorization Form must be completed, approved by the supervisor and attached to the payroll transmittal. For a salaried manager, the supervisor notes on the payroll transmittal the amount of pooled time taken. For Co-Managers, write the actual number of hours worked on the payroll transmittal and attach the Time Off Authorization Form, indicating the number of pooled days to be paid, to the transmittal. REMEMBER, if Time Off Authorizations are not attached to the payroll transmittal, pooled time off will NOT be paid.

Example #1 – Manager

Payroll Transmittal					Page 1
Timecard Verification Payroll Period Ending 05/22/2006					
Home DEPT/STORE 0001	Prepared By: _____				
LCRTN	Supervisor: _____				
EMPLOYER 001					
GL COMPANY 030					
MARKET 220					
					Payroll Check Receipt Verification Pay Period Ending 05/08/2006 Check Date 05/15/2006
H Emp #	Employee Name	Week 1 05/15/2006	Week 2 05/22/2006	Retro Hours	
H 60491	Clark, Mac W	A	_____	_____	3611794 _____
H 60491	Devorce, Jasmine * C		_____	_____	3611797 _____
H 60491	Devorce, Mavis L	N	_____	_____	3611798 _____
H 60491	Hill, Marinda R* SAL M	<b>Y (50.47) (vacation)</b>	_____	_____	3611793 _____
H 60491	Hill, Marinda R* SAL M	N	_____	_____	3611790 _____

# Time-Off Authorization Form

All requests are subject to approval by your supervisor and approval is based upon department needs. All scheduled time off must be pre-approved by your supervisor.

Colleague Name : Marinda Hill Extension : \_\_\_\_\_  
Colleague Social Security Number : 123 45 6789  
Venue/Location : \_\_\_\_\_ Department : \_\_\_\_\_

To be completed by supervisor:

25

Pooled Days Allowed: 0 <+>

25

Total Days Off To Date: 5 = \_\_\_\_\_ <-> \_\_\_\_\_

Total Days Off Requested: 20 <-> \_\_\_\_\_

Total Days Remaining: = \_\_\_\_\_

To be completed by colleague:

Q 1st day of absence: 5 16 06

M Tu W T F Sa S \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Q Last day of absence: 5 20 06

M Tu W T F Sa S \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

1st day of absence:

M Tu W T F Sa S \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Last day of absence:

M Tu W T F Sa S \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

1st day of absence:

M Tu W T F Sa S \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Last day of absence:

M Tu W T F Sa S \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Ensure this information is completed:

Time off should be recorded as (check one):

Vacation \_\_\_\_\_  
 Personal \_\_\_\_\_  
 Jury Duty \_\_\_\_\_  
 Sick \_\_\_\_\_  
 Bereavement \_\_\_\_\_  
 Unpaid \_\_\_\_\_

Other (please explain)

Comments : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Marinda Hill

4/29/06

Colleague Signature/Date : J. Jonah Jameson \_\_\_\_\_ / \_\_\_\_\_

4/29/06

Example #2 – Manager

Payroll Transmittal	Page 1			
Timecard Verification Payroll Period Ending 05/22/2006				
Home DEPT/STORE 0001	Prepared By: _____			
LCRTN	Supervisor: _____			
EMPLOYER 001 GL COMPANY 030 MARKET 220	Payroll Check Receipt Verification Pay Period Ending 05/08/2006 Check Date 05/15/2006			
H Emp # Employee Name	Week 1 05/15/2006	Week 2 05/22/2006	Retro Hours	
H 60491 Clark, Mac W	A	_____	_____	3611794 _____
H 60491 Devorce, Jasmine * C	C	_____	_____	3611797 _____
H 60491 Devorce, Mavis L	N	_____	_____	3611798 _____
H 60491 Hill, Marinda R* SAL M	<b>Y (51.05)</b>	<b>4/5 (39)</b>	<b>1 sick day</b>	<b>3611793</b> _____
H 60491 Hill, Rana	N	_____	_____	3611790 _____

The additional day will be added into week #2, so in this example, they would get a full pay for both weeks.

# Time-Off Authorization Form

All requests are subject to approval by your supervisor and approval is based upon department needs. All scheduled time off must be pre-approved by your supervisor.

Colleague Name: Marinda Hill Extension : \_\_\_\_\_  
123      45      6789  
Colleague Social Security Number : \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
0001                          298  
Venue/Location : \_\_\_\_\_ Department : \_\_\_\_\_

*To be completed by supervisor:*

25

Pooled Days Allowed: 0 <+>

Total Days Off To Date: 25  
1 = \_\_\_\_\_

Total Days Off Requested: 24 <->

Total Days Remaining: = \_\_\_\_\_

*To be completed by colleague:*

5 20 06  
1st day of absence:  
M Tu W T F Sa S \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

5 20 06  
Last day of absence:  
M Tu W T F Sa S \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

1st day of absence:  
M Tu W T F Sa S \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Last day of absence:  
M Tu W T F Sa S \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

1st day of absence:  
M Tu W T F Sa S \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Last day of absence:  
M Tu W T F Sa S \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

*Ensure this information is completed:*

Time off should be recorded as (check one):      Vacation \_\_\_\_\_      Sick \_\_\_\_\_  
Personal \_\_\_\_\_      Bereavement \_\_\_\_\_  
Jury Duty \_\_\_\_\_      Unpaid \_\_\_\_\_

Other (please explain)

Comments : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Marinda Hill*

5 21 06

Colleague Signature/Date : J. Jonah Jameson      5 21 06 / \_\_\_\_\_

## Payroll Transmittal

Page 1

Timecard Verification  
Payroll Period Ending 05/22/2006

Home DEPT/STORE 0001

Prepared By: \_\_\_\_\_

LCRTN

Supervisor: \_\_\_\_\_

EMPLOYER 001  
 GL COMPANY 030  
 MARKET 220

Payroll Check  
 Receipt Verification  
 Pay Period Ending 05/08/2006  
 Check Date 05/15/2006

H Emp #	Employee Name		Week 1 05/15/2006	Week 2 05/22/2006	Retro Hours	
H 60491	Clark, Mac W	A	_____	_____	_____	3611794 _____
H 60491	Devorce, Jasmine	* C	_____	_____	_____	3611797 _____
H 60491	Devorce, Mavis L	N	_____	_____	_____	3611798 _____
H 60491	Hill, Marinda R* SAL M		_____	_____	_____	3611793 _____
H 60491	Hill, Ryan	N	_____	_____	_____	3611790 _____
H 60491	Judd, Saquan	A	_____	_____	_____	3611795 _____
H 60491	Lambert, Jamie	N	_____	_____	_____	3611796 _____
H 60491	Neives, Luis R	N	_____	_____	_____	3611799 _____
H 60491	Parker, Eric	A	_____	_____	_____	3611791 _____
	Clark, Micha	N				Check Issued at Home Store 5557
	Douglas, Christopher	N				Check Issued at Home Store 5556
	Greer, Melissa	N				Check Issued at Home Store 5555

H – Employee's Home Store

\* - Active Benefited Employee

Retro Hours – Hours Adjustment from Previous Pay Period (Must Submit Explanation)

Sample Transmittal Page 1

## **HOME STORE 0001 ADDED EMPLOYEE SECTION**

**NEW EMPLOYEES (PAYCHECKS WILL NOT BE ISSUED WITHOUT COMPLETED NEW HIRE PAPERWORK)**

NAME / S.S.# NAME / S.S.#

WEEK 1	WEEK 2	WEEK 1	WEEK 2
5/15/2007	5/22/2007	5/15/2007	5/22/2007

NAME SS # NAME SS # / / / /

**PERMANENT TRANSFER (MUST FORWARD A STATUS REPORT FOR NEW HOME STORE TRANSFER)**

NAME \_\_\_\_\_ S.S.# \_\_\_\_\_ / / /

WEEK 1	WEEK 2	WEEK 1	WEEK 2
5/15/2007	5/22/2007	5/15/2007	5/22/2007

NAME \_\_\_\_\_ S.S. # \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ NAME \_\_\_\_\_ S.S. # \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

5/15/2007 \_\_\_\_\_ 5/22/2007  
5/15/2007 \_\_\_\_\_ 5/22/2007

## BORROWED EMPLOYEES

NAME \_\_\_\_\_ S.S.# \_\_\_\_\_ NAME \_\_\_\_\_ S.S.# \_\_\_\_\_

WEEK 1 5/15/2007	WEEK 2 5/22/2007	WEEK 1 5/15/2007	WEEK 2 5/22/2007
---------------------	---------------------	---------------------	---------------------

## New Hires/Rehires

When an employee is hired, or rehired, the New Hire/Rehire Status Report must be completed. The employee must complete the "Employee Section – Side 1" of the form. "Side 2 – For Management Use Only," must be completed by the Store Manager. The status report form and all additional required new hire documents must be reviewed and approved by the Supervisor and Market Director. The Supervisor will then forward all completed paperwork to the payroll department for the next payroll processing.

Remember! The following new hire paperwork must be completed prior to employee's first day of work:

**FAILURE TO FOLLOW THIS PROCESS MAY RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION OF EMPLOYMENT**

<ul style="list-style-type: none"><li>• Application</li><li>• New Hire/Rehire Status Report</li><li>• W-4 Form</li><li>• Uniform Agreement</li><li>• Handbook Page</li><li>• Safety Questionnaire</li><li>• All other forms specific to state requirements (see checklist in handbook)</li></ul>	<ul style="list-style-type: none"><li>• WOTC Form #8850</li><li>• I-9 Form</li><li>• Copy of Social Security Card</li><li>• Copy of proof of identity (picture ID)</li><li>• Right to Know Quiz</li><li>• All other forms specific to the new hire position (see checklist in handbook)</li><li>• Starbridge Insurance enrollment card/ declination</li><li>• Direct Deposit Authorization</li></ul>
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## Terminations

The Employee Termination Form must be completed only when an employee is leaving Little Caesars permanently. If an employee permanently transfers to another store or corporate department, this form is not used (see *Transfer-Permanent*). Report the employee's last day of work and check the appropriate box in the voluntary/involuntary section of the form.

Eligibility for rehire must be answered (yes or no). If not eligible, or the voluntary or involuntary reason has an asterisk (\*), a detailed explanation must be provided. The Termination must be signed by the Store Manager and employee, and submitted with the first payroll following the termination.

Immediate notification should be made to the Recruiter/Trainer or Market Director for all terminated benefited employees. They will notify the Benefits Department.



# Little Caesars®

LITTLE CAESAR ENTERPRISES, INC.

## NEW HIRE/REHIRE STATUS REPORT

Side 1

### EMPLOYEE SECTION

### PLEASE PRINT CLEARLY

HOME STORE: \_\_\_\_\_

DATE OF HIRE: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
Month Day Year

SOCIAL SECURITY NUMBER: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

LAST NAME: \_\_\_\_\_

(Must be as it appears on Social Security Card to ensure proper tax reporting)

FIRST NAME: \_\_\_\_\_ MIDDLE INITIAL: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ - \_\_\_\_\_

Street

Apt. # - Bldg.

\_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
City State Zip Code

HOME PHONE: (      ) \_\_\_\_\_ - \_\_\_\_\_ COUNTY: \_\_\_\_\_

DATE OF BIRTH: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
Month Day Year

MILITARY BACKGROUND: Yes / No

GENDER: Male \_\_\_\_\_ Female \_\_\_\_\_

MARITAL STATUS: Single \_\_\_\_\_ Married \_\_\_\_\_ Divorced \_\_\_\_\_

ETHNIC I.D. (Please circle one – For EEO statistical reporting purposes only):

- 0 - Caucasian/Other
- 1 - Black
- 2 - Asian/Pacific Islander
- 3 - American Indian/Alaskan Native
- 4 - Hispanic

Employee Signature \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

## **FOR MANAGEMENT USE ONLY:**

Side 2

## **NEW HIRE INFORMATION**

**DATE OF HIRE:** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
Month Day Year

**REHIRE # :**

**\*TITLE** (Circle one): OJE, Crew, Driver, Assistant Manager, Co-Manager, Manager,  
Training Manager, Manager Trainee - Training Store # \_\_\_\_\_,  
Supervisor, Market Director

**STARTING WAGE**      Hourly Rate of Pay \$ \_\_\_\_\_.\_\_\_\_ per hour  
Bi-Weekly Salary Rate of Pay \$ \_\_\_\_\_.\_\_\_\_.

#### **APPROVALS:**

**MANAGER:**

SUPERVISOR:

#### **HUMAN RESOURCES:**

#### **MARKET DIRECTOR:**

# EMPLOYEE TERMINATION FORM



EMPLOYEE NAME: \_\_\_\_\_

HOME STORE: \_\_\_\_\_

SOCIAL SECURITY NUMBER: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ or EMPLOYEE #: \_\_\_\_\_

EFFECTIVE DATE OF TERMINATION: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (Last day worked)

## VOLUNTARY

### VOLUNTARY REASONS:

- ANOTHER JOB
- SCHOOL
- TRANSPORTATION
- RELOCATION
- MILITARY
- PERSONAL REASONS\*
- DISSATISFIED WITH DUTIES\*
- DID NOT SHOW FOR SHIFT\*
- MEDICAL\*

## INVOLUNTARY

### INVOLUNTARY REASONS:

- POOR WORK PERFORMANCE\*
- POOR ATTENDANCE/PUNCTUALITY\*
- REFUSED WORK ASSIGNMENT\*
- CASH MANAGEMENT PROCEDURES\*
- VIOLATION OF HANDBOOK POLICY\*

\* Explanation mandatory – complete comments below

OTHER (Check only if the reason is not one of the above and complete comments below)

ELIGIBLE FOR REHIRE: YES NO (If no, explain in comments section below)

COMMENTS:

---

---

---

---

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Management Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

## **Address Change**

Employee address changes should be submitted on the Employee Status Change Form. Please make sure the employee's name, Social Security number or employee number, effective date, and home store are filled out on the form. Change of address information must be printed legibly on the status form and should be forwarded to the Payroll Department with the next payroll processing. W-2 forms, benefit materials, and other special mailings will be forwarded to the employee's current home address.

## **Raise Request/Job Reclassification**

If a raise is requested, or an employee's job changes (for example, from crew person to Assistant Manager), the "Raise Request/Job Classification section of the Employee Status Change form must be completed in its entirety. Additional paperwork for new positions (see "New Hire Checklist" in handbook) must also be completed as required. Please make sure the effective date is recorded, the proper reason is selected and the old and new wage or salary rates are noted. Appropriate signatures must be obtained before submitting changes. All changes will occur on the next regularly scheduled payroll processing cycle following the receipt of each request (unless future dated).

## **Transfer – Permanent**

When an employee permanently transfers to another store or the Corporate office, the "New Home Store" section of the Employee Status Change Form must be completed. The status change must be submitted by the "new home" store. A status form does not need to be completed for "borrowed" employees (see below).

## **Borrowed Employee**

If an employee is borrowed from his/her home store to work temporarily at another store, it is not necessary to complete a status report. The employee must punch in and out on a new timecard and turn it in at the borrowed store (blank labels are provided at each store). The store manager simply records the employee's information and hours in the "Borrowed Employee" section of the payroll transmittal.

## **Request for Additional Pay**

When an employee is eligible for additional pay. The "Request for Additional Pay" section of the Employee Status Change Form must be completed. Please make sure the employee's name, Social Security number or employee number, the date, and home store are completed at the top of the form. Details and calculations for the adjustment must be provided, authorized by the Market Director, and submitted to payroll. All additional pay will occur on the next regularly scheduled payroll processing cycle following the receipt of the request.

# LITTLE CAESAR ENTERPRISES, INC.

## EMPLOYEE STATUS CHANGE FORM



**EMPLOYEE NAME:** \_\_\_\_\_  
 CHECK IF NAME CHANGE (Please provide previous name and a copy of new social security card)

**HOME STORE** \_\_\_\_\_

Social Security Number / / or Employee #:

### RAISE REQUEST/JOB CLASSIFICATION CHANGE

Approvals: Manager \_\_\_\_\_

EFFECTIVE DATE \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Supervisor \_\_\_\_\_

Market Director \_\_\_\_\_

Human Resources \_\_\_\_\_

\*PROMOTION  \*DEMOTION

MERIT INCREASE (attach Performance Review)

HOURLY TO SALARY  SALARY TO HOURLY

OTHER (Explanation is mandatory)  
 \_\_\_\_\_  
 \_\_\_\_\_

\*Please circle new job classification

Submit all other required paperwork  
 (See new hire status report)

Percentage Increase \_\_\_\_\_ %



### \*JOB CLASSIFICATIONS

Crew	Manager
Mgr. Trainee	Training Manager
Asst. Manager	Supervisor
Co-Manager	Market Director

### HOURLY RATE CHANGE BI WEEKLY SALARY RATE CHANGE

FROM \$ \_\_\_\_\_ TO \$ \_\_\_\_\_  
 FROM \$ \_\_\_\_\_ TO \$ \_\_\_\_\_

If permanently relocating to a new home store, fill out the following section.

### NEW HOME STORE

EFFECTIVE DATE: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Approvals: Supervisor \_\_\_\_\_

Market Director \_\_\_\_\_

TRANSFER TO NEW HOME STORE # \_\_\_\_\_

FROM STORE # \_\_\_\_\_

### REQUEST FOR ADDITIONAL PAY

Reason: \_\_\_\_\_

Amount \$ \_\_\_\_\_

Market Director Approval: \_\_\_\_\_

Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

\*Attach details to back of form (Market Director Approval is Mandatory)

### EMPLOYEE ADDRESS CHANGE

EFFECTIVE DATE: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

ADDRESS: \_\_\_\_\_ / \_\_\_\_\_

Street

Apt. #

\_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
 City State Zip Code

HOME PHONE: ( ) \_\_\_\_\_ - \_\_\_\_\_ County: \_\_\_\_\_

## **Manager Payroll Responsibilities**

1. All required new hire paperwork, including photocopies of I-9 required ID, must be completed BEFORE a new employee starts work. Incomplete new hire paperwork will result in the employee NOT being paid.
2. All new hire status reports must be signed by Manager, Supervisor and Market Director verifying that new hire paperwork is complete.
3. On payday, employees must provide two of the following pieces of identification to the manager distributing the checks (one of which has to be a picture ID): drivers license, state ID, school ID, passport, Social Security card, Voter Registration Card, birth certificate, or military ID, in order to receive their paycheck.
4. Before receiving the paycheck, each employee will sign the "Payroll Check Receipt Verification" portion of the Payroll Transmittal.
5. Payroll checks must only be released to the employee. Family members will not be allowed to pickup or sign for a paycheck.
6. This process also applies for those on direct deposit Pay Card as it relates to picking up the direct deposit/Pay Card receipt each pay period.
7. Payroll checks and direct deposit receipts that are not picked up by the Monday following a scheduled pay day must be returned to the corporate payroll department with week ending paperwork.
8. Arrangements for the delivery of returned payroll checks can be coordinated by contacting the Corporate Payroll Department at (313) 983-6000.
9. Payroll transmittals must be signed by Manager completing payroll. They must verify the accuracy of the hours worked, the check receipt signatures, and that all employees on the transmittal are currently employed. If not, a term status report must be included with week ending paperwork.

# Timecard and Payroll Summary Review

Review the following time cards and use them to complete the Daily and Weekly Payroll Summary exercise on the next pages.

## WEEK 1

OFC   
SUPR   
MGR   
CO-MGR   
TRAINEE   
HRLY

GIVEN NAME			Emp 1250		
7538			6/20/06		
STORE NO.		STREET		WEEKENDING	
HOURS	MEALS	MGRS. INITIALS			
			TUESDAY	IN OUT IN OUT	9:75 19:75
			WEDNESDAY	IN OUT IN OUT	14:00 22:50
			THURSDAY	IN OUT IN OUT	9:75 20:75
			FRIDAY	IN OUT IN OUT	9:75 20:75
			SATURDAY	IN OUT IN OUT	
			SUNDAY	IN OUT IN OUT	
			MONDAY	IN OUT IN OUT	14:00 23:50
TOTAL HOURS AND MEALS					

## WEEK 1

OFC   
SUPR   
MGR   
CO-MGR   
TRAINEE   
HRLY

GIVEN NAME			Emp 1251		
7538			6/20/06		
STORE NO.		STREET		WEEKENDING	
HOURS	MEALS	MGRS. INITIALS			
			TUESDAY	IN OUT IN OUT	
			WEDNESDAY	IN OUT IN OUT	9:75 22:75
			THURSDAY	IN OUT IN OUT	
			FRIDAY	IN OUT IN OUT	16:00 0:50
			SATURDAY	IN OUT IN OUT	10:00 20:00
			SUNDAY	IN OUT IN OUT	15:00 23:50
			MONDAY	IN OUT IN OUT	
TOTAL HOURS AND MEALS					

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

Asst.

GIVEN NAME	Lotsa Cheese		Emp 1234	6/20/06
STORE NO.	STREET	WEEKENDING		
HOURS	MEALS	MGRS. INITIALS		
			TUESDAY	IN OUT IN OUT <b>16:25</b>
			WEDNESDAY	IN OUT IN OUT <b>22:25</b>
			THURSDAY	IN OUT IN OUT <b>15:00</b>
			FRIDAY	OUT IN OUT IN <b>23:00</b>
			SATURDAY	IN OUT IN OUT <b>18:00</b>
			SUNDAY	OUT IN OUT IN <b>24:50</b>
			MONDAY	IN OUT IN OUT <b>9:50</b>
				OUT IN OUT <b>18:50</b>
				TOTAL HOURS AND MEALS

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

Asst.

GIVEN NAME	Hamand Salami		Emp 1235	6/20/06
STORE NO.	STREET	WEEKENDING		
HOURS	MEALS	MGRS. INITIALS		
			TUESDAY	IN OUT IN OUT <b>11:00</b>
			WEDNESDAY	IN OUT IN OUT <b>14:00</b>
			THURSDAY	IN OUT IN OUT <b>10:00</b>
			FRIDAY	OUT IN OUT IN <b>18:00</b>
			SATURDAY	IN OUT IN OUT <b>11:00</b>
			SUNDAY	OUT IN OUT IN <b>20:50</b>
			MONDAY	IN OUT IN OUT
				TOTAL HOURS AND MEALS

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN NAME			Roma Tomato	Emp 1236
STORE NO.			7538	6/20/06
STREET			WEEKENDING	
HOURS	MEALS	MGRS. INITIALS		
			TUESDAY	
			IN	16:50
			OUT	18:50
			IN	
			OUT	
			WEDNESDAY	
			IN	17:75
			OUT	20:75
			IN	
			OUT	
			THURSDAY	
			IN	17:00
			OUT	20:00
			IN	
			OUT	
			FRIDAY	
			IN	18:00
			OUT	24:50
			IN	
			OUT	
			SATURDAY	
			IN	
			OUT	
			IN	
			OUT	
			SUNDAY	
			IN	
			OUT	
			IN	
			OUT	
			MONDAY	
			IN	
			OUT	
			IN	
			OUT	
				TOTAL HOURS AND MEALS

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN NAME			Marcia Room	Emp 1237
STORE NO.			7538	6/20/06
STREET			WEEKENDING	
HOURS	MEALS	MGRS. INITIALS		
			TUESDAY	
			IN	
			OUT	
			IN	
			OUT	
			WEDNESDAY	
			IN	
			OUT	
			IN	
			OUT	
			THURSDAY	
			IN	17:00
			OUT	21:00
			IN	
			OUT	
			FRIDAY	
			IN	17:50
			OUT	21:00
			IN	
			OUT	
			SATURDAY	
			IN	17:00
			OUT	20:50
			IN	
			OUT	
			SUNDAY	
			IN	17:00
			OUT	19:00
			IN	
			OUT	
			MONDAY	
			IN	
			OUT	
			IN	
			OUT	
				TOTAL HOURS AND MEALS

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN NAME			Peter Ronin		Emp 1238	
STORE NO.			STREET		WEEKENDING	
HOURS	MEALS	MGRS. INITIALS				
			TUESDAY	IN OUT IN OUT	17:25 21:00	
			WEDNESDAY	IN OUT IN OUT		
			THURSDAY	IN OUT IN OUT		
			FRIDAY	IN OUT IN OUT	16:00 21:10	
			SATURDAY	IN OUT IN OUT		
			SUNDAY	IN OUT IN OUT	12:00 1:00	
			MONDAY	IN OUT IN OUT	15:15 20:00	
			TOTAL HOURS AND MEALS			

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN NAME			Shanti Jeter		Emp 1239	
STORE NO.			STREET		WEEKENDING	
HOURS	MEALS	MGRS. INITIALS				
			TUESDAY	IN OUT IN OUT		
			WEDNESDAY	IN OUT IN OUT	16:15 21:50	
			THURSDAY	IN OUT IN OUT	16:50 21:00	
			FRIDAY	IN OUT IN OUT	16:15 20:85	
			SATURDAY	IN OUT IN OUT	12:25 15:60	
			SUNDAY	IN OUT IN OUT		
			MONDAY	IN OUT IN OUT		
			TOTAL HOURS AND MEALS			

## **WEEK 1**

OFC   
SUPR   
MGR   
CO-MGR   
TRAINEE   
HRLY

GIVEN  
NAME

Preston Cutter

Emp 1240

7538

6/20/06

STORE NO.

**STREET**

WEEKENDING

HOURS	MEALS	MGRS. INITIALS		
			IN	
			OUT	
			IN	
			OUT	
			IN	
			OUT	
			IN	<b>10:00</b>
			OUT	<b>14:70</b>
			IN	
			OUT	
			IN	<b>16:16</b>
			OUT	<b>21:50</b>
			IN	<b>10:00</b>
			OUT	<b>16:50</b>
			IN	
			OUT	
			IN	<b>14:25</b>
			OUT	<b>19:00</b>
			IN	
			OUT	
			IN	
			OUT	
			IN	<b>14:25</b>
			OUT	<b>19:50</b>
			IN	
			OUT	
			IN	
			OUT	
			TOTAL HOURS AND MEALS	

## **WEEK 1**

OFC   
SUPR   
MGR   
CO-MGR   
TRAINEE   
HRLY

GIVEN  
NAME

Olivia Bright

Emp 1241

6/20/06

STORE NO.

**STREET**

WEEKENDING

HOURS	MEALS	MGRS. INITIALS		
			TUESDAY	IN OUT IN OUT
				17:15 21:00
			WEDNESDAY	IN OUT IN OUT
				IN OUT IN OUT
			THURSDAY	16:50 21:10
				IN OUT IN OUT
			FRIDAY	18:00 21:50
				IN OUT IN OUT
			SATURDAY	16:15 21:50
				IN OUT IN OUT
			SUNDAY	IN OUT IN OUT
				IN OUT IN OUT
			MONDAY	TOTAL HOURS AND MEALS

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN  
NAME**Veronica Waters****Emp 1242****7538****6/20/06**

STORE NO.

STREET

WEEKENDING

HOURS	MEALS	MGRS. INITIALS		
			TUESDAY	IN
				OUT
			IN	16:50
			OUT	20:50
			IN	
			OUT	
			IN	
			OUT	
			IN	16:50
			OUT	21:00
			IN	
			OUT	
			IN	
			OUT	
			IN	17:50
			OUT	21:50
			IN	
			OUT	
			IN	
			OUT	
			IN	17:50
			OUT	21:00
			IN	
			OUT	
			IN	
			OUT	
			SATURDAY	
			IN	
			OUT	
			IN	17:50
			OUT	21:50
			IN	
			OUT	
			IN	
			OUT	
			SUNDAY	
			IN	
			OUT	
			IN	
			OUT	
			IN	17:50
			OUT	21:00
			IN	
			OUT	
			IN	
			OUT	
			MONDAY	
			IN	
			OUT	
			IN	
			OUT	
			TOTAL HOURS AND MEALS	

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN  
NAME**Nancy Seller****Emp 1243****7538****6/20/06**

STORE NO.

STREET

WEEKENDING

HOURS	MEALS	MGRS. INITIALS		
			TUESDAY	IN
				OUT
			IN	
			OUT	
			IN	
			OUT	
			IN	
			OUT	
			IN	16:50
			OUT	21:10
			IN	
			OUT	
			IN	
			OUT	
			IN	18:50
			OUT	23:00
			IN	
			OUT	
			IN	
			OUT	
			SATURDAY	
			IN	
			OUT	
			IN	17:50
			OUT	24:00
			IN	
			OUT	
			IN	
			OUT	
			SUNDAY	
			IN	
			OUT	
			IN	
			OUT	
			IN	16:50
			OUT	22:00
			TOTAL HOURS AND MEALS	

## **WEEK 1**

OFC   
SUPR   
MGR   
CO-MGR   
TRAINEE   
HRLY

GIVEN  
NAME

Louise Shetter

Emp 1244

7538

6/20/06

**STORE NO.**

**STREET**

WEEKENDING

## WEEK 1

OFC   
SUPR   
MGR   
CO-MGR   
TRAINEE   
HRLY

GIVEN  
NAME

Otto Octavius

Emp 1245

7538

7538

STORE NO.

STREET

**WEEKENDING**

STORE NO.	STREET		WEEKENDING
HOURS	MEALS	MGRS. INITIALS	
			IN OUT IN <b>18:50</b> OUT <b>22:50</b>
			IN <b>17:00</b> OUT <b>21:25</b>
			IN OUT IN OUT
			IN OUT IN <b>18:00</b> OUT <b>21:50</b>
			IN OUT IN <b>16:25</b> OUT <b>21:75</b>
			IN OUT IN OUT
			IN OUT IN OUT
			<b>TOTAL HOURS AND MEALS</b>

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN NAME			Kurt Connors		Emp 1246	
STORE NO.			7538		6/20/06	
			STREET		WEEKENDING	
HOURS	MEALS	MGRS. INITIALS	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
			IN			
			OUT			
			IN			
			OUT			
			IN			
			OUT			
			IN			
			OUT			
			16:75			
			20:75			
			IN			
			OUT			
			IN			
			OUT			
			15:25			
			20:00			
			IN			
			OUT			
			IN			
			OUT			
			10:00			
			14:50			
			IN			
			OUT			
			IN			
			OUT			
			15:25			
			20:50			
			TOTAL HOURS AND MEALS			

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN NAME			Pree Way		Emp 1247	
STORE NO.			7538		6/20/06	
			STREET		WEEKENDING	
HOURS	MEALS	MGRS. INITIALS	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
			IN			
			OUT			
			IN			
			OUT			
			IN			
			OUT			
			17:00			
			19:00			
			IN			
			OUT			
			IN			
			OUT			
			11:00			
			13:00			
			IN			
			OUT			
			IN			
			OUT			
			IN			
			OUT			
			16:75			
			20:25			
			IN			
			OUT			
			IN			
			OUT			
			17:50			
			21:50			
			IN			
			OUT			
			IN			
			OUT			
			IN			
			OUT			
			15:25			
			20:50			
			TOTAL HOURS AND MEALS			

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN NAME			Ann Chovy		Emp 1248	
STORE NO.			STREET		6/20/06	
					WEEKENDING	
HOURS	MEALS	MGRS. INITIALS				
			TUESDAY	IN OUT IN OUT	17:25 20:25	
			WEDNESDAY	IN OUT IN OUT	16:75 18:75	
			THURSDAY	IN OUT IN OUT	10:00 14:00	
			FRIDAY	IN OUT IN OUT		
			SATURDAY	IN OUT IN OUT		
			SUNDAY	IN OUT IN OUT	11:00 13:00	
			MONDAY	IN OUT IN OUT	11:00 13:00	
			TOTAL HOURS AND MEALS			

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN NAME			On Yon		Emp 1249	
STORE NO.			STREET		6/20/06	
					WEEKENDING	
HOURS	MEALS	MGRS. INITIALS				
			TUESDAY	IN OUT IN OUT	18:00 21:00	
			WEDNESDAY	IN OUT IN OUT		
			THURSDAY	IN OUT IN OUT	12:00 15:00	
			FRIDAY	IN OUT IN OUT	17:00 20:00	
			SATURDAY	IN OUT IN OUT	12:00 17:00	
			SUNDAY	IN OUT IN OUT		
			MONDAY	IN OUT IN OUT	9:50 12:50	
			TOTAL HOURS AND MEALS			

Complete this Daily Payroll Summary based on the hours worked for Wednesday.

## DAILY PAYROLL SUMMARY

\*\*\*\*Follow wage and hour laws specific to your state.\*\*\*\*

### Total Net Sales

#### Total Labor Hours Used

#### Total Labor Dollars Used

Total Labor % (labor dollars ÷ net sales x 100)

**\$PMH (net sales ÷ labor hours used)**

**\$1,612**

## WEEKLY PAYROLL SUMMARY

Manager \_\_\_\_\_  
Store # \_\_\_\_\_

Week Ending Date \_\_\_\_\_  
Location \_\_\_\_\_

Total Hours \_\_\_\_\_  
SALARIED TITLE HOURS  
**Norrin Radd** **50.00**

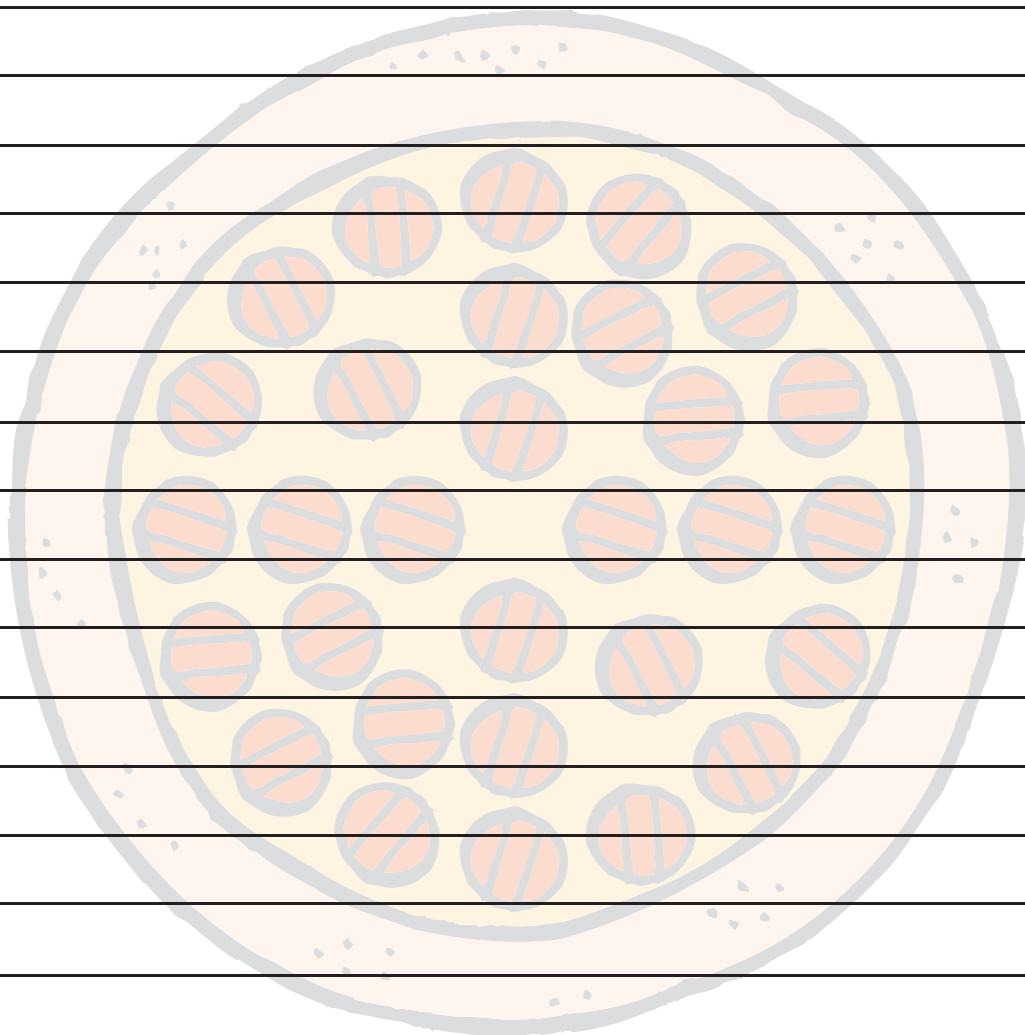
Total Gross \_\_\_\_\_  
SALARY  
**550.00**

Total Hours \_\_\_\_\_ Total Salary \_\_\_\_\_

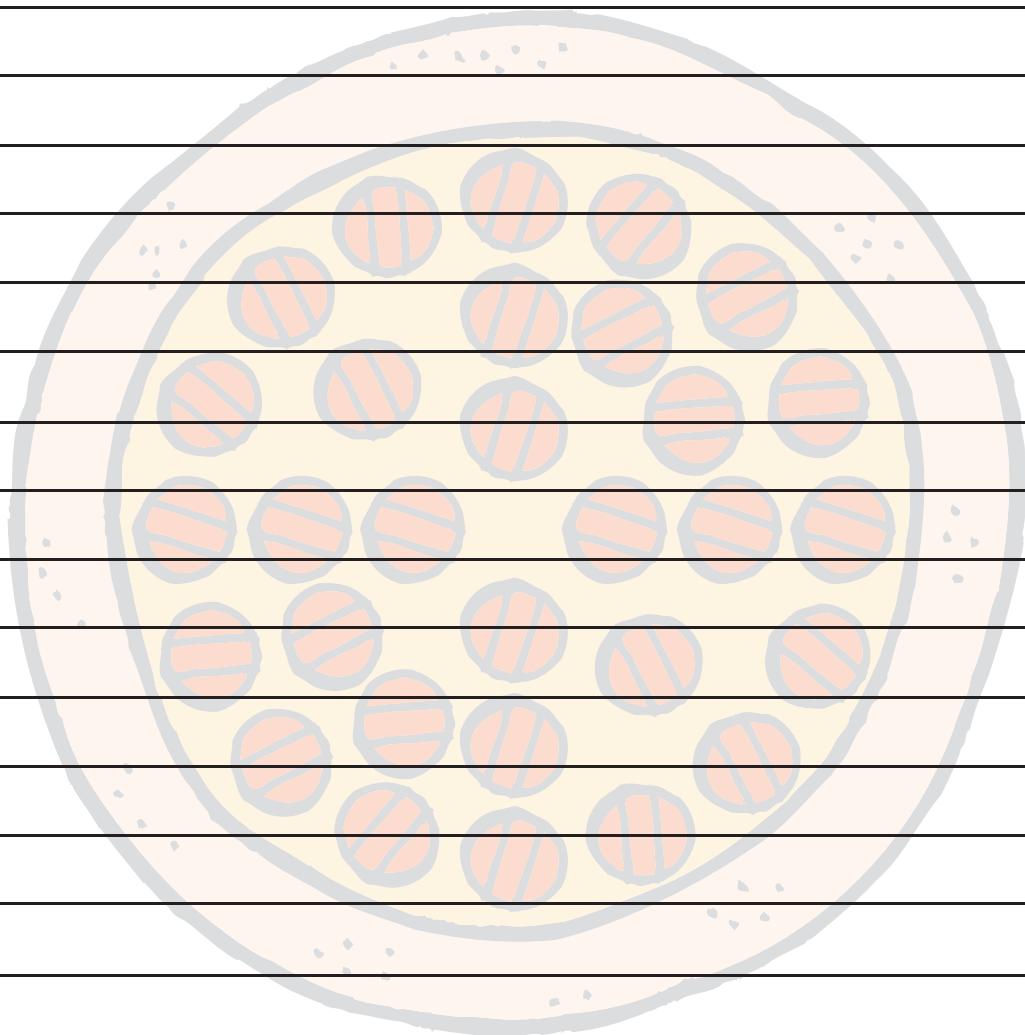
W. H. NICHOLS \$14,440

Total Gross: \$100.00

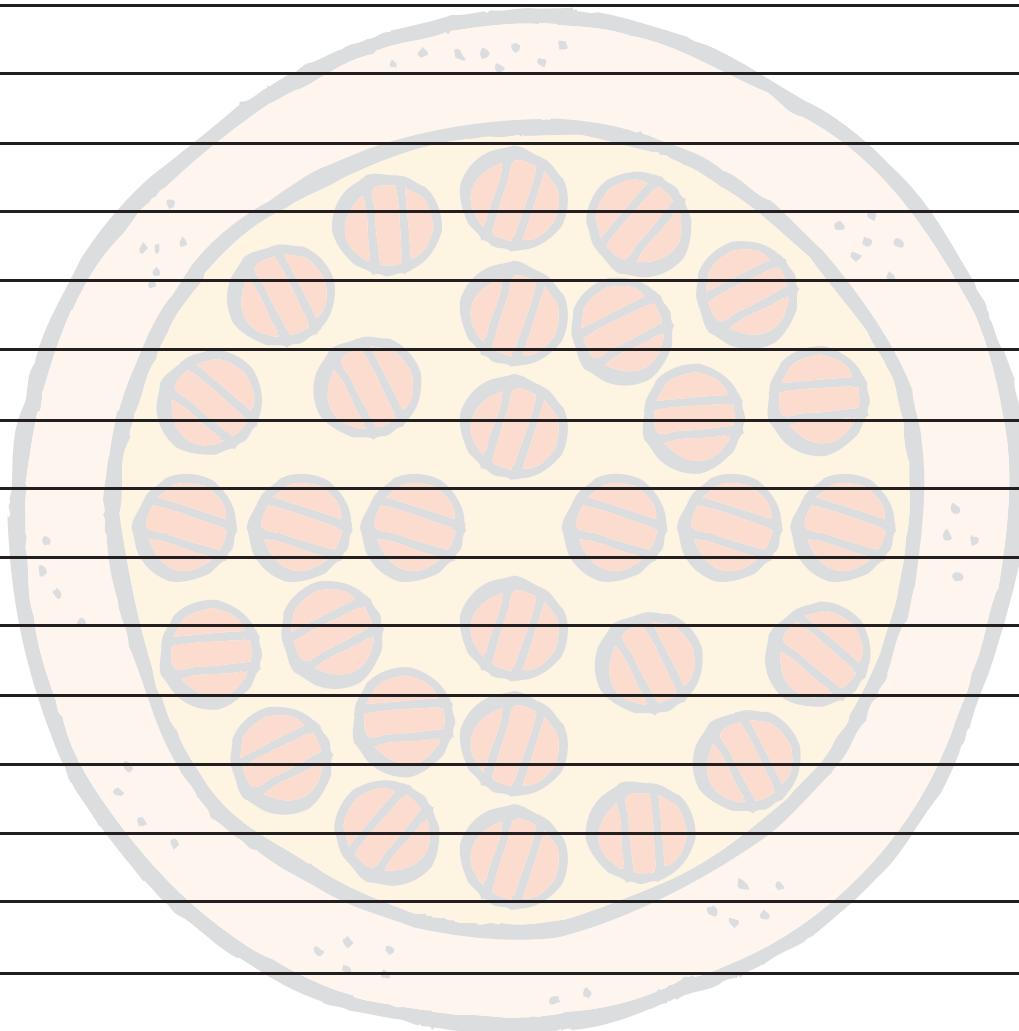
# Notes



# Notes



# Notes



# SECTION 15

## Inventory, Projections and Food Ordering

Inventory, projections, and food ordering are regular responsibilities in restaurant management. These tools play an important, behind-the-scenes role in customer service and cost controls. If you do not have enough product prepared, or enough inventory to prepare a product, you can't meet your customers' needs. If you prepare too much, you waste food and costs go up.

Completing the Weekending Inventory may seem like quite a task at first, but once you've practiced a few times, it will be easier. There are things you can do throughout the week to make inventory easier. These include pre-counting Crazy Bread® bags, all items that come in large quantities and keeping your restaurant well-organized using FIFO product rotation.

Product projections will help you with both controlling inventory levels and placing accurate food orders. Remember to recalculate your projections when sales fluctuate, when a new promotion is introduced, and when seasons change. Accurate projections will help reduce waste and ensure you always have enough product.

# **Weekending Inventory**

A complete inventory of the restaurant's food and packaging supplies is taken at the end of each week. This helps our managers monitor their food and paper usage, so that potential problems can be identified and corrected as early as possible. The numbers recorded on the inventory sheet are also used to generate other types of information, such as product projections.

Inventory numbers must be accurate since they play an important role in controlling costs. They are used to compute weekly and period ending food costs and percentages, which in turn are used to generate the monthly Profit & Loss Statements. In some cases, Weekly Inventory numbers are used to determine the restaurants food order for the following week.

## **Preparing for Inventory**

To make the inventory process as quick and accurate as possible, there are a few things you should do:

- Keep the restaurant well-organized by using FIFO product rotation.
- Only open one package of an item at a time.
- Count out and bundle packaging quantities into smaller amounts. For example, 50 or 100 bread bags.
- Be aware of how many (and what size) preps are produced from one package (case, can, box, etc.), and make sure all employees follow these specific yield guidelines when prepping products.
- Transfer the ending inventory onto the next week's beginning inventory before it is turned in. Then, once your food order and produce are delivered, you can fill in the amount received in the Total column early in the week.

On the following pages, you will find blank Inventory Worksheets. Use these forms to practice completing weekly inventory on Monday evenings during training. Review your work with your Training Manager.

# Overview of the Inventory Form

- Step #1** Transfer your ending inventory numbers from the previous week to your Open Inventory for the current week, if this has not already been done.
- Step #2** Record the amount of any products (Blue Line and any other purchases from outside vendors) received during the current week in the Received column.
- Step #3** Add Opening Inventory and Received. Write the sum in the Total column.
- Step #4** Conduct a physical count of all products in the restaurant (this includes unopened, loose, loaned out, and prepped products) and convert into the proper Unit of Measure (UOM). Write these totals in the Ending Inventory column. Check to see if any products have been borrowed from another restaurant and count them as part of your inventory.
- Step #5** Subtract your Ending Inventory from the Total column. This equals the amount used during the week. Write this number in the Used column.
- Step #6** Multiply the numbers in the Used column by the Cost. This equals the total amount spent on each product during the week. Write this number in the Usage column.
- Step #7** Every period end (every 4 weeks) The Ending Inventory column will have to be multiplied by the cost. This equals the Ending Value of the Ending Inventory product. Write this number in the Ending Value column.

Little Caesars® Pizza		Week Ending Inventory					STORE #: <u>7</u>	Ending X Cost = Ending Value		
		<u>1</u> <u>Opening Inv. +</u>	<u>2</u> <u>Received =</u>	<u>3</u> <u>Total -</u>	<u>4</u> <u>Ending Inv. =</u>	<u>Used x</u>	<u>5</u> Signature	<u>6</u> <u>Cost =</u>	<u>Usage</u>	<u>Ending Value</u>
FOOD/BEVERAGE:	UOM:	85	40	125	46	79	\$1.35	\$106.65	\$62.10	
2 Liter	Each									
Cans	Each									
Bottle Water	Each									
fountain soft drinks	Each									
Total Beverage:										
FOOD/CHEESE:	UOM:	<u>Opening Inv. +</u>	<u>Received =</u>	<u>Total -</u>	<u>Ending Inv. =</u>	<u>Used x</u>	<u>Cost =</u>	<u>Usage</u>	<u>Ending Value</u>	
LC Shredded Cheese	Case									
Total Cheese:										
FOOD/DAIRY:	UOM:	<u>Opening Inv. +</u>	<u>Received =</u>	<u>Total -</u>	<u>Ending Inv. =</u>	<u>Used x</u>	<u>Cost =</u>	<u>Usage</u>	<u>Ending Value</u>	
Crazy Bread Spread	Case						\$25.04			
Total Dairy:										
FOOD/DOUGH:	UOM:	<u>Opening Inv. +</u>	<u>Received =</u>	<u>Total -</u>	<u>Ending Inv. =</u>	<u>Used x</u>	<u>Cost =</u>	<u>Usage</u>	<u>Ending Value</u>	
Corn Meal	Each						\$7.70			
LC Pizza Dough Mix	Case						\$29.85			
Round Flour	Bale						\$12.62			
Vegetable Oil	Each						\$19.35			
Olive Oil	Each						\$15.58			
Total Dough:										
FOOD/MEAT:	UOM:	<u>Opening Inv. +</u>	<u>Received =</u>	<u>Total -</u>	<u>Ending Inv. =</u>	<u>Used x</u>	<u>Cost =</u>	<u>Usage</u>	<u>Ending Value</u>	
Bacon	Case						\$42.31			
Ground Beef	Case						\$23.32			
Ham	Case						\$14.22			
Italian Sausage	Case						\$16.38			
Pepperoni	Case						\$52.54			
Total Meat:										

Group	PAPER:	UOM:	Opening	Received	Total	Ending	Used	Cost	Usage	Ending Value
4230	1000ct Tote Bag	Case						\$26.72		
4337	1m Foil Bread Bag	Case						\$50.29		
4505	1m Pizza Tri Stan	Case						\$18.03		
4515	300ct SI Clamshell	Case						\$27.19		
4665	200ct Box Liner	Case						\$13.21		
4668	200ct 5" Wing Box	Case						\$20.28		
4669	200ct 5 1/4" Wh/Kr	Case						\$16.19		
4703	100/10" Pizza Box	Bale						\$18.64		
4704	100/12" Pizza Box	Bale						\$24.33		
4719	75ct 14" Pizza Box	Bale						\$20.68		
4840	G-15 Deli Paper	Box						\$6.30		
4861	Reynolds 939 Film	Case						\$21.74		
4880	1/500 ct Foil Heat S #634/721	Box						\$18.44		
4881	1/500 ct Foil Heat S	Box						\$21.69		
6839	1.2m lc 16oz Cup	Case						\$44.31		
6842	1.2m lc 16oz Lid	Case						\$17.07		
6876	1m Crazy Sauce Cup	Case						\$32.85		
6877	2m Crazy Sauce Lid	Case						\$52.89		
6893	500ct Straws	Box						\$3.26		
6935	6m Printed Napkins	Case						\$40.25		

# Calculating Inventory Levels

It is important to develop a system when conducting a physical inventory so that nothing is overlooked. This means that storage areas, the walk-in cooler, freezer and retarders all must be checked.

Since both prepped products and unopened cases are part of the restaurant's inventory, many products require several steps to calculate the ending inventory. These are:

1. Count all full cases.
2. Count all loose portions.
3. Count preps and convert these amounts into full cases.
4. Add these all together.
5. Record this number as your Ending Inventory.

The following examples should help you to better understand this process.

## Example #1 Pepperoni

**Step #1** Count the number of unopened cases (Eg. 4 cases).

**Step #2** Weigh the amount left from any opened (prepped) cases using a pound scale. Remember to subtract the weight of the container (Eg. 23 lbs prepped).

**Step #3** Divide the opened portion by the full case pounds (Eg.  $23 \text{ lbs} \div 40 \text{ lbs} = .575$  or .58 case).

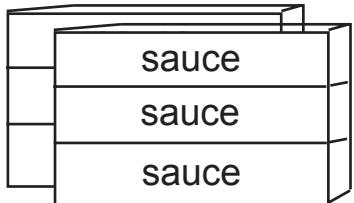
**Step #4** Add the number of unopened cases to the partial case (Eg. 4 cases unopened + .58 case opened = 4.58 total inventory).

## Example #2: Pizza Sauce

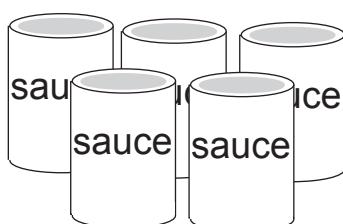
Pizza sauce is inventoried by the case. One case contains six, 106 oz cans or pouches.

**NOTE:** For Pouch Sauce, one pouch = one can.

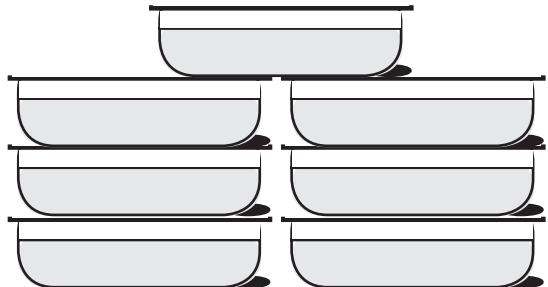
**Example:** In your restaurant, you have the following:



6 full cases



5 cans or pouches



7 full size pizza sauce preps

**Step #1** Count the number of unopened cases of sauce.

$$\text{Unopened cases} = 6$$

**Step #2** Divide the number of single cans/pouches by the total number of cans in a full case. This equals the portion of a case you have in single cans/pouches.

$$\begin{array}{r} 5 \text{ single cans or pouches} \\ \div \quad 6 \text{ total cans in a case} \\ \hline .83 \text{ of a case} \end{array}$$

**Step #3** Count the number of prepped pizza sauce containers and multiply them by the number of cans/pouches per prep.

Prep Size	Number of Cans/pouches
1/2 size	= 1.5 cans/pouches
full size	= 3 cans/pouches

**Note:** Clean plastic containers of sauce preps are filled to the indentation line only.

**Example:**

7 full-size containers  $\times$  3 = 21 cans/pouches  $\div$  6 cans/pouches in a case = 3.5 cases of pizza sauce.

**Step #4** Add all of the steps together to equal your total sauce inventory.

$$\begin{array}{rl} \text{Step 1} & 6.00 \text{ unopened cases} \\ \text{Step 2} & + .83 \text{ cases} \\ \text{Step 3} & + \underline{3.50 \text{ cases prepped sauce}} \\ & = 10.33 \text{ cases} \end{array}$$

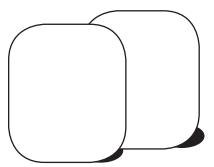
## Example #3: Flour

Flour is inventoried by the bale. There are two, 27 lb bags of flour in one bale. A single bale of flour weighs 54 lbs.

**Step #1** Convert Deep Dish sheetouts in pans to trays by dividing total pans by 6 dough balls per tray.

**Example:**  $60 \text{ Deep Dish sheetouts} \div 6 \text{ dough balls per tray} = 10 \text{ more trays of dough which should be included in your tray count in step 2.}$

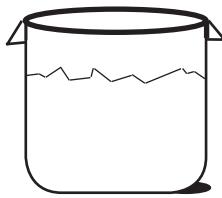
*Example:* In your restaurant, you have the following:



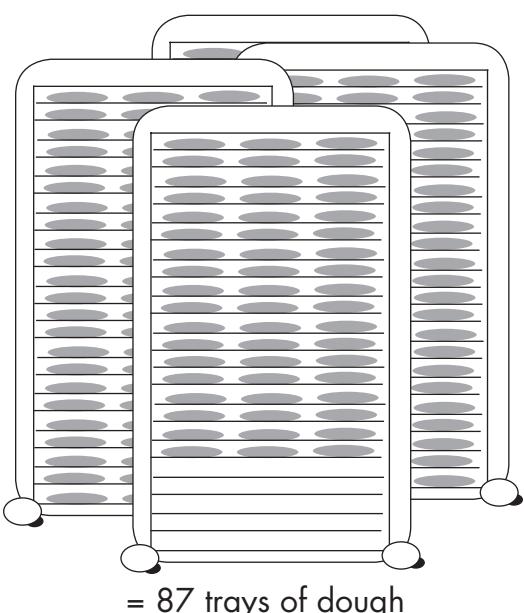
16 bales



3 bags



16 lbs of  
loose flour



= 87 trays of dough

**Step #2** Convert dough back into flour! Count the number of trays of dough in the walk-in and divide by 10 (number of trays per bale).

**Note:** Full racks usually contain 23 trays.

**Example:  $97 \text{ trays} \div 10 = 9.7 \text{ Bales}$**

**Step #3** Count all unopened flour bales and bags.

Two bags equal one bale.

One bag equals .5 of a bale.

**Example: 16 bales and 3 bags would equal 17.5 bales of flour.**

**Step #4** Weigh loose flour (sheetout flour) in lbs and divide by 54 (lbs per bale).

**Example:  $16 \text{ lbs} \div 54 = .30 \text{ of a bale}$**

**Step #5** Add all of the steps together and record the amount as Ending Inventory. *Example:*

Bales Flour	17.50	bales
Loose Flour	.30	bales
Converted Trays	9.70	bales

---

27.50      bales of round flour

**NOTE:** Remember to add Deep Dish sheetouts in pans to your "tray" totals!

# Product Projections

Product projections are an important tool for achieving excellent customer service and critical for controlling food cost. Projections are used to anticipate product levels needed to meet customers' demands so that we can immediately provide hot, fresh quality products all day, every day. Accurate projections reduce the potential for waste by ensuring only the amount of product needed is prepared. Always remember that proper projections are vital to the success of our operating system in keeping our promise to the customer.

To calculate projections, you will need to know the product's shelf life and obtain a four week average of your product breakdown from the Weekly Sales Summary. Obtaining an average for a whole period will give you a more accurate projection.

When calculating projections, take into consideration special events such as weather, holidays, coupon drops, marketing print weeks, etc., and adjust accordingly. Adding a 10% buffer to all of your projections will ensure you have product available for unexpected sales.

All product projections are recorded on Build-to charts posted around our stores for easy reference. In this section you will find various examples of how to complete them. We have included worksheets that contain pre-calculated product levels based on sales for all core menu products to make completing your projections and Build-to charts an easy task. However, we will also teach you the basics for manually projecting products, so critical adjustments can be made to your projection charts when necessary.

Once the projections have been calculated and written on the Master Build-to Chart, they will be available to use throughout the store on station specific charts. Make sure your management team and crew fully understands and follows these Build-to charts.

## Basic Product Projections

The most basic product projections are made by first knowing how much a particular product yields in sales. The following examples will help you learn the basic calculations for making product projections.

## Dough Projections

Dough for pizza has a shelf-life of 12 - 48 hours (best used within 36 hours). Crazy Bread dough has a shelf life of 12 - 36 hours (best used within 24 hours). We recommend that dough is prepared keeping this in mind: **The dough you prepare today is for tomorrow, and the dough you prepare tomorrow for the day after.** If you follow this basic guideline you will always have fresh, great-looking dough in your walk- in.

So, the question is ... How much dough do you need to prepare? If you prepare too little it may not be enough to take care of business, and if you prepare too much, chances are the dough could become crusty and difficult to use. Follow these steps for accurate projections:

## **Step #1**

Calculate a four week sales average for the day in question. Refer to the last four Weekly Sales Summaries in the Quarter Book. Add all the sales up and divide by four. This will give you a four week average of sales for any given day. The following example is the amount of dough to be prepared on Wednesday (remember the dough you prepare today is used tomorrow).

**Example:** Thursday #1 — \$2900

Thursday #2 — \$2810

Thursday #3 — \$2865

Thursday #4 — \$2935

Total —  $\$11,510 \div 4 = \$2878$  (Thurs. sales average for the last four weeks.)

## **Step #2**

Refer to the Weekly Sales Summary in the Quarter Book and look under all the pizza products that need to be made with round dough and obtain a four week average for all products that use dough. For our example, we will use Thursday's sales.

<b>Example</b>	<b>Thu #1</b>	<b>Thu #2</b>	<b>Thu #3</b>	<b>Thu #4</b>	<b>Total product</b>
All 14" large round	405	397	396	424	1622
Crazy Bread/ICB	185	179	182	165	711
Deep Dish	60	56	54	32	202

Total 14" large pizzas  $1622 \div 4 = 405.5$  (4 week average)

Total Crazy Bread/ ICB  $711 \div 4 = 177.75$  (4 week average)

Total Deep Dish  $202 \div 4 = 50.5$  (4 week average)

## **Step #3**

Calculate the number of batches to be prepared for the different pizza products. Use the table provided below to make the calculations.

**Note: One batch dough will yield approximately 5 trays of dough.**

<b>Product</b>	<b>dough balls per tray</b>
14"	8
Crazy Bread/ICB	15
Deep Dish	6

<b>Product</b>	<b>four week average</b>	<b>dough balls per tray</b>	<b>trays of dough yielded per batch</b>	<b>batches of dough needed</b>
14"	405.50	8	5	10.14 batches (11)
Crazy Bread/ICB	177.75	15	5	2.37 batches (3)
Deep Dish	50.50	6	5	1.68 batches (2)

**16 batches of dough need to be made on Wednesday.**

## **Pizza Sauce Projections**

The shelf-life of prepared pizza sauce is 18 to 72 hours. It is very important that you adhere to these guidelines because the spices added to the sauce need time to blend with the sauce. Without this process, our sauce would have an unusually bland taste: the sauce's flavor is created during the first 18 hours. **Always make sauce today for tomorrow!**

Shelf-lives are taken into consideration when projecting pizza sauce:

### **Step #1**

One batch of sauce (2 cans/pouches, 3 liters water, 1 bag spice) yields approximately 50 pizzas. We can usually fit 1 ½ batches (3 cans/pouches) of sauce into a full size container (filled up to the indentation line).

One full size container, therefore, yields approximately 75 pizzas (50 pizzas x 1.5 batches).

75 pizza x price of large pizza (\$5.00) = approximately \$375 dollars in sales.

**Example:** If you are projecting sauce for \$2878 in sales (from previous example), divide the projected sales by the amount of sales a full size container yields (\$400). This would equal the amount of full size containers of pizza sauce needed to be prepared.

### **Step #2**

**Projected sales ÷ sauce yield in sales = full size containers needed**

\$2878 ÷ \$ 375 (75 pizzas) = 7.674 or 8 containers of sauce

## **Pepperoni Projections**

There are approximately 10,240 pieces of pepperoni to a 40 lb case.

### **Step #1**

A 40 lb case of pepperoni yields approximately 341 pizzas ( $10,240 \text{ pieces} \div 30 \text{ pieces per pizza}$ ). This represents \$1,705 in sales per case ( $341 \text{ pizzas} \times \$5/\text{pizza}$ ).

### **Step #2**

Projected sales  $\div$  pepperoni yield in sales = cases needed.

For our sales example of \$2878 we simply divide!

$\$2878 \div \$1705 = 1.68$  or 2 cases needed to be prepped into half-size plastic containers.

## **Cheese Projections**

There are 40 lbs of cheese to a case (eight 5 lb packages).

### **Step #1**

A 40 lb case of cheese yields approximately 80 pizzas ( $40 \text{ lbs/case} \times 16 \text{ oz/lb} \div 8 \text{ oz/pizza}$ ).

A 40 lb case of cheese therefore represents \$400 in sales (80 pizzas  $\times \$5$  each).

### **Step #2**

**Projected sales  $\div$  cheese yield in sales = cases needed**

For our sales example of \$2878, we simply divide!

$\$2878 \div \$400 = 7.19$  or 8 cases needed to meet our needs.

## Product Projection Charts

Thus far in this section, you have learned how to manually calculate projections for dough, sauce, pepperoni and cheese. The following pages offer Build-to charts for all of our core menu products. They have been designed to assist you when making projections for our most frequently used and sold products, without requiring too many calculations. The more comfortable you get with the operations in your store, the easier it will be for you to make adjustments as sales fluctuate. To complete the Build-to charts on a day-to-day basis, you must first complete the Weekly Master Build-to Chart.

### Master Build-to Charts

Conveniently, we have included two worksheets that will allow you to easily complete the Master Build-to. The first is called the Lunch HOT-N-READY Worksheet; the second is called the Dinner/Closing HOT-N-READY Worksheet.

The Master Build-to worksheet should be completed by Friday, before the new business week starts. A copy of the Master Build-to should be turned in to your Area Supervisor for review. It contains product projection information for all core menu products that should be prepared for lunch and dinner shifts and preps for the following day for a specific week. This form is used to complete the Landing, Sheetout, Sauce & Cheese and Pizza Dress Station projection charts.

Master Build-to						
DAY OF THE WEEK	Tue	Wed	Thu	Fri	Sat	Sun
<b>PROJECTIONS:</b>	\$					
Lunch \$	\$					
Dinner \$	\$					
Total \$	\$					
<b>PREPS: Closing Build-to</b>	Tue	Wed	Thu	Fri	Sat	Sun
Sauce full-size containers						
Pepperoni ½ size containers						
Crazy Bread/ICB trays						
Large Dough trays						
Deep Dish Dough Trays						
Caesar Wing preps						
<b>LUNCH PREP 11 AM - 3 PM:</b>	Tue	Wed	Thu	Fri	Sat	Sun
Crazy Bread Sheetouts						
Large Sheetouts						
Pulled Deep Dish						
Pulled ICB Sheetouts						
Sauce & Cheese Premakes						
Sauce & Cheese w/Pepp premakes						
Crazy Sauce Cups Prep						
HNR Cheese						
HNR other						
HNR Pepp						
HNR Crazy Bread						
HNR Wings						
<b>DINNER PREP 4 PM - 8 PM</b>	Tue	Wed	Thu	Fri	Sat	Sun
Crazy Bread Sheetouts						
Large Sheetouts						
Pulled Deep Dish						
Pulled ICB Sheetouts						
Sauce & Cheese Premakes						
Sauce & Cheese w/Pepp premakes						
Crazy Sauce Cups Prep						
HNR Cheese						
HNR other						
HNR Pepp						
HNR Crazy Bread						
HNR Wings						

## The Lunch Worksheet

This worksheet simply lists the product levels that you should maintain during the lunch period for a range of different sales volumes. The sales projections should, of course, be calculated by looking back over the last four weeks to determine the average lunch sales for each day of the week (found on the Weekly Sales Summary in the Quarter Book). Once you have located your lunch sales averages on the worksheet, you can transfer the appropriate product projections for each day of the week to the Master Build-to Chart.

LUNCH HOT-N-READY WORKSHEET									
PROJECTIONS:									
LUNCH (11 am - 2 pm):	\$250 or under	\$251-\$500	\$501-\$750	\$751-\$1000	\$1001-\$1250	\$1251-\$1500	\$1501-\$1750	\$1751-\$2000	\$2001 - \$2300
Large Sheetouts (Stacks of 8):	2	3	4	5	6	7	8	9	10
Sauce & Cheese Pre-makes:	3	5	7	9	12	13	14	15	16
Sauce & Cheese W/ Pepp Pre-makes:	7	12	17	22	27	33	39	45	51
Crazy Bread sheetouts:	5	6	7	9	11	13	15	17	19
PROJECTIONS:									
HOT-N-READY(11 am - 2 pm):	\$250 or under	\$251-\$500	\$501-\$750	\$751-\$1000	\$1001-\$1250	\$1251-\$1500	\$1501-\$1750	\$1751-\$2000	\$2001 - \$2300
Just Cheese:	1	2	2	3	4	4	5	5	6
Pepperoni:	5	7	10	12	14	17	19	22	24
HOT-N-READY Breads:	3	5	6	8	9	11	12	14	15

## Dinner & Closing Worksheet

The first two sections of this worksheet are used similarly to the Lunch Worksheet. Of course, you would need projected sales averages for the dinner period instead, but would still transfer the appropriate product projections for each day of the week to the Master Build-to Chart.

### Closing Build-to

The most frequently used preps needed to prepare our core menu products are found on this section of the worksheet and are used on two different charts. The first is, once again, the Master Build-to Chart which should be completed before the new Sales Week begins. The second is the "Nightly Closing Build-to Chart." This chart should be filled out every day by the Opening Manager. The best practice is to complete the Closing Build-to the night before at closing time. Whichever time is chosen, make sure all the listed preps on the Build-to are completed before leaving.

**Note:** The opening and closing managers in charge are responsible for ensuring the core menu preps listed on the form are 90% complete by 8:00 pm and completely finished by closing time.

The projections on the Nightly Closing Build-to are extremely important to run an efficient HOT-N-READY operation. Once again, the general rule of thumb applies to this Build-to chart as well. The core menu products listed on the chart are prepared "today for tomorrow." Always follow all product shelf-lives when completing the projections on this chart. Adjustments may be made as sales fluctuate and dictate.

**Dinner/Closing Hot-N-Ready Worksheet**

**PROJECTIONS:**

DINNER (4PM-8PM):	\$500 or under	\$501-\$750	\$751-\$1000	\$1001-\$1250	\$1251-\$1500	\$1501-\$1750	\$1751-\$2000	\$2001-\$2250	\$2251-\$2500	\$2501-\$2750	\$2751-\$3000	\$3001-\$3250	\$3251-\$3500	\$3501-\$3750	\$3,751-\$3900
Large Sheetouts (Stacks of 8):	3	4	5	6	7	8	10	11	12	14	15	16	17	18	20
Sauce & Cheese Pre-makes:	6	7	9	11	14	17	20	22	25	28	31	33	36	38	41
Sauce & Cheese W/ Pepp Pre-makes:	12	18	22	27	33	39	46	51	58	63	70	75	80	85	91
Crazy Bread Sheetouts:	5	8	9	11	14	16	19	21	24	26	29	31	34	36	39

**PROJECTIONS:**

HOT-N-READY (4PM-8PM):	\$500 or under	\$501-\$750	\$751-\$1000	\$1001-\$1250	\$1251-\$1500	\$1501-\$1750	\$1751-\$2000	\$2001-\$2250	\$2251-\$2500	\$2501-\$2750	\$2751-\$3000	\$3001-\$3250	\$3251-\$3500	\$3501-\$3750	\$3,751-\$3900
Just Cheese:	2	2	3	4	4	5	6	7	7	8	9	10	10	11	12
Pepperoni:	7	10	12	14	17	19	24	26	29	34	36	38	41	43	48
HOT-N-READY Breads:	5	6	8	9	11	12	15	17	18	21	23	24	26	27	30

**PROJECTIONS:**

CLOSING BUILD-TO:	\$500 or under	\$501-\$750	\$751-\$1000	\$1001-\$1250	\$1251-\$1500	\$1501-\$1750	\$1751-\$2000	\$2001-\$2250	\$2251-\$2500	\$2501-\$2750	\$2751-\$3000	\$3001-\$3250	\$3251-\$3500	\$3501-\$3750	\$3,751-\$3900
Dough Trays:	13	16	21	28	34	40	47	53	59	65	72	77	82	87	92
Sauce Full containers:	2	2	3	3	5	6	7	8	9	10	10	11	12	13	14
Pepperoni Full containers:	1	1	1	2	2	2	3	3	3	3	4	4	4	4	5
Crazy Bread Trays:	3	4	6	7	9	11	13	14	16	17	19	20	22	23	24

## Nightly Closing Build-to



Day/Date \_\_\_\_\_ Sales \_\_\_\_\_

Items	Build-to	Items	Build-to
Large (19 oz) Dough Trays		ICB pans prepped	
10 oz Dough Trays		Baby Pan! Pan! prepped	
Deep Dish Dough Trays		PCB Preps	
Full Size Containers Sauce		Deep Dish Pans prepped	
Pepperoni preps		Bouncebacked 14" Boxes	

All of these items must equal the build-to amount before leaving the restaurant at close.

## Daily Sheetout Build-to Chart

This Build-to chart is also filled out every morning before opening or the night before. The Daily Sheetout Build-to lists all the Round, Deep Dish, and Crazy Bread sheetouts projections for the Lunch and Dinner shifts. This chart is completed by using the sales and product projection figures on the Master Build-to. This Build-to chart can also be adjusted every hour especially before and after peak business periods.

Employees assigned to the Sheeter Station are responsible for preparing and maintaining accurate product levels listed on this chart. They are also responsible for product rotation to ensure proper shelf-lives are maintained and to label each stack with expiration.

The Daily Sheetout Build-to Chart is another critical element in the successful execution of our operating system. If you closely monitor projections on the daily Build-to charts, our products will look and taste great all day, every day.

<b>Daily Sheetouts Build-To</b>	
<b>Day/Date:</b> _____	<b>Sales:</b> _____
<b>Build-to</b>	
<b>Lunch Prep 11 am - 2 pm (Lunch Projection) maintain:</b>	<b>\$</b> _____
<b>Crazy Bread Sheetouts</b>	_____
<b>Round Sheetout (stack of 8)</b>	_____
<b>Pulled Deep Dish Sheetouts</b>	_____
<b>Pulled ICB Sheetouts</b>	_____
<b>Other</b>	_____
<b>Dinner Prep 4 pm - 8 pm (Dinner Projection):</b>	_____
<b>Crazy Bread Sheetouts</b>	<b>\$</b> _____
<b>Round Sheetout (stack of 8)</b>	_____
<b>Pulled ICB Sheetouts</b>	_____
<b>Pulled Deep Dish Sheetouts</b>	_____
<b>Other</b>	_____
<b>Other</b>	_____

## Pizza Dress Build-to Chart

This chart is completed in the morning before opening time or the night before. This Build-to Chart lists all the sauced and cheesed and dressed sheetouts that need to be prepared throughout the day. The Pizza Dress Build-to Chart can also be adjusted every hour or before and after peak business periods. During slow business periods, monitor levels more closely to minimize waste. All projections for the Pizza Dress Build-to Chart can be obtained from the Master Build-to.

All the sauced and cheesed and dressed sheetouts listed on the Pizza Dress Build-to Chart need to be prepared and placed on the ready racks. Make sure all the products are labeled with expiration time and rotated to maximize freshness and avoid waste.

## Monitoring Your Pizza Dress Station

Build-to Charts are extremely important from more than just a waste perspective. We must always be sure to maintain certain levels so as not to ever run out of HOT-N-READY products. When any HNR product is sold, it must be immediately replaced, not first made and then put in the oven. This point is critical to a successful HOT-N-READY operation. Be sure to know your daily and hourly sales trends. "What you sell ... when you sell it!"

<b>Pizza Dress Build-To</b>	
<b>Day/Date:</b> _____	<b>Sales:</b> _____
<b>Lunch Prep 1 am - 3 am (Lunch Projection) maintain:</b> \$ _____	
Pepperoni Deep Dish pre-makes	_____
Sauce and Cheese pre-makes	_____
Sauce & Cheese with pepperoni pre-makes	_____
Caesar Wings	_____
Other	_____
<b>Dinner Prep 4 pm - 8 pm (Dinner Projection):</b> \$ _____	
Pepperoni Deep Dish pre-makes	_____
Sauce and Cheese pre-makes	_____
Sauce & Cheese with pepperoni pre-makes	_____
Caesar Wings	_____
Other	_____

## Landing Build-to Chart

This chart is also filled out every morning before opening time or the night before if possible. The Landing Build-to lists all the HNR products that must be prepared to serve to customers for the lunch and dinner shifts. The Landing Build-to is very easy to complete. All you need to do is transfer the figures already listed on the Master Build-to Chart for the day you are projecting for.

As a manager, make sure all the employees in your store learn how to utilize and make adjustments to this chart whenever they are assigned to the Landing Station. This chart is critical to the success of our operating system. The Landing Build-to can be updated every hour especially before and after peak business periods. Make sure that all the products listed on the Landing Build-to Chart are timed and rotated to ensure freshness. As products are removed and sold, replace with fresh, new products. Communication is critical. For example, "Taking one, taking two" means three new pizzas must replace what was sold.

Follow holding procedures and shelf-lives (30 minutes maximum for all HNR products).

Landing Build-To Lunch/Dinner			
Pepperoni	Cheese	Crazy Bread	Deep Dish
Caesar Wings	ICB	other: _____	other: _____

Post At: Landing/Oven Area      11/05

## Pulled Deep Dish Build-to Chart

This chart is used as a communication tool for your crew. It lets them know how many of each square product (Deep Dish, ICB, Baby Pan, PCB) should be pulled from the walk-in at any given time.

The Closing Manager should complete this chart so that it is ready for the next day, or by the Opening Manager before the business day begins. It can also be updated throughout the day based on business needs.

### Pulled Deep Dish Product Build-to



Day/Date \_\_\_\_\_ Sales \_\_\_\_\_

**Pull Time**

**Deep Dish**

**ICB**

**Baby Pan Pan**

**PCB**

**9:00 to 3:00**

**1:00 to 6:00**

**4:00 to 10:00**

**8:00 to Close**

#### Quality Reminders for Deep Dish Products:

- 1) Corners of all square products must be squared off before allowing to rise.
- 2) All square product must proof at room temp. for a minimum of two hours before using. They are good for six hours after proofing.
- 3) Must have a 1 inch to 1 1/4 inch rise before baking.
- 4) Deep Dish pans must be separated with pan dividers before allowing to proof. This will stop the sheetouts from sticking to the bottom of the pans and keep the product from drying out.

## **What to Consider When Filling Out the Chart**

Every store sells a considerably different mix of square products. It is difficult, therefore, to offer one suggestion on how to determine optimum levels. Most stores begin their day by pulling 2 of each product (Deep Dish, ICB, Baby Pan, PCB) and then replacing them (pulling another) as they are sold. Each of the products must sit at room temperature for 2 hours before being used and have an additional 6 hours of potential use before reaching their maximum shelf life. This is a huge margin for error! Unlike our round sheetouts, which should NEVER sit out that long, the Deep Dish sheetouts should. They are meant to be light, fluffy, and porous.

Special attention must be paid by any stores that are Deep Dish HOT-N-READY between the hours of 4 pm and 8 pm (prime dinner time). These stores must pull the majority of their Deep Dish by 2 pm so that they are properly proofed by 4 pm. Pulling 100% of the Deep Dish needed is usually unnecessary to start, but pulling at least half is wise.

Say, for example, our store sells (based on a 4 week average) approximately 45 Deep Dish pizzas every Wednesday and Deep Dish is available HOT-N-READY between 4 pm and 8 pm. You should pull 60% of the product by 2 pm.

$$45 \text{ Deep Dish} \times .60 = 27 \text{ Deep Dish pans which need to be pulled}$$

Always think ahead when dealing with Deep Dish products. Always prepare them the day before you plan to use them. NEVER find yourself in the unfortunate situation of either pulling a cold product out of the walk-in and immediately using it or sheeting it out and immediately using it. NEITHER is acceptable.

When made correctly, our Deep Dish products are outstanding and will keep your customers coming back for more!

# Food Ordering

By far, one of the most important responsibilities a manager has is having enough food in the restaurant at all times to meet the customers' needs. It is never acceptable to be out of product. Proper planning and projecting will help to ensure we are always ready for our customers.

The goal of the food order is a simple one: Order enough product so that the restaurant never runs short of anything and avoid tying up large amounts of money on excess stock. It is far easier to say than it is to do when you have many different items to coordinate. The most effective way to accomplish this is to calculate a "Build-to." A "Build-to" is a total amount of product that needs to be available to meet customer demands. Build-to charts need to be updated on a regular basis due to promotion changes, consistent increases in sales, holidays, special promotions, etc.

## Calculating build-tos for food orders

**Step #1** A food order is placed at least once per week. To accurately order, first calculate a Build-to projection for each product that is to be ordered.

Using inventories for the past four weeks, determine your average weekly usage for all food items. Add up the numbers recorded on the inventory sheet labeled "used."

Example: Pepperoni (40 lb case)

Week #1 - 9.09 cases

Week #2 - 8.55 cases

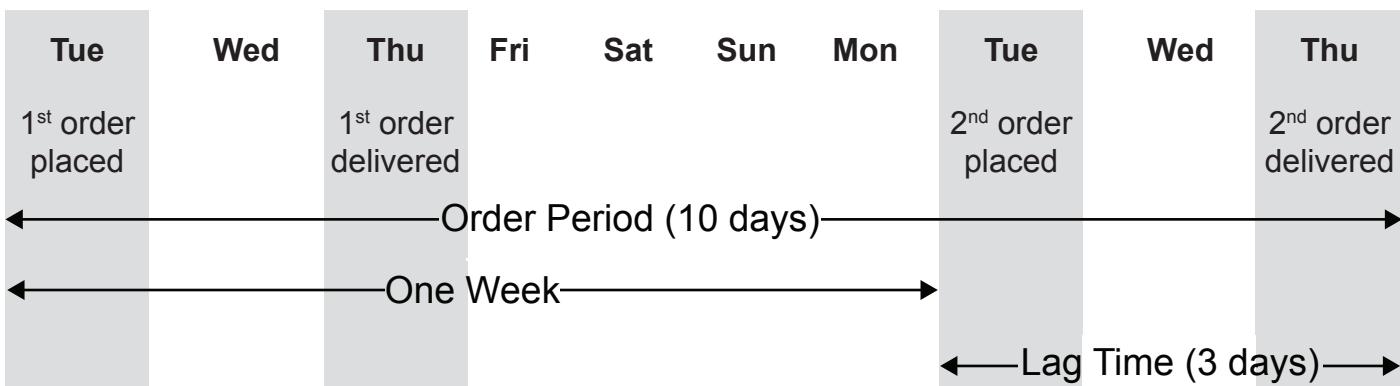
Week #3 - 10.12 cases

Week #4 - 9.75 cases

Total - 37.51 cases

Total 37.51 cases divided by 4 weeks = 9.38 cases (average weekly usage).

## Lag Time



**Step #2** Determine your order period and calculate percent of Weekly Sales that fall during this time.

The order period begins with the day the order is calculated and/or placed, and ends on the day the second delivery is received. The "lag time" is the number of days past one week through the day the second delivery is received. (The number of days between placing your food order and receiving it.) In the following example, the lag time is 3 days.

**Step #3** Compute the Order Period Multiplier (OPM) by adding the restaurant's average weekly sales to the lag time sales and divide by the average weekly sales.

The OPM represents one week plus the lag time sales for your order period. This number will be used to calculate how much product will need to be ordered.

Average weekly sales: \$12,000

Lag time sales: \$3,500 determined by adding sales together for the 3 days as shown below.

$$\begin{array}{rcl} \$1,000 & \text{Tuesday's average sales} \\ \$1,200 & \text{Wednesday's average sales} \\ \$1,300 & \text{Thursday's average sales} \\ \hline = & \$3,500 & \text{lag time sales} \\ + & \$12,000 & \text{average weekly sales} \\ \hline = & \$15,500 & \text{order period volume} \\ \div & \$12,000 & \text{average weekly sales} \\ \hline & 1.29 & \text{Order Period Multiplier (OPM)} \end{array}$$

Now that you have determined the order multiplier for your store, you can calculate the Build-to on any item you choose from ham or pepperoni to bales of flour or boxes.

**NOTE:** At this point, a safety margin may be added in case a sales increase is expected. This is done by increasing the OPM by an expected percent increase in sales or by an additional day's sales.

## Adding a 10% Safety Margin

$$\begin{array}{rcl} 1.29 & \text{Order Period Volume} \\ \times & 1.10 & \text{Safety Margin} \\ \hline & 1.42 & \end{array}$$

**Step #4** Calculate Build-to amount by multiplying the average weekly usage by the OPM and rounding the numbers up. Complete the build-to for pepperoni using this formula.

$$\begin{array}{rcl} 9.38 & \text{Average Weekly Usage} \\ \times & 1.42 & \text{OPM} \\ \hline & 13.32 \text{ or } 14 \text{ cases build-to} & \end{array}$$

**Step #5** Complete the order

Conduct a physical count (actual) of the amount of product on hand and subtract it from the build-to amount. Round up and record the amount to order in the appropriate box on the "Blue Line Price List & Order Form".

The Build-to is 14 cases of pepperoni and we have 2.3 cases on hand, so our order for the week is 12 cases of pepperoni (14 cases - 2.3 cases on hand = 11.7 or 12 cases).



ORDER FORM

You may wish to use a column to write in your numbers.

43600 GEN MAR DRIVE  
MILWAUKEE, WI 53115-1800

LITTLE CAESARS CARRYOUT - TEST ITEM					
ITEM NUMBER	DESCRIPTION	PACK	ITEM PRICE	ORDER DATE	DELIV. DATE
1025 25# SL PEPPERONI	CASE	46.52			
	LAST MONTH'S PRICE 2000	46.02			
1094 10# PRE-COKD BACON TOPPING	CASE	39.65			
935 5# LG SL COOKED HAM	BAG	13.50			
	LAST MONTH'S PRICE 2000	13.50			
958 2/5# P/COKD BEEF EB 3603	CASE	22.37			
	LAST MONTH'S PRICE 2000	23.56			
942 2/5# P/C ITALIAN SAUSAGE ULT	CASE	13.36			
	LAST MONTH'S PRICE 2000	12.96			
****TOPPINGS					
3012 6/#10 LG PIZZA SAUCE	CASE	15.90			
****SALAD					
980 10# TYSON P/C CHICK THDRLOIN4370086	CASE	42.36			
1099 5# SUGARDALE P/C BACON BITS 0838	BAG	21.89			
****TOPPINGS					
4707 30CT 8.9OZ ORIGINAL SPICE BLEND	CASE	96.68			
3705 6/#10 CUSTOM CUT MUSHROOMS	CASE	31.76			
3154 4/1 GAL MILD PEPPER RINGS IN PET	CASE	23.33			
3141 6/#10 SL Ripe OLIVES	CASE	31.82			
3133 6/#10 SL GREEN OLIVES	CASE	34.64			
3764 25/2 OZ ANCHOVIES	CASE	28.26			

**Record the  
order date**

**Record the delivery date**

4-4

4-6

2.3(12)

**Order amount  
from our example**

## **Two Delivery Build-to**

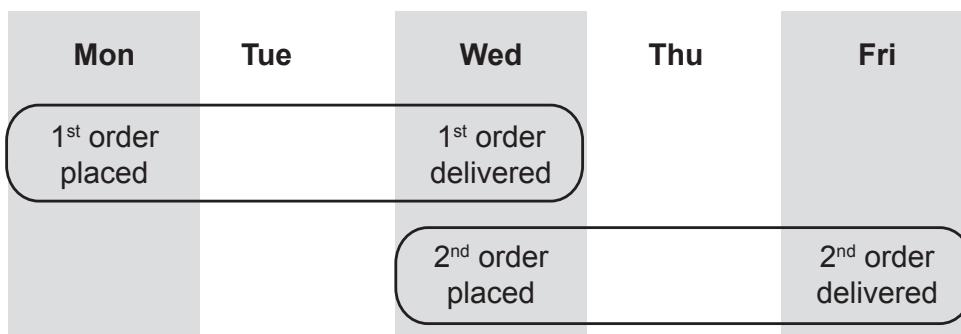
Suppose two food orders are placed each week. The first order is placed on Monday for Wednesday (pm) delivery and the second order is placed on Wednesday for Friday (pm) delivery. We must take into account that we may not have received delivery #1 before placing delivery #2.

### **Step #1**

Calculate average amount of product used as done in first example.

### **Step #2**

Calculate the order period.



The order period is the number of days from the first food order (Order 1) to the day of the second delivery (Delivery 2), or, from Monday to Friday, which is equal to 5 days.

### **Step #3**

Calculate the Order Period Multiplier (OPM). Begin by computing the Sales Volume by adding the average daily sales:

Monday	— \$1200
Tuesday	— \$1100
Wednesday	— \$1500
Thursday	— \$2000
Friday	— \$3200
<b>Sales</b>	<b>— \$9000</b>

Next, divide the Sales by the average weekly sales (12,000) to calculate the OPM.

$$\$9700 \text{ (sales)} \div \$12,000 = .75 \text{ (OPM)}$$

# Food Ordering Review

Answer the following questions based on the following information.

## 1. Determine average weekly usage for 14" boxes.

Week #1 - 45.78

Week #2 - 46.41

Week #3 - 46.83

Week #4 - 55.55

\_\_\_\_\_ is the average weekly usage.

## 2. Determine order period and lag-time.

Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri
1 <sup>st</sup> order placed		1 <sup>st</sup> order delivered	X				2 <sup>nd</sup> order placed		2 <sup>nd</sup> order delivered	X

Order Period \_\_\_\_\_

Average Weekly Sales \$16,800 Lag Time \_\_\_\_\_

## 3. Determine Order Period Multiplier (OPM).

Lag time sales:

1,925 Tuesday's Average Sales

1,980 Wednesday's Average Sales

+ 2,205 Thursday's Average Sales

\_\_\_\_\_ Total Lagtime Sales

+ \_\_\_\_\_ Total Weekly Sales

\_\_\_\_\_ Order Period Volume (OPV)

Divide OPV by Average Weekly Sales to calculate OPM

\_\_\_\_\_ Order Period Multiplier (OPM)

4. What would your OPM be if a 15% safety margin was added? \_\_\_\_\_

5. What is your Build-to for 14" boxes? \_\_\_\_\_

**6. What are three things you can do to make the inventory processes as quick and accurate as possible?**

- A. \_\_\_\_\_
- B. \_\_\_\_\_
- C. \_\_\_\_\_

**7. According to the Nightly Closing Build-to Chart, the core menu products listed are prepared \_\_\_\_\_ for \_\_\_\_\_.**

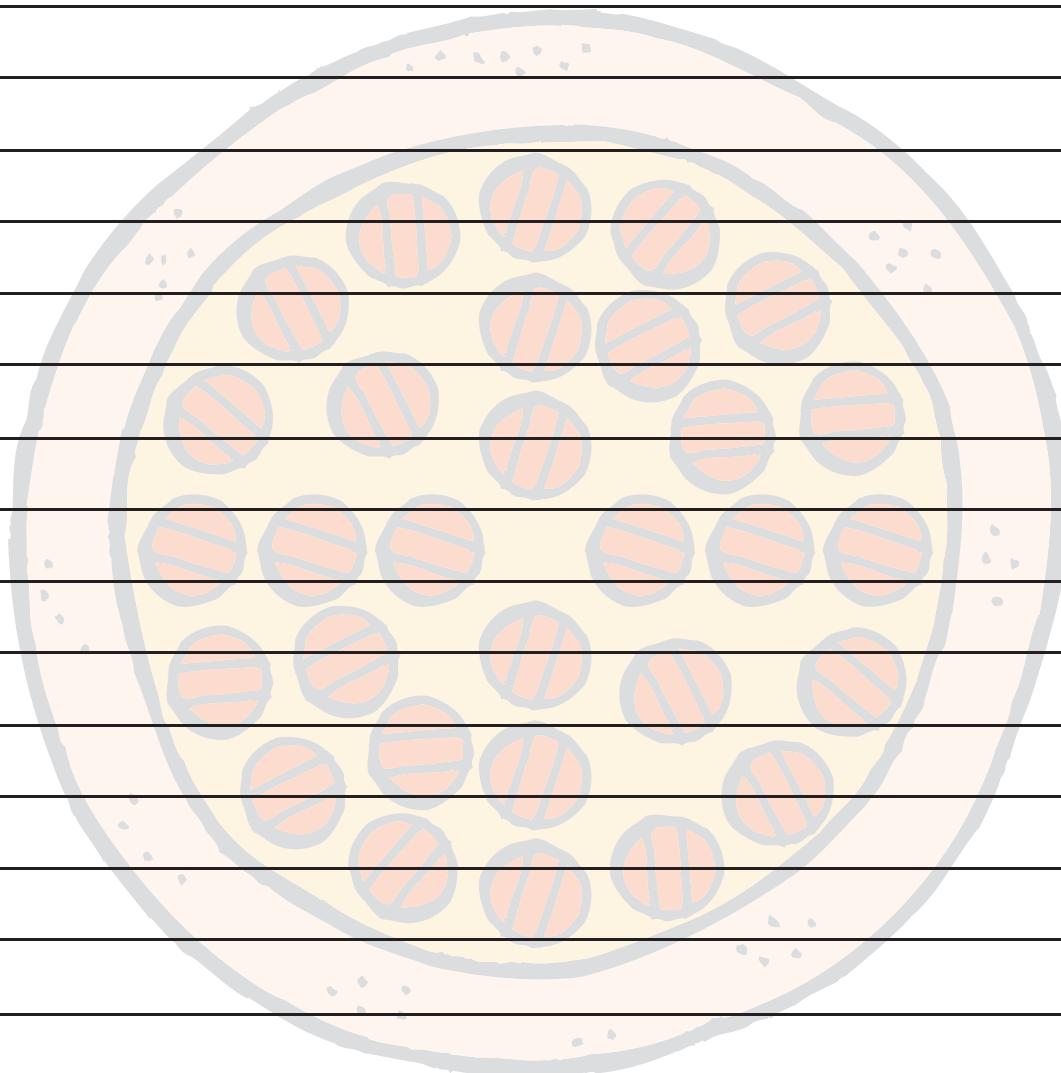
**8. What are the five steps to obtaining an Ending Inventory:**

- A. \_\_\_\_\_.
- B. \_\_\_\_\_.
- C. \_\_\_\_\_.
- D. \_\_\_\_\_.
- E. \_\_\_\_\_.

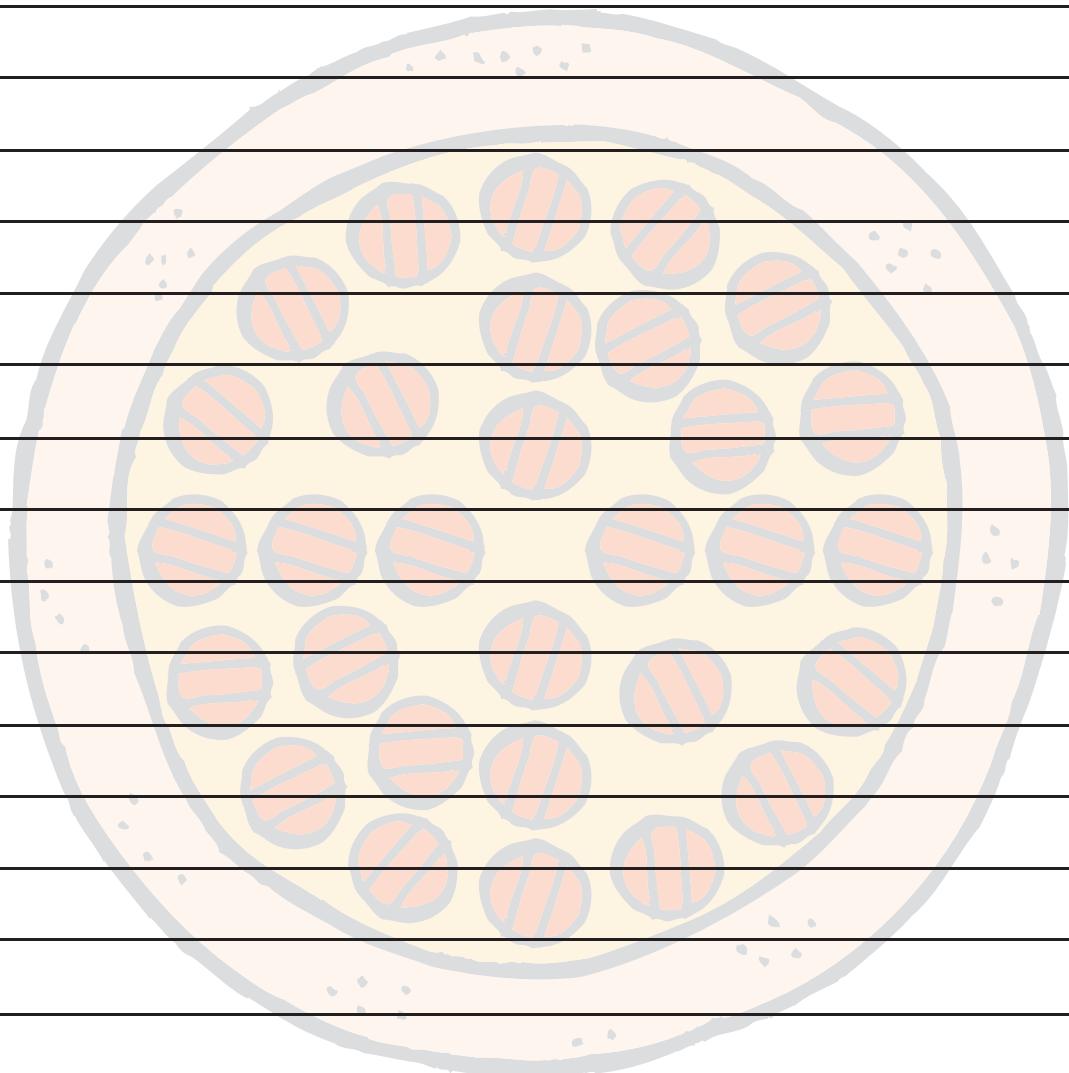
**9. Choose True or False for the following statements:**

- Shelf life is important when considering product projections.
- Once you are out of training, you don't need to use projection charts.
- Food order Build-to charts are updated annually.
- Master Build-to charts are calculated before the new business week begins.

# Notes



# Notes



# SECTION 16

## Employee Scheduling And Controlling Costs

Our goal at Little Caesars is to serve every customer with a HOT-N-READY pizza in less than 30 seconds every time. To guarantee that this happens, we must always be ready by properly utilizing all the tools we have at our disposal (HOT-N-READY Charts, Ready Racks, Closing Build-tos, etc.).

Even with the best intentions, we can only achieve success with a properly planned, well thought-out schedule. In order to provide "WOW" customer service and meet our service goal of 30 seconds or less, we must have enough well-trained, efficient employees in the store to meet demands. Our restaurants are allowed labor hours based on projected daily and weekly sales to ensure that each day is adequately staffed with enough employees to meet these needs. These hours, however, are only as good as the sales projections on which they were based. Were all possible factors considered when deriving our projections? Are the projections attainable and realistic? Did we over-project and risk compromising labor or have we set ourselves up for failure by under-projecting and therefore, under scheduling? There is a delicate balance between having too little labor and having too much, so accurate projections are a must.

The responsibility of the manager doesn't end there, though. They must continue to monitor labor hours throughout the day and week, quickly reacting to both positive and negative changes in sales fluctuations. Ultimately, it is the responsibility of the manager to control labor costs in their restaurant.

As a member of the management team, you have the responsibility of monitoring any activity in the store that may impact costs. A restaurant may have high sales and still not make a profit if they are not spending money wisely or not limiting wasteful activities.

There are a number of steps that you can take to keep your food, paper, and labor in line, and still others to help you control less obvious costs. Success, however, requires the cooperation of the entire team!

# Determining Sales Projections

We can't blindly create a schedule without knowing first what our sales might be. We need some method to determine these sales, short of asking everyone in the community, "So, what are your dinner plans for the next two weeks?" This method clearly won't work, so we need to familiarize ourselves with the methods that do!

There are many factors to consider when attempting to make accurate sales projections, but we always look first to our last 4 weeks sales average. Keeping accurate sales records is an important part of designing accurate projections. Learn to take good notes as well. For example, if your restaurant experiences a sudden increase in sales, ultimately due to a high school football game, this should be noted in the sales records so that this "out of the ordinary" day does not affect your average.

## To do a sales projection based on a 4 week sales average:

- Obtain the last 4 weeks' sales for the day in question.
- Add together and divide by 4.
- This is your most basic projection for that day.

Next, we must consider other factors that may affect your projections. These include:

- **Upcoming community events** – These events can usually be found in your local community newspaper. These events can sometimes pull your customer base away from your store, or once the event is over, send them to you for a late night snack!
- **Marketing events** – Check your marketing calendar! If there is a print piece out, you may have to increase your projections for that particular week.
- **Holidays** – When approaching a holiday, whether it be Halloween, Memorial Day or Christmas, look at your sales from the previous year to anticipate the effect it will have on your sales, both prior to and following the day itself.
- **Sporting Events** – Not only single sporting events (i.e. Superbowl or the World Series) can have an effect on your sales. Watch for trends surrounding college games as well. Pay close attention to the effect that any playoff games will have on your sales whatever the sport (football, baseball, hockey, etc.).
- **School's Out!** – (or back in) – Sales trends are enormously different during school versus during summer vacation. These changes can be very sudden, so watch out!
- **Pay weeks** – Most people are paid on the first and third weeks of the month, which is often reflected in their spending habits at our restaurants. Special attention should be paid to the first of the month when pension and Social Security checks are received. These days can be exceptionally busy.
- **School Events** – Stop by local schools (within two miles) and pick up their events calendar. This will alert you to any sporting events, half days, or additional days off, all of which will impact your sales.

# Scheduling

After sales projections have been completed, the next step is to analyze the skills and availability of the crew.

## Skills

- Having a cross trained crew will make scheduling, not to mention labor control and customer service, much easier.
- Use a S.T.A.R.S. Training job helper to track the skills of your employees.

## Availability

Availability of your crew is also an important part of scheduling. Design a consistent method for employees' requested time off. With school schedules, sporting events, etc., a manager can hardly be expected to memorize all employees' schedules. Here are some suggestions to acknowledge availability:

1. Use a large calendar and have employees write their requested days off at least two weeks prior to schedule completion.
2. Hang an envelope at a location where employee information is posted (communication board). Have employees write their requests on slips of paper and drop in the envelope at least two weeks prior to completing the schedule.
3. Have employees complete an "Employee Availability Form" and update quarterly for the most accurate information.

Whatever method is chosen, make sure everyone understands the rules and that time off is a request that is given impartially and fairly to all.

## Tools and Tips to Succeed in Scheduling!

- **S**tart with a quiet surrounding
- **C**reate a consistent block of time to work
- **H**ave an up-to-date schedule to use
- **E**nsure your four-week averages are accurate
- **D**etermine the crew availability
- **U**se an up-to-date daily and weekly man-hour chart
- **L**ocal store marketing (know when it will happen)
- **E**vents in your community can cause fluctuations in your sales (know your community)



## Employee Availability Form

Name:

Availability:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

If your availability changes, you must fill out another form. If you need specific days off, you must put it in writing and hand it to a manager a minimum of two weeks in advance. If you are going to be late or absent you must personally notify management at least one hour prior to your scheduled starting time. Failure to adhere to these guidelines may lead to disciplinary action, up to and including termination.

I have correctly recorded my availability and I have read the above information.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## Schedule Form

Our schedule forms are a carbon copy form, with an entire week's schedule listed by day on one page. These labor schedules can be ordered through Blue Line. The top copy (white) includes all sales & labor information and is turned in to the Area Supervisor. The bottom (yellow) copy lists the employee names and schedules only. Generally, no sales projections or wage information is posted in our stores. Check with Market Director or Franchisee for clarification.

The schedule should be posted at least one week prior to the week for which it applies. This will allow plenty of time for employees to see their schedule and write it down. Also, if any changes need to be made, this allows time for that as well.

# WORK SCHEDULE

STORE #: \_\_\_\_\_ SCHEDULE: FROM \_\_\_\_\_ THRU \_\_\_\_\_ POSTED ON: \_\_\_\_\_

PREPARED BY: \_\_\_\_\_ APPROVED BY: \_\_\_\_\_

DAY/DATE						TOTAL
PROJECTED SALES						
M A N A G E M E N T						
E M P L O Y E E S						
M I N O R S						
DAILY LABOR \$						
DAILY LABOR %						
CHARTED HOURS						
SCHEDULED HOURS						
CHART +/-						
PROJECTED \$PMH						

## **Setting up the Work Schedule**

At the top of the schedule there is information that needs to be entered every week. This includes:

- Store number (for identification).
- The month and date through which the schedule is made.
- The day the completed schedule was posted in the store.
- Who prepared the schedule, and an approval area usually designated for the Area Supervisor or Franchise owner. (An example of this can be found on the completed work schedule on page 385).

### **In the body of the schedule:**

1. Record the day and dates in the appropriate spaces at the top of the schedule form.
2. Write the daily sales projections in the appropriate spaces at the top of schedule form.
3. Place the Weekly Sales projection in the "Total" space to the far right.
4. Determine allowed hours from daily man hour chart supplied by Training Manager based on each days' projected sales.
5. Record as charted hours at bottom of form.
6. Fill in all management and crew names (first and last).
7. Fill in all schedule requests or constraints.
8. Note minors by placing their names in the "employee minors" section.

## **Creating the Work Schedule**

1. Fill in management schedules first. Every shift must be covered by a certified manager. Managers should be scheduled five (5) ten-hour shifts with two days off. Co-managers must work a minimum of 40 hours.
2. Fill in required amount of openers and closers for each day (minimum of 2 people in the store at all times.)
3. Distribute remaining man hours based on allowed hours for the day, remembering to schedule minors for a maximum of four hours per shift.
4. Refer to hourly reads for each day. This will help you to decide how to schedule your employees effectively, scheduling more for busy periods and less during slower times.
5. AVOID scheduling overtime hours.
6. Stagger employees' beginning times by scheduling in increments of 15 or 30 minutes. This will help to trim back your hours to chart.

# Costing Out the Schedule

1

**Weekly labor \$ and labor %** are calculated by:

- Multiplying each employee's hours by their hourly wage to determine projected weekly labor dollars for each.
- Totaling all employees' weekly projected labor dollars and adding to manager weekly salaries.
- This is your projected weekly labor dollars (L\$).
- Divide this number by the total projected Weekly Sales to determine weekly labor % percentage.

## Formula

Labor % = Labor \$ ÷ Weekly sales

Example from page 385:  $\$3802 \div \$17,600 = 21.60\%$

**Note:** Labor % measures one of our 3 main controllable costs which also include food % and paper %.

2

**Daily labor dollars and %** are calculated by first determining your weekly labor and then using an average hourly wage to determine your labor for each day.

**Average hourly wage** is determined by dividing weekly labor dollars by weekly scheduled hours.

## Formula

Weekly labor \$ ÷ scheduled hours

Example:  $3802 \div 435 = \$8.74$  average wage

**Labor dollars (L\$)** for each day are calculated by multiplying each day's scheduled hours by the average hourly wage.

## Formula

Hours x average wage = Labor \$

Example: (Tuesday) 46 hours x  $\$8.74$  (average wage) =  $\$402$  labor dollars for Tuesday

**Labor % for each day** is calculated by dividing the daily labor by the projected sales for the day.

## Formula

Labor \$ / sales \$ / day

Example: Tuesday  $\$402 \div 1900 = 21.16\%$

**3**

**Charted +/-:** Compare scheduled hours to the daily man-hour chart. If you schedule more than the chart, you would indicate the number of hours with a (+) sign. Less hours scheduled than charted would be indicated with a (-) sign.

Ideally, each day would be scheduled according to chart (0).

Weekly chart + or - would be indicated at the end of the week in the totals section.

Finally, total your hours vertically and horizontally on the schedule to ensure the hours you have scheduled are accurate.

**4**

**Projected dollars per man-hour:** Dollars Per Man-Hour, or \$PMH, measures the productivity of your employees. A good \$PMH is roughly \$40.00 of sales per man-hour worked. If that figure gets significantly higher, your service suffers; significantly lower suggests low productivity of the employees (i.e., "standing around").

**Formula**

$$\$PMH = \text{net sales} \div \text{man hours}$$

Example: \$2400 in sales  $\div$  60 hours = \$40.00 \$PMH.



# WORK SCHEDULE

STORE # : 001-001 SCHEDULE: FROM 6/1 THRU 6/7 POSTED ON: 5/28

PREPARED BY: Store Manager APPROVED BY: Area Supervisor

DAY/DATE	1 - T	2 - W	3 - TH	4 - F	5 - SA	6 - SU	7 - M	TOTAL
PROJECTED SALES	1900	2200	2300	3500	3200	2500	2000	17600
M A N A G E M E N T	Pepe Roni	-	10-8 pm	2-CL	10-8 pm	10-8 pm	-	2-CL
E M P L O Y E S	Mosha Room	10-5 pm	10-7 pm	10-4:30	4-CL	-	-	3:30-CL
	George Peppers	4-CL	-	4-CL	-	4-CL	10-3 pm	10-1 pm
	Carol Bacon	3:30-8:30	7-CL	-	3-10 pm	3-10 pm	3-CL	10-4 pm
	Pete A. Sauce	-	10-4 pm	-	10-4 pm	10-4 pm	10-4 pm	-
	Tina Bell	10-3 pm	-	11-4 pm	10-4 pm	11-4 pm	-	1:30-4:30
	John Arcadia	-	5-8 pm	-	5:30-CL	11-5 pm	4-CL	-
	Gina Hernandez	-	-	-	12-4 pm	6-CL	11-CL	-
	Thomas Brady	-	4-7 pm	-	-	4-8 pm	4:30-CL	-
	Christine Esada	4-7 pm	-	-	-	5-10 pm	-	-
	Bob Peterman	-	-	3:30-8:30	6:30-CL	7-CL	-	5-9 pm
	William Farrell		11-1 pm	-	11-1 pm	-	11-1 pm	-
	Cameron Roberts	V	A	C	A	T	I	O
	Cameron Parnell	11-1 pm	-	11-1 pm	-	11-1 pm	-	11-1 pm
	Susan Partida	-	3-9 pm	5:30-CL	4:30-8	6-11 pm	-	-
	Cares Rice	-	4-8 pm	-	4-7 pm	4:30-8	-	7-CL
	Oliver Yon	3:30-7:30	-	-	5-9 pm	-	-	-
	Barb Cleavers	5:30-9 pm	5:30-9 pm	-	-	-	5:30-9 pm	-
	Jay Zymaya	4-8 pm	-	5:30-9	4-8 pm	-	-	-
	Hank Simpson	-	-	4-8 pm	4-8 pm	-	4-8pm	-
	Gary Seaver	-	-	4:30-8	6-9 pm	-	-	-
M I N O R S	Carmen San Diego	NEW COLLEAGUE						4:30-8
	Andrea Pohler	4-8 pm	-	4-8 pm	-	4-8 pm	-	4-8 pm
	Morris Rudolph	-	4-8 pm	-	4-8 pm	-	4-8 pm	-
DAILY LABOR \$	<b>2</b>	402	489	516	717	682	559	437
DAILY LABOR %		21.16	22.25	22.42	20.49	21.36	22.37	21.85
CHARTED HOURS	<b>3</b>	46	56	59	82	78	64	50
SCHEDULED HOURS		46	56	59	82	78	64	50
CHART +/-		0	0	0	0	0	0	0
PROJECTED \$PMH	<b>4</b>	41.3	39.29	38.98	42.68	41.03	39.06	40
								40.45

# Reacting

## Sales are Subject to Change

Although our sales can fluctuate both positively and negatively, we are clearly less concerned about labor when we experience higher sales than projected. For example: When it's hot outside — really hot — we are usually the only one cooking dinner and we enjoy the increased sales to prove it! Labor is, therefore, not an issue. When sales are less than we expect, however, we must react immediately by doing a number of things to cut labor:

**Utilize Breaks** – Offer your employees the opportunity to run a personal errand or go for a refreshment (off the clock of course). Remember! Minors must have 100% adult supervision and must never be allowed to leave the store during their break.

**Ask for Volunteers** – Offer an early day to your employees — usually volunteers are numerous!

**Delay Employees** – Delay an employee's arrival by calling them at home before they leave for work and ask them to start their shift a little later.

**Note:** If the employee arrives for their scheduled shift, they must be allowed to punch in and work a "reasonable" amount of time before being placed on break or asked to go home for the day. Check state specific laws concerning this practice.

**Be Cautious** – Cut labor by small blocks (15 min – ½ hour at a time), not chunks or whole shifts. This could ultimately prove counterproductive and hurt service times.

Be aware of your sales goals for each day so that you can better manage your labor.

- If lunch sales are below average, this could indicate a trend for the rest of the day. Trust your gut!
- Pay attention to your register checks. You can learn a lot about sales for the day by comparing them to other day's sales for the same time.
- Be aware of how weather affects your business. Does your store normally slow down during bad weather (snow or thunderstorms) or does everyone flock in for a hot, fresh pizza?
- Did the road commission in your area decide inconveniently to throw a construction site up on your street? Watch out! This usually drives customers away, if only for 1 day.

**We must constantly be aware of the labor goals in our stores. It is imperative that you monitor your hours throughout the week. Never wait until Monday to see if you have met your goals.**

## **Profit and Loss**

On a monthly basis, each restaurant receives a financial statement describing the restaurant's profits and losses (P & L). The P & L is an all-inclusive, actual statement of your restaurant's financial performance. It uses your actual sales and other income, and subtracts your expenses for payroll, utilities, rent, food costs, etc., so you can see how much money your restaurant has earned as profit.

The P & L will bring you up-to-date on your restaurant's sales and income, controllable costs, operating costs, and profit or loss. It can be used to spot problems, set goals, and monitor improvement.

## **Controlling Costs**

Cost control is defined as the ability to regulate or direct expenditures. These costs can be put into two categories: controllable (food, paper, labor, etc.) and fixed (rent, CAM (Common Area Maintenance charges), trash removal, etc.). These factors all influence your restaurant's profitability.

Fixed costs are areas that you, as a Manager, have little or no control over, such as rent. These costs will incur every month for approximately the same amount.

## **Controllables**

Controllable costs vary depending on how well you "control" the expenses of certain items. If controls are "tight," you will achieve the goal for that item. If controls are loose, you will spend more money than you need to. This will affect your restaurant's profitability. The following are items you can control in your restaurant:

### **Labor**

You can keep your labor hours within the recommended guidelines without sacrificing customer service by:

- Accurately projecting/scheduling.
- Monitoring sales each hour and reacting to fluctuations.
- Using position charts.
- Sending employees home or on break when business is slow.
- Making sure your staff is well trained, productive, and — overall — react quickly to sales changes.

### **Food (not just about waste)**

You can control your food costs in a number of ways, both by controlling waste, and increasing profit margin:

- Consistently use spec charts, top portion cups and templates, and train employees do the same.
- Prepare accurate food orders and Build-to projection charts.
- Adopt a meal policy.
- Double check to make sure orders have been made correctly.
- Be careful that ingredients go on the pizza, not on the floor.
- Monitor actual versus charted usage with cheese and box checks.
- Closely monitor your cheese percentage. Know your goal!
- Closely monitor your landing Build-to for HOT-N-READY® pizzas to minimize waste.
- Up-sell on multiple pizzas, specialty HNR pizzas, Deep Dish and Crazy Bread®, Crazy Sauces, Caesar Dips, etc. Add-on sales increase your profit margin thus lowering food cost.

## **Paper**

High paper costs are usually the result of using paper supplies for unintended purposes or theft. Paper is one of the easiest factors to monitor and control. You can control paper costs by:

- Conducting pizza box checks throughout the day (three times: open, 3 pm, and close).
- Controlling napkin waste by using paper towels to wipe up spills.
- Storing napkins and straws under the front counter so they can be regulated.
- Keeping accurate records of your HNR waste (box tops).
- Placing crew pies (dinner) on a cutting board — not in a box!
- Monitoring Landing Build-to Chart product levels to minimize wasted pizza boxes, clamshells, crazy bread bags, etc.
- Enforcing employee drink policy (one cup per person).

## **Utilities**

We sometimes forget that we can decrease our costs for electric, water, and gas by carefully controlling our use. You can control your utility costs by:

- Using an oven schedule to indicate the time each deck should be turned on or off.
- Following the equipment preventative maintenance calendar.
- Shutting off lights at the end of the day.
- Not letting the water run constantly (to soak dough trays).
- Keeping the thermostat set at a reasonable temperature (winter/summer settings).
- Keeping the door to the walk-in and retarders closed and gaskets in good repair.
- Quickly repairing leaky faucets.
- Using fewer HRU/Cres Cor cabinets during slower periods of the day.
- Turning off bathroom and walk-in lights when not in use.

## **Cash Controls**

Following Little Caesars' Cash Management Policies and Procedures will help keep your profits from literally walking out the door. You can keep good cash controls by:

- Keeping the safe locked at all times.
- Verifying bank deposit receipts (two people to bank).
- Conducting register checks at the appropriate times.
- Assigning one specific person to each register.
- Making frequent drops (every 15 minutes).
- Physically counting guest checks for guest check checkout.
- Having 2 people verifying drops.
- Double counting change back to customer.
- Placing money on register ledge until transaction is complete.
- Maintaining drawer levels \$100 before 9:00 pm and \$50 after 9:00 pm.
- Check all \$50 and \$100 bills with counterfeit detector pen.

## **Repairs and Maintenance**

Keeping the restaurant's equipment cleaned, maintained, and in good repair will keep it running efficiently and keep costs to a minimum. Practice good repair and maintenance by:

- Using a preventive maintenance calendar so equipment is well maintained.
- Getting bids when equipment needs to be fixed to find the lowest possible cost.
- Clean condenser coils on all refrigerated units to allow air to flow freely.

## **Cleaning and Operational Supplies**

There are many ways to control cleaning and operational expenses without sacrificing cleanliness of the restaurant. You can reduce cleaning and operational supplies by:

- Properly diluting chemicals as indicated on the container (see job helper for proper mixing of cleaning supplies).
- Using only the suggested amount of chemicals for the job (for proper Chemical System see MSDS and job helpers).
- Wearing aprons at all times to help protect and extend the life of your employees' uniforms.
- Properly store cotton towels intended for re-use in sanitizer solution.

# Schedule and Cost Control Review

1. List 4 external factors which can affect sales projections.

A) \_\_\_\_\_

B) \_\_\_\_\_

C) \_\_\_\_\_

D) \_\_\_\_\_

2. When scheduling, what are 3 items you must do to ensure you are not only scheduling for sales, but safety as well?

A) \_\_\_\_\_

B) \_\_\_\_\_

C) \_\_\_\_\_

3. What is the mathematical equation for \$PMH? What does it measure?

A) \_\_\_\_\_

B) \_\_\_\_\_

4. What is the equation to calculate labor percent? What does it measure?

A) \_\_\_\_\_

B) \_\_\_\_\_

5. Name 3 ways we can react to slower than expected sales, as it pertains to labor.

A) \_\_\_\_\_

B) \_\_\_\_\_

C) \_\_\_\_\_

See next page for an additional exercise.

Create a workable schedule based on your store's sales and labor information.



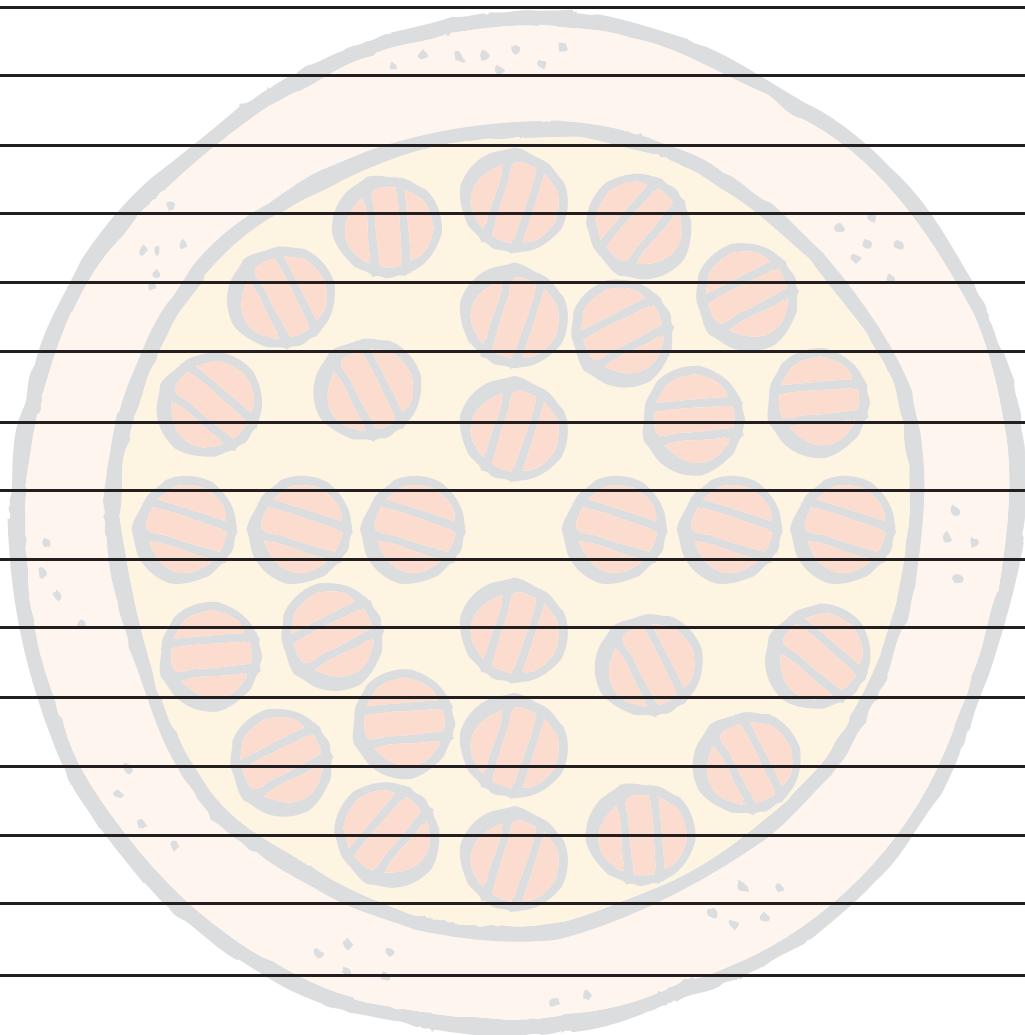
## WORK SCHEDULE

STORE #: \_\_\_\_\_ SCHEDULE: FROM \_\_\_\_\_ THRU \_\_\_\_\_ POSTED ON: \_\_\_\_\_

PREPARED BY: \_\_\_\_\_ APPROVED BY: \_\_\_\_\_

DAY/DATE							TOTAL
PROJECTED SALES							
M A N A G E M E N T							
E M P L O Y E E S							
M I N O R S							
DAILY LABOR \$							
DAILY LABOR %							
CHARTED HOURS							
SCHEDULED HOURS							
CHART +/-							
PROJECTED \$PMH							

# Notes



# Troubleshooting

In our fast-paced restaurants, managers have to think on their feet. You don't always have time to look something up or call your Area Supervisor for assistance. Troubleshooting is an important skill because it allows you to handle all types of challenges, without disrupting the flow of business.

Troubleshooting is not something you can learn overnight. The more experienced you are, the better your troubleshooting skills. The following section gives some possible strategies to situations you may face. While these ideas are helpful, they do not cover every possible scenario. Talk to your manager about their experiences and unusual situations they have faced.

## Equipment and Utilities

SITUATION	FIRST STEPS	NEXT STEPS
Walk-in or freezer breaks down.	<p>Check to make sure they are plugged in or that the breaker has not tripped. Check to see if condenser unit is frozen. Contact your Area Supervisor or owner.</p>	<p>Keep doors closed to keep cold air in. If fan is running, add lexons with ice and monitor temperatures for danger zones (above 40° F).</p> <p>Walk-in temperature below 41° F: keeps food from spoiling and controls growth of bacteria.</p> <p>Storing ingredients in the back of the cooler also keeps product more "protected."</p>
Retarders break down.	<p>Make sure they are plugged in and the breaker hasn't tripped. Plug in a fan or radio to determine if the problem is in the equipment or the outlet. Check condenser coil and brush off debris from coils. Contact your Area Supervisor or owner.</p> <p><b>Note:</b> Some retarders have a separate cord which runs from the fan to an outlet inside the retarder itself. Be sure this is plugged in as well.</p>	<p>Keep doors and lids shut to keep cool air in. Move all foods that may spoil to the walk-in.</p> <p>It is important to monitor temps of toppings: You are required to throw away toppings 4 hours after they have reached temperatures above 45 degrees</p>

Sheeter, VCM won't operate.	Make sure they are plugged in or that the breaker hasn't tripped. Check to make sure that outlet is working. Check reset switch on motor of sheeter. Contact your Area Supervisor or owner. Be sure all safety switches are in place. Sheeter won't operate unless contact is made (don't forget the back). Check V.CM reset button on wall mounted electrical box — press to reset (near VCM). Be sure drum switch handle is all the way in gear.	* Flatten dough by hand. * Buy a rolling pin. * Get spare sheeter from storage.
SITUATION	FIRST STEPS	NEXT STEPS
Cash register will not work properly or breaks down.	Check to make sure it is plugged in or that the breaker hasn't tripped. Check for paper jam. Make sure one of the cashier buttons is not depressed, key is in "Reg" position and last transaction computed. Check batteries (if applicable). Unplug & re-plug. In some cases, this "reboots" the system. Contact your Area Supervisor or owner.	"Ring up" orders manually on a calculator and make change.
Safe cannot be opened.	Make sure it is plugged in or that the breaker has not blown. Contact your Area Supervisor or owner to confirm combination. Change batteries if a digital keypad.	Notify Loss Prevention Manager (in company markets).
Store keys unavailable/won't open door.	Contact your Area Supervisor or owner.	Remain close to the store location. Let customers know you are temporarily closed and when you will reopen.

# Dough

SITUATION	FIRST STEPS	NEXT STEPS
Dough Bloated	<p>Check temperature of walk-in.</p> <p>Check expiration date.</p> <p>Follow up on dough procedures:</p> <ul style="list-style-type: none"> <li>• temperature of water</li> <li>• time on table</li> <li>• one tray at a time.</li> <li>• activation time</li> <li>• rolling procedures</li> </ul> <p>Check placement in the walk-in (near door).</p>	<p>Follow up on training procedures.</p> <p>May need to re-organize walk-in cooler.</p> <p>Monitor walk-in temperature. If not maintaining, contact Area Supervisor or owner.</p>
Dough Flat	<p>Follow up on dough procedures:</p> <ul style="list-style-type: none"> <li>• Temp of water — oil portions</li> <li>• Activation time — water portions</li> </ul> <p>Walk-in too cold</p>	Follow up on training procedures.
Dough dry & crusty	<p>Placement in walk-in (near blower fans).</p> <p>Follow up on dough procedures:</p> <ul style="list-style-type: none"> <li>• oil portion</li> <li>• oiling trays</li> <li>• water portions</li> </ul>	Talk to Area Supervisor or owner.

## Oven: BOFI

SITUATION	FIRST STEPS	NEXT STEPS
Oven will not turn on.	Make sure it is plugged in. Check breakers, check fuses at control panel.	Call Area Supervisor or owner.
Oven will not heat (chain moves).	Check temp controls, check fuse at control panel.	Call Area Supervisor or owner.
Conveyor doesn't move (oven heats).	Check speed control, check fuse at control panel.	Call Area Supervisor or owner.

## Oven: Middleby Marshall

SITUATION	FIRST STEPS	NEXT STEPS
Oven will not turn on.	Make sure all door panels are closed securely.	Call Area Supervisor or owner.
Oven doesn't bake evenly.	Make sure all blower motors are working.	Call Area Supervisor or owner
Oven will not turn on.	Make sure it is plugged in. Check breakers, check fuses at control panel.	Call Area Supervisor or owner.
Oven will not heat (chain moves).	Check temp controls, check fuse at control panel.	Call Area Supervisor or owner.
Conveyor doesn't move (oven heats).	Check speed control, check fuse at control panel.	Call Area Supervisor or owner.

## Oven: Blodgett

SITUATION	FIRST STEPS	NEXT STEPS
Oven doesn't bake evenly.	Make sure all blower motors are working.	Call Area Supervisor or owner
Oven will not turn on.	Make sure it is plugged in. Check breakers, check fuses at control panel.	Call Area Supervisor or owner.
Oven will not heat (chain moves).	Check temp controls, check fuse at control panel.	Call Area Supervisor or owner.
Conveyor doesn't move (oven heats).	Check speed control, check fuse at control panel.	Call Area Supervisor or owner.

## Product and Beverage Quality

SITUATION	FIRST STEPS	NEXT STEPS
Food order does not arrive or arrives late.	Contact Blue Line to determine when order will arrive.	Contact Area Supervisor or owner. Borrow products from another store. Purchase the needed supplies from a local supplier.*
Poor quality food and/or produce delivered.	Refuse the shipment from Blue Line or other vendor. Write down the lot codes and call it in to vendor customer service.	Contact Area Supervisor or owner. Borrow products from another store. Purchase the needed supplies from a local supplier* or contact Blue Line to order replacement products for pick-up.
Ran out of products.	Borrow products from another store. Purchase the needed supplies from a local supplier* or pick up products from Blue Line, if possible.	Review Build-to charts and contact Area Supervisor or owner.
Product is burnt.	Remake product and monitor progress through oven.	Check oven, make adjustment to temperature and speed controls. If situation persists, contact Area Supervisor/maintenance or owner.

\*If you are out of ingredients and are buying them temporarily from a local supplier: write down purchase details, save receipt, original packaging etc. Write down lot numbers/use by dates, etc., and keep these records for 2 weeks after you have used the ingredients.

## Handling Customer Related Issues

SITUATION	FIRST STEPS	NEXT STEPS
Inappropriate behavior by customer (loitering, theft, fighting, alcohol).	Politely ask the customer to stop the inappropriate behavior. Ask the customer to leave the restaurant.	If situation seems potentially dangerous, contact local police for assistance. Call your Area Supervisor and Loss Prevention Manager or owner.
Not prepared for unexpected rush.	Call additional employees to report to work. Position employees for highest efficiency ("Aces in their places"). Provide accurate, honest service times.	Contact Area Supervisor or owner, if necessary.
Customer restroom usage.	Apologize and refer customer to nearest public restroom.	

## Personnel Issues

SITUATION	FIRST STEPS	NEXT STEPS
Gossip and offensive conversations among employees.	Explain why their conversation is inappropriate and ask them to change the topic. Also, explain company policy and follow proper disciplinary procedures.	Meet with employees each in private to discuss the topic. Ask Area Supervisor or owner to intervene if necessary.
Employees not reporting to work if scheduled, walk out, ask for same day off.	Explain company policy and follow proper disciplinary procedures. Find another employee to cover shift.	Notify your Manager or owner.
Not wearing uniform, poor personal hygiene.	Discuss in private, being specific about company policy and follow proper disciplinary procedures. Throw out any product that could have been contaminated.	Send the employee home to change or clean up.  Throw out any product you think has been contaminated.

## Weather and Other Emergencies

SITUATION	FIRST STEPS	NEXT STEPS
Severe weather (heavy snow, hail, tornadoes, hurricanes, etc.).	If the severe weather occurs before opening, contact your Area Supervisor or owner to see if the store should open. In the event of a tornado, the safest place is in the building — not on the road home.	If severe weather occurs after opening, contact your Area Supervisor or owner about possibly closing.
Fire.	Evacuate the restaurant and immediately contact the Fire Department. Refer to Emergency Evacuation Plan.	Contact Area Supervisor or owner and Loss Prevention Manager.

## Miscellaneous

SITUATION	FIRST STEPS	NEXT STEPS
Visit by labor department, health, or OSHA inspector.	Verify identification and allow inspector into the restaurant. Remain with the individual at all times.	If uncertain of authenticity, ask the individual to wait in the lobby. Ask for their local phone number. Call to verify.
Request for information by media.	Refer media to Little Caesars Corporate Communications Department. Do not say anything. Do not let anyone inside the restaurant or let them take pictures.	Contact your Area Supervisor or owner.

# Secrets To Quality Pizzas!

1. The difference between a good pizza and a great pizza is:
  - Attention to detail
  - Following recipes and proper specifications
2. Walk-in temperatures are 34° to 40° F
  - a. Reasons why:
    - Food safety
    - Yeast activity is slower
    - Maintains the firmness and roundness of dough balls
  - b. Above 40° F causes:
    - Dough to bloat
    - Dough to expire sooner
    - Allows disease-causing bacteria to grow
3. Storage of dough:
  - a. Store dough in the back of the cooler
  - b. Why?
    - Firmer doughballs.
    - Coldest, most stable part of walk-in
4. Purposes for the following ingredients in the dough:
  - a. Yeast:
    - Activates and makes the dough rise
    - Flavor and texture
  - b. Sugar:
    - Flavor
    - Food for yeast
    - Aids in browning the crust during the baking process
  - c. Salt:
    - Flavor
    - Controls activation
    - Strengthening and tightening of the dough
  - d. Vegetable Oil:
    - Provides elasticity
    - Prevents dough from becoming crusty
5. Proper age of dough is 12 hours to 48 hours.
  - a. Why?
    - Yeast activates properly
    - After 48 hours dough is too crusty, bloated and sponge-like
    - Flavor
6. Why do dough balls become crusty?
  - Old dough (expired)
  - Dough recipe not followed
  - Fans from walk-in blowing on dough trays
  - Walk-in temperature changes (check defrost cycles)

7. What is the goal when removing dough balls from a tray?
  - To keep dough ball round
  - Easier to work with a round dough ball when turning out dough
8. Reasons for flouring dough balls:
  - Soaks up excess oil
  - Keeps dough from being sticky
  - Keeps sheeter free from build-up
9. Why don't we turn out dough by holding it in our hands?
  - Causes folds in sheetout
10. Why can't we turn out the dough ball on the table with the crust side up?
  - Puts folds in dough
11. What does the sheeter do to folds in the dough ball?
  - Smashes them down but the flour prevents them from sticking together
  - Creates a "hinged" effect on finished product
12. The proper method of "turning out" the dough for the sheeter is:
  - a. Flour both sides of dough ball.
  - b. Put dough on table (crust side down).
  - c. Starting in the center and working outwards, use your fingers to push the soft dough over the crusty dough.
13. The proper sheetout procedure is:
  1. Flour the dough properly.
  2. Run dough through top rollers of sheeter with crust side to the back.
  5. Turn it 90 degrees and run through bottom rollers.
  6. Slap sheetout (to remove excess flour).
  7. Slightly stretch the dough to fit in pan.
  8. Fit dough to edge of pan, removing wrinkles and folds.
14. We place the crust side to back of sheeter because:
  - Rollers assist in rolling the soft side over the crust
15. The proper amount of cornmeal is:
  - Medium to heavy sprinkle, coating the entire bottom of pan
16. Why do we use cornmeal?
  - For flavor and texture
  - Helps prevent sheetout from sticking to pan
  - Better heat distribution
17. Too much cornmeal will cause:
  - A sandy taste
18. Why do we smack the sheetout?
  - To remove excess flour
  - Too much flour will not allow the crust to brown when baking

19. Overstretching the sheetout causes:
- Difficulty when placing in pan
  - Folds in the sheetout
  - Thin spots
20. What happens if we pull the dough as it's coming out of the sheeter?
- Overstretching
  - Oblong effect
  - Thin and thick spots
  - Holes
21. Stretching dough in the center causes:
- Thin center and thick edges
  - Holes in bottom of pizza
  - Limp/flimsy slices of pizza
22. What do folds cause in the finished product?
- Won't cook underneath
  - Slice will bend and be limp at the fold
23. Not using enough flour causes:
- Dough to stick to rollers of sheeter
24. Why can't we put the crust side down in the pan?
- Pizza will not brown evenly
  - Difficult to remove pizza from pan
  - Spatula catches on the uneven surface
25. Allowing dough to ride up the side of the pan may cause:
- Crust to burn
  - Uneven rise on finished product
26. Proof time for a sheetout under ideal conditions is:
- a. Minimum:
    - 1/2 hour
  - b. Why?
    - To give time for temperature to even or balance out
  - c. Maximum:
    - 2 hours
  - d. Why?
    - Over-proofing will cause air bubbles and a crispy texture in the finished product
27. We put an empty pan on top of the stack of sheetouts because:
- It keeps foreign objects (dust, debris, etc.) off of sheetout
  - It prevents the top sheetout from drying out
  - Expiration time/shelf life control

28. Why do we stack sheetouts only 8 high?
- So that the pans don't stretch and touch the sheetouts below
  - Stack will be too heavy to lift
29. What happens when we use over-proofed sheetouts?
- Crust won't rise
  - Crust will be brittle
  - Dry out
  - Poor texture
  - Darker bake
  - Pizza will look bad
  - Pizza will taste bad
30. How long are sauced and cheesed pizzas good for on the ready rack?
- 30 min. for optimum quality
  - Safe for up to one hour
31. We can't refrigerate a round sheetout before cooking because:
- It upsets the proofing process.
  - The pizza will not brown properly.
  - It causes a "doughy layer" (uncooked dough).
32. What happens if we push the dough out to the edge of the pan before saucing it?
- Won't rise evenly in the oven
33. Characteristics of a proper sheetout are:
- All the way to the edge
  - No folds or wrinkles
  - No thin spots or thick spots
  - Soft white edge around entire sheetout/no jagged edge
  - Crusty side up
  - Round in shape
34. The use of templates/make rings is important because:
- It guarantees consistency.
  - It sets the example for employees.
  - Helps keep crust edge clean.
35. How do we distribute sauce on pizza?
- Gently place the template/make ring into the pan
  - Pour sauce into the center of the sheetout. Use the bottom of the ladle and spread the sauce out evenly in a circular motion — no race tracks!
  - Sauce to  $\frac{1}{4}$ " away from the edge of the template/make ring.
36. What are racetracks?
- An uneven distribution of sauce across the pizza
  - Causes bubbles that could cause holes in a completely baked pizza

37. The proper method of spreading cheese is:
- Pour in hand (this allows you to break up any clumps), spread the cheese on outer edge first, then the middle
38. Shaking the cheese pizza causes:
- Some thick and thin areas of cheese
  - The pizza will look like it has less cheese
  - Cheese to mix in with sauce causing baked product to appear discolored (orange/red tint in cheese)
  - Causes sauce and cheese to leak on to crust
39. Proper pepperoni placement on a slice pie is:
- Place pepperoni edge out to the edge of the cheese
  - Inside pepperoni should just touch, not overlap
  - 6 pepperoni on each slice
40. What is the proper placement of pepperoni on a large round pizza?
- Total pepperoni count is 30
  - 16 - 10 - 4
41. Pizzas with 4+ toppings get lesser portions because:
- Pizza will not cook properly if we use full portions
42. Ham and Canadian bacon is a sprinkled topping with the Julienne-style cut because:
- Improves operation ease
  - Holds up better under Cres Cor
  - Higher quality perception
43. When placing sprinkled toppings, start from the outside and work toward the center because:
- It ensures an even distribution (toppings in every bite!)
44. Some quality characteristics of a properly baked round pepperoni pizza are:
- Pepperoni should be spread out so that every bite has a slice of pepperoni on it
  - Crust is clean with an even rise and golden brown all the way around
  - Bottom is dark brown
  - No bubbles are present
  - Cheese has golden brown specks
  - Crust has an even rise
45. How many hours should Deep Dish sheetouts sit at room temperature before being placed in the walk-in overnight?
- Minimum of 2 hours or until sheetout rises to pan line
46. What are the quality characteristics of a Deep Dish sheetout?
- Clean white edge
  - Crusty side up in a properly oiled pan
  - Sheetout reaches the edge of the pan
  - Pinched at corners for even rise

47. How long is a Deep Dish sheetout good for after reaching room temperature?  
• 6 hours
48. Why do we stagger stack Deep Dish products?  
• To allow the air to properly proof the dough and quickly bring the sheetout to room temperature
49. Why do we separate Deep Dish products with a pan divider?  
• To keep topped pizzas clean
50. What color should properly baked crazy bread be?  
• Golden brown end to end
51. What is the proper baking time for an Italian Cheese Bread?  
• 7 minutes
52. The proper holding time for products in the Cres Cor units is:  
• 30 minutes
53. What is the proper placement of pepperoni on a Deep Dish pizza?  
• 4 pepperoni per slice
54. What is the importance of timing HOT-N-READY products?  
• To maintain and control the quality and freshness of our products  
• Temperature monitoring

# Troubleshooting Review

1. **What are the 4 first steps into troubleshooting a broken down pizza retarder?**

A) \_\_\_\_\_

B) \_\_\_\_\_

C) \_\_\_\_\_

D) \_\_\_\_\_

2. **What are 5 examples of troubleshooting a malfunctioned cash register?**

A) \_\_\_\_\_

B) \_\_\_\_\_

C) \_\_\_\_\_

D) \_\_\_\_\_

E) \_\_\_\_\_

3. **What are 4 items to check if your dough is bloated?**

A) \_\_\_\_\_

B) \_\_\_\_\_

C) \_\_\_\_\_

D) \_\_\_\_\_

4. **What should you say to a customer who wants to use a public rest room and your store has none available?**

\_\_\_\_\_

\_\_\_\_\_

**5. Why do dough balls become crusty?**

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**6. Overstretching a sheetout causes:**

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**7. Shaking a cheese pizza causes:**

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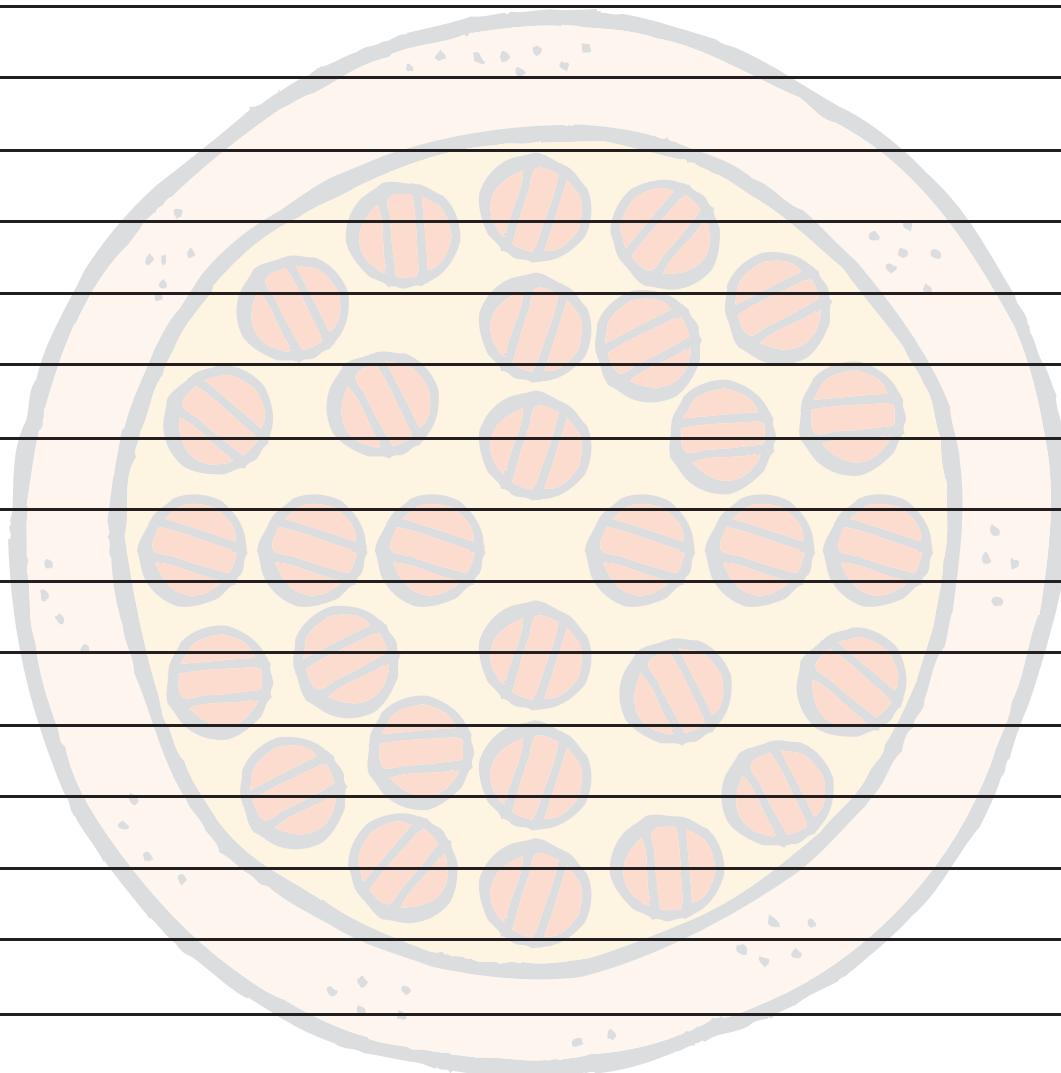
**8. What are the characteristics of a properly baked pizza?**

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# Notes



# Glossary

**Anets** - Brand name of a sheeter machine.

**Baine Marie** - Plastic container used for making dough, sauce or storing food.

**Bi-Metallic Stem Thermometer** - A thermometer with a bi-metallic strip that contains two metals that indicate changes in temperature based on the expansion or contraction of the metals.

**Build-to** - The amount of product which should be available based on past usage and projected sales.

**Center Load** - Uneven distribution of pizza toppings resulting in toppings located only in the center of the pizza.

**Clamshell** - Type of hinged container used for slice packaging.

**Condenser Coils** - Hollow coils used in refrigeration that cool air by abstracting heat.

**Conveyor Belt** - Chain which carries pizzas through the oven during the baking process.

**Corrected Gross Sales** - Total sales, including tax, minus overrings.

**Counted Toppings** - Those toppings distributed by the piece. They include: pepperoni, ham, Canadian-style bacon, sliced tomato, and anchovy.

**Crazy Crusts** - "Flavored crusts." Special flavored seasonings that can be added to the crust of our pizzas.

**Cres Cor Cabinet** - A temperature controlled heat unit to hold our fresh, hot products for up to 30 minutes.

**"DO" Sheet** - Abbreviation for Daily Organization Sheet used as a communication tool to keep track of products needed to be prepared for the next day's business.

**Docker** - A tool used only on Deep Dish products that perforates the dough, eliminating pockets of air.

**Dough Machine** - Also known as "vertical cutting mixer," this piece of equipment is used to make dough by mixing flour, water, and other ingredients. It is also known by various manufacturer names such as Hobart, Berkel, and Stephan.

**Dough Mix** - Packaged and pre-weighed ingredients used to make dough.

**Expiration Calendar** - Tool used to label refrigerated Deep Dish sheetouts, all dough trays, and other products indicating the day and time they expire.

**FIFO** - Abbreviation for **F**irst **I**n, **F**irst **O**ut rotation — a method of storing and using products to ensure freshness and reduce waste.

**Gross Sales** - Total sales including tax.

**GT Number** - Continuous non-resettable grand total number found in the Z-Sales reading from the cash register.

**Guest Check** - Carbon copy sales tickets used to record specialty and large customer orders.

**Heat Retention Unit (HRU)** - Infrared heating unit mounted to a stainless steel wire rack shelving system; used to keep products warm.

**Heat Cabinet** - See Cres Cor.

**HNR** - HOT-N-READY.

**HNR Pizza** - A large, round pizza with pepperoni or just cheese immediately available hot and fresh out of the oven all day, every day.

**Holding Time** - The maximum time allowed before the product must be thrown away (expiration time).

**ICB** - Ten pieces of freshly baked Deep Dish style bread covered with a blend of melted cheeses, seasoned with garlic spread and Italian spices.

**In-Line Method** - Method of placing pizzas one behind the other on the center of the oven conveyor belt.

**L.C.** - Little Caesars.

**Labor Dollars** - Total wages of employees that have worked for the current day. Determined by calculating hours worked for each employee and multiplying each employees hours times (x) their wage.

**Ladle** - A utensil used to measure and distribute sauce on pizzas.

**Lag Time** - The number of days between placing your food order and receiving it.

**Landing** - A station in the Pizza Pride® Production System where products are removed from the oven, checked for quality, boxed, and given to the Cutting and Packaging Station.

**Lexan** - A plastic container for storing products.

**Make Ring** - "Pizza template." A guide to help sauce, cheese and dress large round pizzas. This "template" helps keep the round crust clean and provides a uniform crust.

**Mixer** - See VCM.

**Net Sales** - Gross sales minus sales tax. Obtained from the Z read, shown as ST (sub total) toward the bottom of Z read.

**OPM** - Order Period Multiplier. The number calculated to determine food order Build-to levels. It takes into account Lag Time.

**OPV** - Order Period Volume. The amount of sales generated from the day the first food order was placed to the day the second food order was received.

**PPPS** - Pizza Pride® Production System: An effective process for preparing our products involving all the production stations in our restaurants designed to provide great customer service while improving employee efficiency and productivity.

**PCB** - Pepperoni Cheese Bread®. Freshly baked Deep Dish style bread covered with a blend of melted cheeses, topped with pepperoni and seasoned with garlic spread and parmesan cheese. Available in two sizes: Large 16-piece and Small 10-piece.

**Peak Period** - A particular time of day when we are busiest — generally during the lunch time and dinner time hours.

**Pin Wheel** - A method of distributing toppings in a circular, spoke-like fashion on Little Caesars products. This method is used when placing anchovies and diced tomatoes on a pizza.

**Pizza Box** - A corrugated box with a closable lid.

**Pizza Dress** - A station in the Pizza Pride® Production System where pizza toppings are placed on pizzas according to the customer's order and Little Caesars specifications.

**Portion Chart** - See Spec Chart.

**Pre-cooked** - A special request from the customer to bake the pizza for less than the normal bake time. This allows the customer to finish baking it at home. A pre-cooked pizza is placed in the oven at the five minute point.

**Pre-weigh** - "Dough mix." Packaged and pre-weighed ingredients which are used to make dough.

**Projection Rack** - A rack used to hold sheetouts or Crazy Bread® while they proof.

**Proof Time** - The time needed for dough to properly rise.

**Pulls/Pulling** - Removing Deep Dish sheetouts and other square products from the walk-in cooler.

**Race Tracks** - An uneven distribution of pizza sauce on pizzas creating very thin and thick areas in the sauced pizza resembling "race tracks."

**Randell** - Brand name of a sheeter machine.

**Ready Rack** - See Speed Rack.

**Rush** - See Peak Period.

**Service Time** - The amount of time required to complete a customer's order from the time the order is taken until the order is placed on the HRU or in the Cres Cor cabinets ready to be sold.

**Sheeter** - A machine used to flatten out doughballs into sheetouts/Crazy Bread®.

**Sheetout** - Flattened out pizza doughballs that are placed in pizza pans or on Crazy Bread® trays.

**Spec Chart** - A chart which lists the appropriate portions or amounts for Little Caesars' products.

**Specs** - Abbreviation for specifications.

**Speed Rack (Ready Rack)** - A rack used to store sauced and cheesed, pepperoni, and Deep Dish dressed pizzas.

**Sprinkled Toppings** - Those toppings measured using topping portion cups and distributed by sprinkling the pieces on the pizza. They include: mushroom, green pepper, onion, bacon, Italian sausage, beef topping, black and green olives, pineapple, diced tomatoes, hot and jalapeño peppers.

**Sprinkled Topping Portion Cups** - Color-coded cups of varying sizes used to measure consistent amounts of sprinkled toppings.

**Station** - One of many possible work positions identified in the Pizza Pride® Production System.

**Stephan** - Brand name of the "VCM"/"Dough Machine" used to make our dough.

**Template** - "Make Ring." A circular guide used to help employees distribute sauce and cheese on pizzas, protecting the crust. An optional square template also exists for use with sauce only on the Deep Dish pizzas.

**Three Compartment Sink** - A piece of equipment used to wash, rinse and sanitize dishes and utensils used in our restaurant. Some stores have a four compartment sink which includes a pre-rinse sink.

**Ticket Minder** - A metal strip where customer orders/guest checks are placed during product preparation or baking.

**Turning Out Dough** - Pushing out the soft side of the doughball to the edge of the dough patty. This will later become the crust of a pizza.

**VCM** - Vertical Cutting Mixer; used to mix dough. Other brand names are Hobart, Berkel and Stephan.

**Walk-In** - The large refrigerated unit used to store perishable food inventory products.

**Weekly Sales Summary** - Form used to record net sales, cash overage/shortages, product totals, labor expenses and customer totals for a one week period.

# **Answer Key**



# Customer Service

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your Trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

## 1. What is the HOT-N-READY Promise?

Serve every customer with a smile and a perfect pizza,

in less than 30 seconds every time.

---

## 2. Mark an X by the Customer Service Standards.

<input checked="" type="checkbox"/> Knowledgeable	<input type="checkbox"/> Useful	<input checked="" type="checkbox"/> Sincere	<input type="checkbox"/> Correct
<input checked="" type="checkbox"/> Attentive	<input checked="" type="checkbox"/> Friendly	<input type="checkbox"/> Professional	<input checked="" type="checkbox"/> Responsible
<input checked="" type="checkbox"/> Accurate	<input type="checkbox"/> Reliable	<input checked="" type="checkbox"/> Urgent	<input checked="" type="checkbox"/> Neat and Clean
<input type="checkbox"/> Helpful	<input checked="" type="checkbox"/> Patient	<input checked="" type="checkbox"/> Courteous	<input type="checkbox"/> Alert

## 3. "Prioritizing" means (check the box that best describes the statement):

- Completing pizza preps in an organized way.
- Making the customer come first.
- Making pizzas in the correct order.
- Organizing your cleaning tasks so they all will be completed.

Serve pizzas in 30 seconds or less, say "hello," "thank you," and "please"  
with sincerity and enthusiasm, use a customer's name whenever possible,  
help a customer with large orders to their car. There are many correct  
answers here. Check with your manager.

**4. Provide an example of how you can exceed a customers' expectations. Can you RACK UP FANS? List some ways to RACK UP FANS while serving the customer.**

**5. A customer is upset because there are no HNR Pepperoni pizzas ready. The service time they were quoted was incorrect. They have been waiting in the lobby for 15 minutes and are very angry. What are the first things you should do?**

- Take Action and offer them a free Crazy Bread.
- Tell the customer you will get the Manager.
- Listen and then apologize for the wait and assure the customer it will be ready soon.
- Listen to identify what they are angry about.

**6. The service time for HOT-N-READY pizzas is less than (fill in the blank):  
30.**

**7. Number the Priority Guidelines in the correct order**

**(1 = first Guideline      5 = last Guideline)**

- |   |  |
|---|--|
| <u>4</u> Prepping and Restocking                    | <u>2</u> Completing station responsibilities |
| <u>5</u> Detail cleaning & station breakdown        | <u>1</u> Serving the customer                |
| <u>3</u> Helping those who are serving the customer |  |

**8. You have two people assigned to the Front Counter/Greeter Stations who are currently folding boxes at the landing area. More than one customer walks in. What do you do?**

**Immediately stop folding boxes, greet customers and send both**

**people to their assigned registers to greet both customers — No waiting!**

---

**9. You are in the middle of a register check when the customer enters the lobby. What do you do?**

**Priority: Serve the customer. Greet the customer and call another employee to the counter to take, assemble, or ring up the customer's order. If nobody responds, stop doing the register check and ring up the customer's order. Remember, our #1 priority is always to serve the customer.**

**10. List the 5 steps of the Remedy Process:**

- A. Listen
- B. Apologize
- C. Decide on a remedy option
- D. Take action
- E. Follow up

**11. List some examples of exceeding customer expectations:**

<b>MEETING CUSTOMER NEEDS:</b>	<b>and</b>	<b>EXCEEDING THEM:</b>
<b>Suggestively selling additional products</b>		<b>Giving the customer free samples of products.</b>
<b>Acknowledging children</b>		<b>Walking the customer to their car with an umbrella if it's raining.</b>
<b>Encouraging the customer to return</b>		<b>Helping a customer carry a large order to their car.</b>
<b>Being polite</b>		<b>Offering a free soft drink to a customer who has a long wait.</b>

**12. List two things you can do to improve the customer service level at your store.**

- A. \* \_\_\_\_\_
- B. \* \_\_\_\_\_

\*There are many acceptable answers — review them with your Training Manager.

**13. Give an example of how you build customer loyalty by connecting with your customers.**

Any example that ensures a hot, great tasting pizza;

exactly the way the customer ordered; fast, reliable

service; a courteous employee; and a clean restaurant.

# Front Counter/Greeter Station

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your Trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

## 1. Complete the following sentences:

- When a customer walks in, a prompt and friendly greeting is a must!
- The customer's first impression of the store is the cleanliness including yourself, the parking, lot, and kitchen area in their view.

## 2. How soon should a customer be greeted when they arrive?

Immediately, within seconds, before the front door closes behind them.

## 4. A customer should receive their order within 30 seconds.

## 5. What's the maximum number of people allowed to operate a register at one time?

- a) Two
- b) One
- c) Only the manager
- d) Anyone working in the store.

## 6. The following steps are necessary when taking a specialty order at the Front Counter/Greeter or Phone Station. Number them in the order completed (1 = first — 6 = last).

- 3 Record the customer's information
- 5 Suggestively sell
- 6 Complete the order
- 1 Greet the customer
- 2 Help the customer
- 4 Record the order

## 7. How would you make the customer's wait seem shorter? Please Explain.

Talking with them, giving them assurance of exactly when their order will be ready.

## 8. What does "Two Deep Is Too Deep" mean?

Two customers waiting in line at the front counter is too many.

# Telephone Station

## 1. List four telephone tips which demonstrate the Customer Service Standards:

- A. Voice is easy to hear. Words are clearly spoken & understood. (courteous/patient)
- B. Pacing is good. (responsible)
- C. Full attention to customer. (attentive)
- D. Smile, thank customer. (friendly/courteous)

## 2. Complete the following sentences:

- To give our customers the best impression, answer the phone by the first ring, this shows urgency.
- If you must place a caller on hold, ask their permission, and wait for their response, this is courteous.
- Set the phone down without banging it because loud noises on the phone are irritating and are seen as rude.
- Working at the Telephone Station shows the following Customer Service Standards: accuracy, knowledgeable, patience, friendliness, and sincerity.

## 3. What is the correct way to answer the telephone?

Thank you for calling the Little Caesars at Hollywood & Vine, my

name is Max. Would you like to try a HOT-N-READY pepperoni or

just cheese pizza for only \$5?

## 4. What is the correct way to place a customer on hold and how do you properly greet them upon returning?

A. First look to see if someone else can answer the phone.

B. Always ask permission to place a customer on hold and wait for a response.

C. Gently set the phone down on the counter.

D. When you return to the call, always thank the customer for holding.

R050977



Little Caesars®

B E V	Bottles		Fountain			Other		PRICE						
	20 oz	2 Ltr	16 oz	22 oz	32 oz									
O P T I O N A L	Sand. Deli	IT	HC	V	TK	T	H	R						
	Sand. Oven	MM	SS	PP	V	CC								
	Salads	GT	G	A	C	Dr.								
	Salads	GT	G	A	C	Dr.								
	Salads	GT	G	A	C	Dr.								
	PCB													
	Pizza Slice	C	P	<del>1</del>	Caesar Dips									
	Baby Pan	C	P	B	R	BR	G	<del>C</del>	Ch					
C O R E	<del>2</del>	<del>Crazy Bread</del>	<del>C</del>	<del>P</del>										
	<del>1</del>	<del>Crazy Sauce</del>												
		ICB												
	<del>1</del>	<del>Wings 8 pc</del>	OR	Mild	<del>Hot</del>	BBQ								
		14	O	<input type="checkbox"/>				C	T					
P	H	M	GP	O	B	IS	BF	BO	GO	PN	R	A		
													JAL	
<del>1</del>	<del>4</del>	<del>O</del>	<input type="checkbox"/>										C	T
<del>P</del>	H	M	GP	O	B	IS	BF	BO	GO	PN	R	A		
													JAL	
<del>1</del>	<del>4</del>	<del>O</del>	<input type="checkbox"/>										C	T
P	H	M	GP	O	B	IS	BF	BO	GO	PN	R	A		
													JAL	
<del>1</del>	<del>4</del>	<del>O</del>	<input checked="" type="checkbox"/>										C	T
P	<del>H</del>	M	GP	O	B	IS	BF	BO	GO	PN	R	A		
													JAL	
	$\frac{1}{2}$	M												JAL
Initials	Time Taken		Time Ready		Sub Total									
<b>SJ</b>	<b>12:10</b>		<b>12:20</b>											
NAME: <b>Phineas Roberts</b>					Tax									
Phone # <b>313-867-5309</b>					Total									
Customer's Signature:														

**Complete this guest check with the following information:**

**Order:**

- 2 Crazy Breads with extra butter & cheese
- 1 Sauce
- 1 Cheezy Dip
- 1 HNR pepperoni
- 1 HNR cheese
- 1 Specialty Deep Dish  $\frac{1}{2}$  M with GP & H on all
- 1 Caesar Wings (hot)
- 12:10 call in order
- Stephanie Joseph took order

## **5. Match the following product descriptions with their correct definitions:**

A. HOT-N-READY® Pizza

**A** A large, round pizza with sauce and cheese, or cheese and pepperoni, HOT-N-READY® out of the oven all day every day.

B. Round 14" Pizza

**P** Oven-roasted chicken wings.

C. Deep Dish Pizza

**L** Tangy tomato sauce made as a dip for Crazy Bread®.

D. Pepperoni! Pepperoni!

**F** Pizza prepared with pepperoni, Italian sausage, and bacon.

E. Cheeser! Cheeser!®

**D** Pizza with pepperoni.

F. 3 Meat Treat™

**M** 10 pieces of freshly baked Deep Dish style bread covered with a blend of melted cheeses, seasoned with garlic spread and Italian spices.

G. Ultimate Supreme™

**J** Flavored toppings that can be added to the crust of pizza.

H. Veggie! Veggie!

**E** Pizza prepared with fresh toppings and extra cheese.

I. Hawaiian! Hawaiian!

**B** Round crust pizza with all natural ingredients.

J. Crazy Crusts™

**K** Warm sticks of freshly baked bread seasoned with garlic spread and Parmesan cheese.

K. Crazy Bread®

**G** Pizza prepared with pepperoni, mushrooms, green pepper, onion, and Italian sausage.

L. Crazy Sauce®

**C** Square, thicker pizza with a crispy crust.

M. Italian Cheese Bread®

**N** One slice of our round pizza.

N. Pizza Slice

**I** Pizza prepared with ham and pineapple.

O. Caesar Dips

**H** Pizza prepared with mushroom, green pepper, onion, black olive, and tomato.

P. Caesar Wings

**O** A line of flavorful dips to create your own flavor or simply for dipping a variety of products.

## **6. Mark True or False next to the following statements:**

**F** Suggestive selling is telling customers what they should order.

**T** Customers appreciate it when you suggestively sell.

**F** Suggestive selling is difficult and takes a lot of practice.

**T** Before you suggestively sell, you must have good product knowledge.

**T** When you suggestively sell, you should sell specific products and make them sound good.

**F** When customers order fresh, hot products, a guest check is completed every time.

**7. Fill in the following Guest Check abbreviations:**

<u>P</u> Pepperoni	<u>GP</u> Green Pepper	<u>B</u> Bacon
<u>H</u> Ham	<u>O</u> Onion	<u>BF</u> Beef topping
<u>M</u> Mushroom	<u>IS</u> Italian sausage	<u>PN</u> Pineapple
<u>R</u> Hot Pepper Rings	<u>GB</u> Garlic Crazy Crust	<u>T</u> Extra Sauce
<u>TOM</u> Tomato	<u>A</u> Anchovy	<u>C</u> Extra Cheese
<u>RP</u> Red Bell Peppers	<u>CC</u> Crazy Crust	<u>CA</u> Canadian Bacon
<u>CK</u> Chicken		
<u>B</u> Extra Garlic Spread (on Crazy Bread®)		
<u>C</u> Extra Parmesan Cheese (on Crazy Bread®)		

**8. Why are times and initials necessary on the guest check?**

To monitor service times and to identify the order taker in case

there is a question about the order.

**9. Why is it important to repeat orders back to customers?**

To ensure the order is correct.

**10. Why is it important to write neatly and legibly on all orders?**

To decrease the chance of mistakes on orders.

**11. How are special orders with guest checks validated and why is it important?**

With a cash register receipt for security purposes.

# Time Management

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your Trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

**1. Fill in the time period the following activities must be completed according to the Time Management Guidelines. Choose one of the following for each:**

- |                     |  |
|---------------------|--|
| A. Pre-open         | <u>I</u> Prepare round sheetouts.  |
| B. Open For Lunch   | <u>A</u> Clean oven front.   |
| C. Post Lunch       | <u>D</u> Complete Lunch paperwork.   |
| D. 3:00 - 3:30 pm   | <u>I</u> Hourly reads.   |
| E. Pre-rush, Dinner | <u>G</u> Begin food check.   |
| F. Post-rush        | <u>H</u> "Z" out registers.  |
| G. Pre-close        | <u>C</u> Clean VCM.  |
| H. Close            | <u>C A</u> Pull Deep Dish sheetouts.   |
| I. All day          | <u>I</u> Have fresh, hot products.<br><u>E</u> Turn on additional decks if needed.<br><u>F</u> Begin Deep Dish Sheetouts.<br><u>I</u> Fill heat cabinets/HRUs with fresh, hot products according to projections.<br><u>I</u> Prepare sauced, cheesed and pepperoni pizzas and just cheese. |

**2. When should you clean the front of the oven? Why is it important to clean the oven at this time only?**

Before you turn it on in the morning. Because the oven is not hot.

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**3. The following steps are done to verify the bank during Pre-Open. Number them in the correct order (1 = completed first — 6 = completed last).**

- 5 2 people to the bank.
- 6 Staple validated deposit slip on Daily.
- 3 Complete deposit slip.
- 4 Set up registers with change (2 or more) if needed, check to see registers were Z'd out.
- 1 Verify all drops one by one.
- 2 Count out change fund and bank deposit.

**4. Name three main objectives for the Dinner Rush period?**

- A) Maintain HNR Promise    B) Communication - keep current    C) Suggestively Sell on what has been sold

**5. Match the following Pre and Post-Rush duties with the matching Priority Guideline. Place the Priority Guideline number next to the Pre/Post-Rush duty.**

- A. Serving the Customer**
- B. Completing station responsibilities.**
- C. Assisting those who are serving the customer.**
- D. Prepping and restocking**
- E. Thorough station cleaning**

- B Prepare all round sheetouts.**
- E Clean all areas in customers' view.**
- B Begin Deep Dish sheetouts.**
- D Re-stock packaging supplies.**
- B Prepare fresh, hot products for dinner.**
- B Post position chart.**
- C Help expedite order at the front counter.**
- B D Sauce & cheese station set up and Ready Racks stocked.**
- E Complete all dishes.**
- A Keep the HNR Promise.**

**6. Who is responsible for completing the DO Sheet? Closing Manager  
What time is the DO Sheet filled out? Post-rush**

**7. Complete the following sentences:**

The preps on hand column is the quantity of preps on hand when the DO Sheet is filled out.  
The preps to do column is difference between the preps needed column and  
the preps on hand column for all the preps that need to be completed.  
The preps needed column represents the total amount of each item that is needed to get through the  
next day's business and is referred to as a build to.

**8. List three Pre-Open (Open - 11:00 am) duties\*:**

A) sheetouts      B) banking      C) visually inspect store

**List three day shift (11:00 am - 4:00 pm) duties\*:**

A) serving the customer    B) make HNR pizzas    C) prep dough

**List three Pre-Close (8:00 pm - Close) duties\*:**

A) prepare for next day    B) clean/break down stations    C) dishes

**9. What is the number one priority during lunch?**

Serving the customer & keeping the HNR promise

**10. What is the number one priority during dinner?**

Serving the customer & keeping the HNR promise

\*There are many answers for each of these questions.

# Landing/Cut & Package Station

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

**1. The following are Landing/Cut & Packaging Station procedures. Place a "1" next to the Landing procedures and a "2" next to the Cut & Packaging procedures.**

- |  |  |
|--|--|
| <u>1</u> Match the pizza to the guest check.                   | <u>1</u> Review pizza for proper bake.         |
| <u>2</u> Check guest check for Crazy Crust.                    | <u>1</u> Remove pizza from the pan.            |
| <u>2</u> Place order on HRU or in Cres Cor.                    | <u>1</u> Stack pans neatly on the under-shelf. |
| <u>2</u> Mark expiration time on pizza box.                    | <u>1</u> Prepare and package Crazy Bread®.     |
| <u>1, 2</u> Rotate all HNR products for freshness.             | <u>1, 2</u> Discard any expired products.      |
| <u>2</u> Place a pizza tri-stand in the center of the pizza.   |  |
| <u>1, 2</u> Keep accurate levels by following Build-to charts. |  |

**2. Mark "True" or "False" next to the following statements:**

- |  |
|--|
| <u>F</u> Remove under-cooked pizzas from oven.   |
| <u>T</u> Pizzas are cut in the box.  |
| <u>F</u> The Telephone Station will update the Landing/Cut & Packaging Station on accuracy of service times. |
| <u>F</u> Use the landing/cutting board to place hot pans on during landing.                                  |
| <u>T</u> HOT-N-READY® pizzas are held on the HRU or in Cres Cor cabinets for 30 minutes.                     |
| <u>F</u> To maintain a proper amount of hot, fresh pizzas, we use the "DO Sheet" chart.                      |
| <u>F</u> After a HOT-N-READY® pizza has reached its expiration time, we re-use the pizza box.                |

**3. How many slices/pieces are in the following pizzas and how many cuts are necessary?**

	# Slices	# of Cuts		# of Pieces
14" Round	<u>10</u>	<u>5</u>	Crazy Bread®	<u>8</u>
Deep Dish	<u>8</u>	<u>4</u>	Caesar Wings®	<u>8</u>
ICB	<u>10</u>	<u>5</u>		

**4. The following are Quality Characteristics for Round and Deep Dish Pizzas. Place a "1" next to Round pizza characteristics, a "2" next to Deep Dish pizza characteristics, and a "3" next to characteristics of both.**

- |  |  |
|--|--|
| <u>1</u> Cheese flowing to the pizza crust.                            | <u>2</u> Inside texture is light and airy.           |
| <u>3</u> Crust is golden brown.  | <u>1</u> $\frac{3}{4}$ " even rise throughout pizza. |
| <u>2</u> Corners are high.   | <u>1</u> Crust is free of cheese and toppings.       |
| <u>2</u> 1" to $1\frac{1}{4}$ " rise throughout pizza.                 |  |
| <u>3</u> Proper amounts of cheese and toppings are evenly distributed. |  |

**5. List four possible causes of a burnt pizza:**

- |   |                                  |
|---|----------------------------------|
| A) <u>Oven temperature too high - pizzas pushed back (by Crazy Bread® or something else).</u> | B) <u>over-proofed sheetout.</u> |
| C) <u>Chain speed too slow/ oven temp wrong.</u>  | D) <u>crusty sheetout.</u>       |

**6. How long do the following products bake in the Pizza Pride® Oven (gas oven/electric)?**

Pre-bake:	<u>5½ electric/3 min. for BOFI/4½ other gas</u>	Crazy Bread®: <u>5 minutes</u>
Well done pizzas:	<u>bake time +2 mins</u>	Slices: <u>7/8 minutes*</u>
Caesar Wings:	<u>7/8 minutes*</u> <u>wings may need extra ½ pass through oven if not fully thawed</u>	ICB: <u>7 minutes*</u> * <u>gas/electric</u>

**7. Complete the following sentences:**

Apply an even coat of **Crazy Bread® spread** across the top surface of Italian Cheese Bread® and a heavy shake of **Veggie seasoning**.

Slices are held for **30** min on HRU or in Cres Cor cabinets.

Apply **Crazy Bread® spread** for Garlic Crazy Crust and **Crazy Bread® spread** and **Parmesan cheese** for Garlic and Parmesan Crazy Crust.

Cut Italian Cheese Bread® **5** times for **10** pieces.

**8. Number the following steps to prepare Crazy Bread® in the correct order (1 = completed first — 7 = completed last).**

- 6** Place the sticks on a deli wrap sheet (4 - 3 - 1).
- 4** Stir Crazy Bread® Spread and apply to each stick from end to end.
- 3** Remove sticks with spatula and place on preparation tray.
- 7** Wrap and bag the Crazy Bread®.
- 5** Sprinkle Parmesan cheese on sticks.
- 2** Remove pan from the end of the oven.
- 1** Check bread for quality.

**9. Why is a spatula used underneath the pan when removing a pizza from the oven?**

**It provides support, helps prevent the pan from dropping.**

---

---

**10. List four things for which the Landing and Packaging employees are relied upon.**

**Check product quality.**

---

**Time all HNR products.**

---

**HNR products available for customers at all times.**

---

**Coordinate and handle special orders.**

---

# Sheetout Station

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your Trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

## 1. Fill in the minimum proof times and maximum shelf lives for the following products:

	<b>Minimum</b>	<b>Maximum</b>
<b>Crazy Bread®</b>	<u>½ hr</u>	<u>1½ hrs</u>
<b>Round Sheetout</b>	<u>½ hr</u>	<u>2 hrs</u>
<b>Deep Dish Sheetout (in walk-in)</b>	<u>12 hrs</u>	<u>36 hrs</u>
<b>Deep Dish (pulled)</b>	<u>2 hrs</u>	<u>8 hrs</u>
<b>Round Dough Ball</b>	<u>12 hrs</u>	<u>48 hrs</u>
<b>ICB sheetout (pulled)</b>	<u>2 hrs</u>	<u>8 hrs</u>
<b>ICB sheetout (in walk-in)</b>	<u>12 hrs</u>	<u>36 hrs</u>

## 2. Complete the following sentences:

- Remove dough balls from the tray using a spatula to help keep round shape and remove all dough from tray.
- The sheeter machine should be set correctly so the sheetout is 1-2 inches from the side of the pan.
- To press out the dough ball, place the floured dough ball soft side up. Press down in the center of the dough ball making an X to pull dough to the edges.

**3. We use the following steps to make a Round sheetout. Number them in the correct order (1 = completed first — 8 = completed last).**

- 8 Sprinkle cornmeal into the cover pan and write the expiration time.
- 5 Slap off the excess flour and stretch.
- 2 Set out pans needed and add cornmeal.
- 3 Press out dough to achieve a soft, white edge.
- 4 Run doughball with a soft, white edge through the sheeter.
- 6 Place sheetout crust side up into pan and press out so it fits completely.
- 7 Stack sheetouts in pans according to amount of dough balls (8) on a tray.
- 1 Remove dough from walk-in.

**4. Fill in the number of sheetouts per stack for each size:**

14" Round: 8      Deep Dish: as many as can fit in stack on shelf

**5. Place a check next to the Crazy Bread® statements that are true:**

- Do not stretch the corners of the sheetout.
- Separate the individual pieces to ensure proper baking.
- Place the sheetout crust side up to cut it.
- Cut the Crazy Bread® into 10 pieces.
- Place Crazy Bread® tray in walk-in.
- Use a lightly corn-mealed Crazy Bread® cutting board when cutting Crazy Bread®.

**6. Answer True or False to the following questions:**

- F A Deep Dish pan receives 2 pumps of oil.
- T The Deep Dish sheetout is run through the sheeter in the same way as the round.
- T Do not press the sheetout to fit the pan after it has risen.
- F A Deep Dish sheetout can be used immediately.

**7. Write in five quality characteristics of a Round Sheetout.**

- a. **no holes**
- b. **no thin spots**
- c. **no wrinkles**
- d. **fits pan**
- e. **is properly proofed**

\*Many more choices — see Training Manager.

# Sauce & Cheese and Pizza Dress Stations

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your Trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

## 1. What are the keys to product consistency at the Pizza Dress Station?

- A) Follow specs    B) Use make ring    C) proper portions

## 2. Complete the following sentences:

- If a sheetout does not completely fill the pan, gently press and pull to the edge of the pan.
- When saucing a pizza, the sauce should be distributed  $\frac{1}{4}$  inch from the "make ring."
- Visually check the dressed pizza to ensure the toppings are evenly distributed, the crust is free of cheese and toppings and the correct toppings are on the pizza.
- Evenly distribute cheese around the edges of the round pizza first; to the edge of the round "make ring" or to the sides and corners of Deep Dish.

## 3. Complete the sauce and cheese amounts for a one topping pizza:

	<b>Sauce</b>	<b>Extra Sauce</b>	<b>Cheese</b>	<b>Extra Cheese</b>
14"	<u>6</u> oz.	<u>3</u> oz.	<u>8</u> oz.	<u>3</u> oz.
Deep Dish	<u>6</u> oz.	<u>3</u> oz.	<u>9</u> oz.	<u>3</u> oz.

## 4. List all the pizza toppings, indicating whether they are sprinkled or counted:

<b>Sprinkled</b>	<b>Counted</b>	
A. <u>mushrooms/fresh (M)</u>	I. <u>mild/hot peppers (R)</u>	A. <u>pepperoni (P)</u>
B. <u>onion (O)</u>	J. <u>jalapeños (Jal)</u>	B. <u>anchovies (A)</u>
C. <u>green peppers (GP)</u>	K. <u>black olives (BO)</u>	C. <u>sliced tomatoes (TOM)</u>
D. <u>Italian Sausages (IS)</u>	L. <u>chicken (CK)</u>	
E. <u>beef (BF)</u>	M. <u>green olives (GO)</u>	
F. <u>bacon (B)</u>	N. <u>Canadian bacon (CA)</u>	
G. <u>ham (H)</u>	O. <u>red peppers (RP)</u>	
H. <u>pineapple (PN)</u>		

- | <b>Sprinkled</b>                | <b>Counted</b>                 |                                 |
|---------------------------------|--------------------------------|---------------------------------|
| A. <u>mushrooms/fresh (M)</u>   | I. <u>mild/hot peppers (R)</u> | A. <u>pepperoni (P)</u>         |
| B. <u>onion (O)</u>             | J. <u>jalapeños (Jal)</u>      | B. <u>anchovies (A)</u>         |
| C. <u>green peppers (GP)</u>    | K. <u>black olives (BO)</u>    | C. <u>sliced tomatoes (TOM)</u> |
| D. <u>Italian Sausages (IS)</u> | L. <u>chicken (CK)</u>         |                                 |
| E. <u>beef (BF)</u>             | M. <u>green olives (GO)</u>    |                                 |
| F. <u>bacon (B)</u>             | N. <u>Canadian bacon (CA)</u>  |                                 |
| G. <u>ham (H)</u>               | O. <u>red peppers (RP)</u>     |                                 |
| H. <u>pineapple (PN)</u>        |                                |                                 |

**5. List six Speciality Pizzas.**

- |                               |                     |
|-------------------------------|---------------------|
| A) <u>Cheeser</u>             | D) <u>Pep! Pep!</u> |
| B) <u>Supreme/US</u>          | E) <u>Hawaiian</u>  |
| C) <u>Meatsa/3 Meat Treat</u> | F) <u>Veggie</u>    |

**6. Complete the following specifications for a one topping pizza with pepperoni:**

- A 14" pizza has 30 pepperoni.
- A Deep Dish pizza has 32 pepperoni.

**7. Answer True or False to the following questions:**

- |          |  |
|----------|--|
| <u>T</u> | A slice pizza is made with a 14" pizza.  |
| <u>T</u> | Slice pizzas are made using the standard counted topping placement.                          |
| <u>F</u> | If a sprinkled topping is requested for two of the six slices, fill the blue cup to the top. |
| <u>F</u> | Italian Cheese Bread® cannot be assembled in advance.  |
| <u>T</u> | A cheese cup should be hand filled and heaping.  |

**8. How are anchovies and sliced tomatoes distributed on a round pizza?**

---

**Like a pinwheel around the pizza**

---

**9. List four special instructions the pizza dress person would give the landing person:**

- |                             |                     |
|-----------------------------|---------------------|
| A) <u>well done/light</u>   | D) <u>anchovies</u> |
| B) <u>par bake/pre-cook</u> | E) <u>no sauce</u>  |
| C) <u>special cut</u>       | F) <u>no cheese</u> |

# Product Preparation Station

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your Trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

## 1. What are the three things bacteria need to grow?

A) Food      B) Time      C) Temperature

## 2. List three ways to keep food safe in each of the Critical Control Points.

Receiving	Storage	Preparation
A) <u>Check Temperatures</u>	B) <u>Use FIFO</u>	C) <u>Wash hands frequently.</u>
A) <u>Check for dented cans &amp; torn boxes</u>	B) <u>Discard expired product</u>	C) <u>Work with amount of food you can prepare in a short amount of time</u>
A) <u>Check for spoilage</u>	B) <u>Check Temperatures</u>	C) <u>Follow shelf-lives for all products</u>

## 3. What are the maximum shelf lives of the following products once they are prepared?

<u>7</u> Pepperoni	<u>3</u> Green Pepper	<u>5</u> Bacon	<u>2</u> Ham
<u>3</u> Onion	<u>2</u> Beef (thawed)	<u>3</u> Mushroom	<u>7</u> Pineapple
<u>5 hrs</u> Crazy Sauce®	<u>10</u> Sausage (frozen)	<u>2</u> Italian Sausage (thawed)	
<u>7</u> Caesar Wings® thawed/unopened		<u>2</u> Caesar Wings® prepped	

**4. We use the following steps to make dough. Number them in the correct order (1 = completed first — 12 = completed last).**

- 7 Add 27 lbs. of flour.
- 1 Set up the mixer with the dull blade.
- 3 Sprinkle dough mix over entire surface of the water and stir.
- 10 Remove dough from mixer and empty into an oiled, full size container.
- 8 Close the lid and mix on speed #1 for 90 seconds.
- 2 Pour 2 gallons of 60° F water into a 12 qt. Baine Marie.
- 11 Place on prep table, cut, roll, and place on dough trays.
- 9 Remove the lock pin and loosen the locking handle.
- 5 Stir the activated ingredients & pour into mixer.
- 4 Let activate for 3 - 5 minutes.
- 6 Add 18 fluid oz of vegetable oil.
- 12 Press down dough balls & place trays in the walk-in refrigerator.

**5. Fill in the missing weights and placements of dough balls.**

Tray	Weight	Dough Balls Per Tray Placement	
14" Round	<u>19</u> oz.	<u>3-2-3</u>	<u>8</u>
ICB/PCB	<u>10</u> oz.	<u>5-5-5</u>	<u>15</u>
Crazy Bread®	<u>10</u> oz.	<u>5-5-5</u>	<u>15</u>
Deep Dish	<u>23</u> oz.	<u>3-3</u>	<u>6</u>

**6. Complete the following sentences:**

- A case of cheese weighs 40 lbs.
- During pre-close/close, transfer the cheese in the retarder into a clean container.
- A prepped container of cheese has a shelf life of 2 days.
- For Parmesan cheese mix, add 8 oz of Kosher salt to 2 2.5 lb packages of fresh Parmesan.
- Prepped sauce has a minimum shelf life of 18 hrs and a maximum shelf life of 72 hrs.

**7. Answer True or False to the following questions:**

- T Canned mushroom should drain for 10 minutes.
- T Before opening and prepping canned goods, sanitize the lid and can opener.
- T The Parmesan cheese shaker should be refrigerated when not in use.
- T The shelf life for Parmesan cheese mix is 10 days refrigerated.
- F Prepped Crazy Sauce® is stored at the Landing Station.

**8. Where are precooked beef and Italian sausage stored?  
in the freezer or walk-in cooler**

---

**9. What type of liquid are hot pepper rings, pineapple, and olives kept in?  
their own brine**

---

**10. What are the four times food is in the temperature danger zone?  
receiving, storage, preparation, service**

---

**11. How much cold water is added to a batch of pizza sauce when it is prepped?  
3 liters of cold water**

---

# Dishwashing, Cleaning & Sanitation Station

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your Trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

## 1. What are the two keys to keeping a food-safe environment in a restaurant?

- A) personal hygiene      B) cleaning/sanitizing

## 2. List at least six times when you should wash your hands:

- A) before handling food      D) after eating or drinking  
B) after using rest room      E) after touching hair or clothing  
C) after sneezing or coughing F) after handling money

## 3. Match the following words with their correct definitions:

- |                              |   |
|------------------------------|---|
| A. Sanitation                | <u>4</u> Surfaces that are cleaned during ongoing food preparation. |
| B. Non-food Contact Surfaces | <u>3</u> Removing all visible food, debris, grease, and dirt.       |
| C. Cleaning                  | <u>1</u> Reducing microorganisms, such as bacteria and viruses.     |
| D. Food Contact Surfaces     | <u>2</u> Areas not specifically used to prepare or store food.      |

## 4. List four food-contact and four non-food contact surfaces:

- | <b>Food Contact Surfaces</b> | <b>Non-Food Contact Surfaces</b> |
|------------------------------|----------------------------------|
| A) <u>food prep tables</u>   | A) <u>walls</u>                  |
| B) <u>dish sink</u>          | B) <u>floors</u>                 |
| C) <u>retarders</u>          | C) <u>menu board</u>             |
| D) <u>sheeter</u>            | D) <u>bathrooms</u>              |

## 5. List four cleaning duties of the Sheeter and Prep Area:

- A) wipe out pans      B) change flour and cornmeal containers  
C) VCM      D) can opener/blade

**6. Fill in the time period the following cleaning activities must be completed according to the Daily Cleaning Checklist. Choose one of the following for each: Open & All Day, Pre-Rush, Post-Rush, Pre-Close, Close.**

- |                  |   |                  |                                  |
|------------------|---|------------------|----------------------------------|
| <b>pre-close</b> | Rotate dough, organize walk-in.                   | <b>all day</b>   | Wash all dishes.                 |
| <b>pre-close</b> | Organize administrative paperwork.                | <b>pre-open</b>  | Wipe down ovens.                 |
| <b>open</b>      | Shake out floor mat.                              | <b>pre-close</b> | Wipe out Cres Cor/HRUs.          |
| <b>pre-close</b> | Cover pizza preps in retarder.                    | <b>close</b>     | Final mop/wipe down of stations. |
| <b>pre-open</b>  | Check parking lot, sidewalks, windows, and lobby. |                  |                                  |
| <b>pre-close</b> | Sweep & mop behind retarder and landing tables.   |                  |                                  |
| <b>all day</b>   | Wipe down Telephone and Front Counter Stations.   |                  |                                  |

**7. List three cleaning duties for the Sauce & Cheese/Pizza Dress Station:**

- A) **clean under containers**
- B) **inside/out**
- C) **surrounding walls**

**8. List three cleaning duties for the Preparation Area/Back Kitchen Area:**

- A) **wipe down walls**
- B) **clean inside and out of sink area**
- C) **organize dishes**

**9. List three cleaning duties for the Sheeter Station:**

- A) **wipe down outside of sheeter**
- B) **clean and wipe down tables**
- C) **organize and wipe out pans**

**10. List three cleaning duties of the lobby area:**

- A) **windows**
- B) **trash cans**
- C) **thresholds & door handles**

# Shift Coordinator

Use the following information to complete the Position Chart on the following page.

It's 3:00 pm on Friday. Dinner rush usually begins at 5:00 pm and lasts until about 8:00 pm. The following employees are scheduled:

<b>Employee</b>	<b>Position</b>	<b>Schedule</b>	<b>Skill Level</b>
Lynne	Manager	3:00 pm - Close	Experienced at all stations.
Connie	Co-Manager	Noon - 8:00 pm	Experienced at all stations.
Bob	Asst. Manager	4:00 - 9:00 pm	Experienced at all stations.
Jessica	Assistant	5:00 - 10:00 pm	Experienced at all stations.
Tina	Crew	5:00 - Close	Experienced at all stations.
Kenny	Crew	3 pm - 7 pm	Experienced at all stations.
Monica	Crew	3 pm - 8 pm	Trained at all stations.
Martin	Crew	5:00 - 9:00 pm	Trained at all stations, not very experienced at Front Counter/Greeter.
Cory	Crew	6:00 - 9:00 pm	Newest employee. Trained at Pizza Dress, Sheetout Station and Prep Station.
Steve	Crew	5:00 - 8:30 pm	New employee. Experienced at Landing, Pizza Dress and Sauce & Cheese Stations.



# Little Caesars®

## Position Chart

Day/Date Friday / 11th Sales Yes

Shaker Boarder
Martin

Shift Coordinator
Lynne
Connie
Expeditor
Lynne
Connie

Greeters
#1 Monica
#2 Jessica
#3
#4

Landing
Tina
Connie

Cut and Package
Steve
Connie
Jessica

Drive Thru
n/a

Pizza Dress
Kenny
Cory

Sheetouts
Bob
Cory

Dough and Prep
Steve

Sub and Salad
n/a

Dish Washing
Martin (after 8pm)

Telephones
Connie
Bob
Lynne

Focus Of The Day

# Shakerboarder

**Directions:** Please answer the following questions.

**1. What are the recommended times for shakerboarding?**

11-1

3-8

All day if possible.

**2. List four safety precautions we must practice when shakerboarding:**

- A. Stay on the sidewalk or at least 5 feet away from road.
- B. Never wear headphones.
- C. Always wear safety vest.
- D. Never obstruct your view of the road.

**3. Answer True or False to the following questions:**

F Anyone can shakerboard.

F Shakerboard in median for better visibility.

F Stand on a box, chair or rock so everyone can see you!

T Shakerboarding while smoking or talking on a cell phone is not allowed.

T You can shakerboard during the twilight hours but only in well-lit areas.

**4. List three approved ways to attract customers while shakerboarding:**

- A. Smile & make eye contact.
- B. Shake & move board.
- C. Walk around & dance.

# Safety and Security

**Directions:** Answer the following questions without looking back through the section material. When you complete all the questions, review the answers with your Trainer. If you answered a question incorrectly, discuss it with your Trainer and refer to the page number listed in the answer key.

## 1. Answer True or False to the following questions:

- T No one under the age of 18 is allowed to operate or clean any part of the Sheeter.
- F Clean up spills when you have time.
- T When lifting, bend your knees and keep your back straight.
- T No one under the age of 18 is allowed to operate or clean any part of the V.C.M.
- T Knives are the main cause of cuts in the restaurant.
- T A tomato on the floor as is much of a hazard as a spilled oil.
- F Light bulbs should be changed as soon as you notice they are out.
- F A minor can be left in the store alone only during banking.
- T It is the Manager's responsibility to train employees on Right To Know.

## 2. List four things you need to do so slips and falls can be avoided:

- A. Wear durable shoes with good traction.
- B. Warn customers and other employees immediately about any spills.
- C. Clean up spills immediately.
- D. Use a wet floor sign.

## 3. Complete the following sentences:

Watch for hot spots on the Landing Station table or areas of the table where hot pans have been placed.

If something is too heavy or awkward to carry, make sure you get help.

When removing Crazy Bread trays from the oven, use oven mitts.

Do not touch or try to remove pizzas from the oven before they have exited.

Glass containers or bottles are never allowed in the restaurant.

## 4. What are examples of some incidents that may occur at or on the property of LC?

Burns, slip and fall, cuts, robbery, etc.

## **5. What are three ways to avoid cuts in a restaurant?**

- A. **Paying attention to what you are doing.**
- B. **Hold knives by the handle.**
- C. **Always cut round objects such as tomatoes in half first .**
- D. **Carry sharp objects so the blade faces towards the ground.**
- E. **Never try to catch a sharp tool while it is falling.**
- F. **Always use the right tool for the right job.**
- G. **Store sharp tools in a loose bin.**
- H. **No dirty knives in the sink!**

## **6. Complete the following sentences:**

- A. Count the change fund before **open** and record the amount on the **Daily Cash Summary**.
- B. All excess cash should be removed from the **register** and dropped into the **time delay compartment** of the safe.
- C. Record the change fund at **open** and at the **time of a register check** and record the amount on the **change fund** section on the front of the **Daily Cash Summary**.
- D. The back door of the restaurant should not be opened after **dark** or before **banking** is **completed**.
- E. Never leave the safe **open** or **unlocked**.
- F. All sales must be transacted on the **register**.
- G. Box counts are completed **three** times a day.

## **7. List the six things the person making a cash drop should record:**

- A. **The color and number of envelope**.
- B. **The cash amount of the drop**.
- C. **The time of the drop**.
- D. **Initials**.
- E. **Cumulative drop amount**.

## **8. Answer True or False to the following questions:**

- F** At closing, keep all cash drawers closed.
- F** It is acceptable to stop at the store on the way to the bank.
- T** Turn off the register and remove the key while the register is unattended.
- F** Deposits can be taken to the bank during hours of darkness if two people go.
- T** Notify the Area Supervisor if there is a discrepancy of \$10 or more.

**9. List the five times when are register checks performed:**

- A. **open** \_\_\_\_\_.
- B. **3 pm** \_\_\_\_\_.
- C. **shift change** \_\_\_\_\_.
- D. **8 pm** \_\_\_\_\_.
- E. **close** \_\_\_\_\_.

**10. The following steps are done to perform a register check. Number them in the correct order (1 = completed first — 6 = completed last).**

- 4** Compare figure with the amount of gross sales recorded on the register.
- 2** Count all money in the restaurant including drops.
- 5** Record difference between corrected sales and cash on hand on front of Daily.
- 3** Subtract the change fund amount from the register amount and drops counted.
- 6** Initial the + / - figure, record the time of the register check.
- 1** Take a register read.

**11. List five things that would be considered manipulation of corporate funds:**

- A. Writing personal checks to cover bank deposit amounts or any portion thereof.**
- B. Placing I.O.U.s in a cash register or the safe.**
- C. Holding checks beyond the date received.**
- D. "Borrowing" from the change fund or cash register.**
- E. Intentional under, over, or not ringing of sales (no sales) on the cash register for any reason, including covering up for existing shortages.**
- F. Attempting to conceal cash shortages by intentionally altering amounts shown on store paperwork.**
- G. "Borrowing" or sale of any product or equipment for personal gain.**
- H. Attempting to conceal inventory shortages by intentionally altering inventory quantities or amounts on store paperwork.**
- I. Short changing customers.**
- J. Recording payouts, but not transacting them until the following day or later.**
- K. Aiding or abetting in the loss of cash or assets.**
- L. Trading Little Caesars products for other goods or services.**
- M. Cashing personal or payroll checks for Little Caesars employees.**
- N. Processing customer credit cards without the customer present.**
- O. Manipulating pizza box waste lids and pizza box counts to conceal any shortages.**
- P. Failure to report any cash or product overage.**
- Q. Creating or maintaining any unauthorized petty cash fund.**

# Daily and Weekending Paperwork



## Little Caesars® Pizza DAILY CASH SUMMARY

REGISTER 1				REGISTER 2				REGISTER 3/PICK-UP WINDOW				
G.T. END	<b>7705.21</b>			G.T. END	<b>15,233.32</b>			G.T. END	<b>156,862.33</b>			
G.T. BEGIN (-)	6678.75			G.T. BEGIN (-)	14,404.56			G.T. BEGIN (-)	15,5956.81			
=TOTAL GROSS	<b>1026.46</b>			=TOTAL GROSS	<b>828.76</b>			=TOTAL GROSS	<b>905.52</b>			
REG TOTALS	(-) OVER RINGS	= CORR. TOTAL		REG TOTALS	(-) OVER RINGS	= CORR. TOTAL		REG TOTALS	(-) OVER RINGS	= CORR. TOTAL		
NET SALES	<b>948.24</b>	<b>19.78</b>	<b>928.46</b>	NET SALES	<b>765.60</b>	<b>7.29</b>	<b>758.31</b>	NET SALES	<b>836.51</b>	<b>0</b>	<b>836.51</b>	
TAX	<b>78.22</b>	<b>1.63</b>	<b>76.59</b>	TAX	<b>63.16</b>	<b>.60</b>	<b>62.56</b>	TAX	<b>69.01</b>	<b>0</b>	<b>69.01</b>	
GROSS SALES	<b>1026.46</b>	<b>21.41</b>	<b>1005.05</b>	GROSS SALES	<b>828.76</b>	<b>7.89</b>	<b>820.87</b>	GROSS SALES	<b>905.52</b>	<b>0</b>	<b>905.52</b>	
REGISTER CHECKS (5 PER REGISTER)												
REGISTER 1						REGISTER 2						
TIME	10:00	3:00	5:00	8:00	close	10:00	3:00	5:00	8:00	close		
CASHIER INITIALS	LS	LS	LS	JC	JC	RO	RO	RO	SL	SL		
READ	0	371.07	518.22	924.35	1026.46	0	110.42	466.12	664.77	828.76		
- OR/REFUNDS	0	12.87	12.87	21.41	21.41	0	0	0	0	7.89		
- PAYOUTS	0	0	0	0	0	0	11.62	11.62	11.62	11.62		
- MC/VISA	0	100.14	120.64	120.04	185.31	0	24.89	35.32	35.32	35.32		
= TOTAL	0	258.06	384.71	782.90	819.74	0	73.91	419.18	617.83	773.93		
TOTAL DROPS	0	240	360	780	810	0	60	380	600	760		
+ DRAWER	50	68.06	74.71	52.85	59.69	50	63.91	89.01	67.66	63.76		
- BEG. DRAWER	50	50	50	50	50	50	50	50	50	50		
= TOTAL	0	258.06	384.71	782.85	819.69	0	73.91	419.01	617.66	773.76		
CASH +/-	0	0	0	-.05	-.05	0	0	+.17	-.17	-.17		
CHANGE FUND ACCESS/UNACCESS	700	0	700	0	500	200	300	400	100	600		
CHANGE FUND TOTAL	700	700	700	700	700	700	700	700	700	700		
OVERRINGS FOR REGISTERS												
REGISTER 1	PRODUCT	TOTAL NET	TAX	REFUND	OVER RING	TICKET #	CASHIER INITIALS	MGR INITIALS	DEPOSIT SUMMARY			
	pizza	11.89	.98		12.87	523514	LS	MA	*ENCLOSE DEPOSIT RECEIPT*			
	pizza	7.89	.65		8.54	523586	SC	MA	50X 5 =	<b>250.00</b>		
									20.00 X 93 =	<b>1860.00</b>		
									10.00 X 23 =	<b>230.00</b>		
REGISTER 2	pizza	7.29	.60		7.89	523562	RO	MA	5.00 X 3 =	<b>15.00</b>		
									1.00 X 39 =	<b>39.00</b>		
									TOTAL CASH	<b>\$ 2394.00</b>		
									TOTAL CHECKS	\$ 9.96		
									GIFT CERTIFICATE	\$ 0.00		
REGISTER 3	PAYOUTS (Enclose P.O. Receipt & All Tax Exempt Certificates)											
	ITEM DESCRIPTION	ACCT#			AMOUNT							
	1. produce	55555			\$ 11.62							
	2.				\$							
	3.				\$							
4.				\$								
TOTAL DEPOSIT \$ 2403.96												
STORE# 55555												
DAY/DATE 4-27-06												
MANAGER Name												
SUPERVISOR Name												
PIZZA <b>2148.73</b>												
BREAD 149.00												
WINGS 175.00												
BEV 34.53												
SALAD 0												
SANDWICHES 0												
OTHER FOOD 16.02												
NON-TAXABLE 0												
NON-FOOD 0												
TOTAL NET <b>2523.28</b>												
(+) CORRECTED TAX <b>208.16</b>												
(=) GROSS SALES <b>2731.44</b>												
(-) PAYOUTS <b>11.62</b>												
(-) MC/VISA <b>315.64</b>												
(-) AMEX 0												
(=) SUBTOTAL <b>2404.18</b>												
TOTAL DEPOSIT <b>2403.96</b>												
CASH +/- <b>-.22</b>												
CHANGE FUND ORDER												
CONF.# \$AMT.												
GUEST CHECK - CHECK OUT												
STARTING # ENDING # TICKETS USED												
523501 523549 <b>49</b>												
523558 523570 <b>13</b>												
TOTAL TICKETS USED <b>62</b>												
TOTAL ACCOUNTED FOR <b>62</b>												
TICKET # OF ADVANCE ORDERS												



W/E Date: \_\_\_\_\_

Store # \_\_\_\_\_ Mgr. \_\_\_\_\_

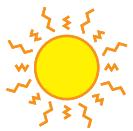
Supervisor \_\_\_\_\_

## Weekly Sales Summary

Sales/Labor	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Weekly Total
1 Daily Sales	2523.28							
2 Sales WTD	2523.28							
3 Drive Thru Sales	836.51							
4 Lunch \$	625.38							
5 School Lunch \$	0							
6 Customer Count	321							
7 Ticket Average	7.86							
8 Actual Labor Hours								
9 Vacation Hours								
10 Labor \$								
11 Labor \$ WTD								
12 Actual Labor %								
13 Labor % WTD								
14 Cash \$\$ +/-	-22							
15 14 HNR Pepperoni	296							
16 15 HNR Cheese	20							
17 16 Other One Topping	29							
18 17 Deep Dish	25							
19 18 Extra Topping	57							
20 Slice								
21 Baby Pan	22							
22 ICB	44							
23 Crazy Combo	146							
24 Crazy Bread	26							
25 Crazy Sauce	35							
26 Caesar Wings								
27 Garden Salad								
28 Greek Salad	21							
29 Antipasto Salad								
30 12 Oz. Cans								
31 20 Oz. Fountain								
32 32 Oz. Fountain	6							
33 20 Oz. Bottle								
34 2 Liter Bottle								
35 Sandwiches								
36 \$8.99 Create Fav.								
37 School Lunch Pies								
38 Emp. Disc. HNR	3							
39 Emp. Disc. Bread	6							
40 Caesar Dips	18							
41 Ranch Packet								
42 Slice Alt. Price								
43 ICB Alt.price								
44 HNR Waste								
45 Crazy Bread Waste								
46 Caesar Wing Waste								
47 Pep. Cheese Bread								
48 Ultimate Supreme								
49 HNR Sausage								
50 3 Meat Treat							\$	%
51 Total Food \$/%								
52 Total paper \$/%								
53 Total F+P+L \$/ %								



Weather: Hi \_\_\_\_\_ Lo \_\_\_\_\_



Tuesday, April 27

Period 6

Week 1

	11-12	12-1	1-2	2-3	3-4	4-5	5-6	6-7	7-8	8-9	9-10	10-11	11-12
Register 1	104	88	135	16	23	113	202	154	90	11	13		
Register 2		14	12	84	201	146	93	50	65	25	76		
Register 3		55	53	65	104	165	102	115	133	45			
Register 4													
Register 5													
(-) Overrings									-12	-8	-7		
Total	104	157	200	165	328	424	397	319	276	73	82		

Shift Highlights: \_\_\_\_\_

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**WEEK 1**

 OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY 

GIVEN NAME			Norrin Radd			Emp 1250		
STORE NO.			STREET			WEEKENDING		
HOURS	MEALS	MGRS. INITIALS						
10:00		MA	TUESDAY	IN	9:75			
				OUT	19:75			
				IN				
				OUT				
8:50		MA	WEDNESDAY	IN	14:00			
				OUT	22:50			
				IN				
				OUT				
11:00		MA	THURSDAY	IN	9:75			
				OUT	20:75			
				IN				
				OUT				
11:00		MA	FRIDAY	IN	9:75			
				OUT	20:75			
				IN				
				OUT				
			SATURDAY	IN				
				OUT				
				IN				
				OUT				
			SUNDAY	IN				
				OUT				
				IN				
				OUT				
9:50		MA	MONDAY	IN				
				OUT				
				IN	14:00			
				OUT	23:50			
50:00	MA		TOTAL HOURS AND MEALS					

**WEEK 1**

 OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY 

GIVEN NAME			May Parker			Emp 1251		
STORE NO.			STREET			WEEKENDING		
HOURS	MEALS	MGRS. INITIALS						
13:00		MA	TUESDAY	IN				
				OUT				
				IN				
				OUT				
8:50		MA	WEDNESDAY	IN	9:75			
				OUT	22:50			
				IN				
				OUT				
10:00		MA	THURSDAY	IN				
				OUT				
				IN				
				OUT				
8:50		MA	FRIDAY	IN				
				OUT				
				IN	16:00			
				OUT	0:50			
8:50		MA	SATURDAY	IN				
				OUT				
				IN	10:00			
				OUT	20:00			
40:00		MA	SUNDAY	IN				
				OUT				
				IN	15:00			
				OUT	23:50			
TOTAL HOURS AND MEALS			TOTAL HOURS AND MEALS					

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY   
 Asst.

GIVEN NAME Lotsa Cheese Emp 1234

7538 6/20/06

STORE NO. STREET WEEKENDING

HOURS	MEALS	MGRS. INITIALS	TUESDAY	IN	16:25
6:00		MA	OUT		
			IN		
			OUT		22:25
			IN		
			OUT		
			IN		
			OUT		
8:00		MA	THURSDAY	IN	15:00
			OUT		23:00
			IN		
			OUT		
			IN		
			OUT		
			IN		
			OUT		
6:50		MA	SATURDAY	IN	18:00
			OUT		24:50
			IN		
			OUT		
			IN		
			OUT		
			IN		
			OUT		
9:00		MA	MONDAY	IN	9:50
			OUT		18:50
			IN		
			OUT		
29:50	MA		TOTAL HOURS AND MEALS		

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY   
 Asst.

GIVEN NAME Hamand Salami Emp 1235

7538 6/20/06

STORE NO. STREET WEEKENDING

HOURS	MEALS	MGRS. INITIALS	TUESDAY	IN	11:00
3:00		MA	OUT		14:00
			IN		
			OUT		
			IN		
			OUT		
			IN		
			OUT		
			IN		
			OUT		
			IN		
			OUT		
			IN		
			OUT		
			IN		
			OUT		
8:00		MA	FRIDAY	IN	10:00
			OUT		18:00
			IN		
			OUT		
			IN		
			OUT		
			IN		
			OUT		
9:50		MA	SATURDAY	IN	11:00
			OUT		20:50
			IN		
			OUT		
			IN		
			OUT		
			IN		
			OUT		
20:50	MA		TOTAL HOURS AND MEALS		

## WEEK 1

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN NAME			Roma Tomato	Emp 1236
7538			6/20/06	
STORE NO.	STREET		WEEKENDING	
HOURS	MEALS	MGRS. INITIALS		
			TUESDAY	
2:00		MA	IN	16:50
			OUT	18:50
			IN	
			OUT	
			TUESDAY	
3:00		MA	IN	17:75
			OUT	20:75
			IN	
			OUT	
			THURSDAY	
3:00		MA	IN	17:00
			OUT	20:00
			IN	
			OUT	
			FRIDAY	
6:50		MA	IN	18:00
			OUT	24:50
			IN	
			OUT	
			SATURDAY	
			IN	
			OUT	
			IN	
			OUT	
			SUNDAY	
			IN	
			OUT	
			IN	
			OUT	
			MONDAY	
14:50	MA		TOTAL HOURS AND MEALS	

## WEEK 1

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN NAME			Marcia Room	Emp 1237
7538			6/20/06	
STORE NO.	STREET		WEEKENDING	
HOURS	MEALS	MGRS. INITIALS		
			TUESDAY	
			IN	
			OUT	
			IN	
			OUT	
			WEDNESDAY	
			IN	
			OUT	
			IN	
			OUT	
			THURSDAY	
4:00		MA	IN	17:00
			OUT	21:00
			IN	
			OUT	
			FRIDAY	
3:50		MA	IN	17:50
			OUT	21:00
			IN	
			OUT	
			SATURDAY	
3:50		MA	IN	17:00
			OUT	20:50
			IN	
			OUT	
			SUNDAY	
2:00		MA	IN	17:00
			OUT	19:00
			IN	
			OUT	
			MONDAY	
13:00	MA		TOTAL HOURS AND MEALS	

## WEEK 1

OFC   
SUPR   
MGR   
CO-MGR   
TRAINEE   
HRLY

GIVEN NAME Peter Ronin Emp 1238  
\_\_\_\_\_  
\_\_\_\_\_  
7538 6/20/06

STORE NO.		STREET		WEEKENDING	
HOURS	MEALS	MGRS. INITIALS			
3:75		MA	TUESDAY	IN	
				OUT	
			IN		17:25
			OUT		21:00
			WEDNESDAY	IN	
				OUT	
			IN		
			OUT		
			THURSDAY	IN	
				OUT	
5:10		MA	FRIDAY	IN	
				OUT	
			IN		16:00
			OUT		21:10
			SATURDAY	IN	
				OUT	
			IN		
			OUT		
			SUNDAY	IN	
				OUT	
13:00		MA		IN	12:00
				OUT	1:00
			IN		
			OUT		
			MONDAY	IN	
				OUT	
			IN		15:15
			OUT		20:00
			IN		
			OUT		
26:70		MA	TOTAL HOURS AND MEALS		

## WEEK 1

OFC   
SUPR   
MGR   
CO-MGR   
TRAINEE   
HRLY

GIVEN NAME Shanti Jeter Emp 1239  
7538 6/20/06

STORE NO.		STREET		WEEKENDING	
HOURS	MEALS	MGRS. INITIALS			
			TUESDAY	IN	
				OUT	
				IN	
				OUT	
			WEDNESDAY	IN	
				OUT	
		MA		IN	16:15
5:35				OUT	21:50
			THURSDAY	IN	
				OUT	
		MA		IN	16:50
4:50				OUT	21:00
			FRIDAY	IN	
				OUT	
		MA		IN	16:15
4:70				OUT	20:85
			SATURDAY	IN	
				OUT	
		MA		IN	12:25
3:35				OUT	15:60
			SUNDAY	IN	
				OUT	
			MONDAY	IN	
				OUT	
				IN	
				OUT	
				IN	
				OUT	
17:90		MA	TOTAL HOURS AND MEALS		

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN NAME			Preston Cutter	Emp 1240
STORE NO.			STREET	6/20/06
HOURS	MEALS	MGRS. INITIALS		WEEKENDING
			TUESDAY	
			IN	
			OUT	
			IN	
			OUT	
			IN	
			OUT	
			IN	10:00
			OUT	14:70
4:70		MA	WEDNESDAY	
			IN	
			OUT	
			IN	16:16
			OUT	21:50
5:34		MA	THURSDAY	
			IN	10:00
			OUT	16:50
			IN	
			OUT	
6:50		MA	FRIDAY	
			IN	14:25
			OUT	19:00
			IN	
			OUT	
4:75		MA	SATURDAY	
			IN	14:25
			OUT	19:50
			IN	
			OUT	
5:25			SUNDAY	
			IN	
			OUT	
			IN	14:25
			OUT	19:50
			IN	
			OUT	
26:54			MONDAY	
			IN	
			OUT	
			IN	
			OUT	
			TOTAL HOURS AND MEALS	

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN NAME			Olivia Bright	Emp 1241
STORE NO.			STREET	6/20/06
HOURS	MEALS	MGRS. INITIALS		WEEKENDING
			TUESDAY	
			IN	
			OUT	
			IN	17:15
			OUT	21:00
			IN	
			OUT	
			IN	
			OUT	
3:85		MA	WEDNESDAY	
			IN	
			OUT	
			IN	16:50
			OUT	21:10
			IN	
			OUT	
4:60		MA	THURSDAY	
			IN	
			OUT	
			IN	18:00
			OUT	21:50
			IN	
			OUT	
3:50		MA	FRIDAY	
			IN	
			OUT	
			IN	16:15
			OUT	21:50
			IN	
			OUT	
5:35		MA	SATURDAY	
			IN	
			OUT	
			IN	
			OUT	
			IN	
			OUT	
			IN	
			OUT	
			IN	
			OUT	
17:30		MA	SUNDAY	
			IN	
			OUT	
			IN	
			OUT	
			TOTAL HOURS AND MEALS	

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN NAME Veronica Waters Emp 1242  
 STORE NO. 7538 STREET 6/20/06

WEEKENDING

HOURS	MEALS	MGRS. INITIALS	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY
4:00		MA	IN						
			OUT						
			IN	16:50					
			OUT	20:50					
			IN						
			OUT						
			IN		16:50				
			OUT	21:00					
			IN						
			OUT						
4:50		MA	IN	16:50					
			OUT	21:00					
			IN						
			OUT						
			IN						
			OUT						
			IN						
			OUT						
			IN						
			OUT						
			IN						
			OUT						
			IN						
			OUT						
4:00		MA	IN	17:50					
			OUT	21:50					
			IN						
			OUT						
			IN						
			OUT						
			IN						
			OUT						
			IN						
			OUT						
			IN						
			OUT						
3:50		MA	IN	17:50					
			OUT	21:00					
			IN						
			OUT						
16:00		MA	TOTAL HOURS AND MEALS						

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN NAME Nancy Seller Emp 1243  
 STORE NO. 7538 STREET 6/20/06

WEEKENDING

HOURS	MEALS	MGRS. INITIALS	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY
			IN						
			OUT						
			IN	16:50					
			OUT	20:50					
			IN						
			OUT						
			IN		16:50				
			OUT	21:00					
			IN	16:50	21:00				
			OUT	21:10					
4:60		MA	IN						
			OUT						
			IN	16:50					
			OUT	21:10					
4:50		MA	IN						
			OUT						
			IN	18:50					
			OUT	23:00					
6:50		MA	IN						
			OUT						
			IN	17:50					
			OUT	24:00					
			IN						
			OUT						
			IN						
			OUT						
5:50		MA	IN						
			OUT						
			IN	16:50					
			OUT	22:00					
21:10		MA	TOTAL HOURS AND MEALS						

**WEEK 1**

 OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY 

GIVEN NAME	Louise Sheeter		Emp 1244
7538	6/20/06		
STORE NO.	STREET	WEEKENDING	
HOURS	MEALS	MGRS. INITIALS	
			TUESDAY
			IN
			OUT
			IN
			OUT
			TUESDAY
			IN
			OUT
			IN
			OUT
			THURSDAY
			IN
			OUT
			IN
			OUT
			FRIDAY
4:25		MA	IN
			OUT
			IN 17:25
			OUT 21:50
			SATURDAY
5:75		MA	IN
			OUT
			IN 16:25
			OUT 22:00
			SUNDAY
			IN
			OUT
			IN
			OUT
			MONDAY
10:00		MA	TOTAL HOURS AND MEALS

**WEEK 1**

 OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY 

GIVEN NAME	Otto Octavius		Emp 1245
7538	6/20/06		
STORE NO.	STREET	WEEKENDING	
HOURS	MEALS	MGRS. INITIALS	
			TUESDAY
4:00		MA	IN
			OUT
			IN 18:50
			OUT 22:50
			WEDNESDAY
4:25		MA	IN
			OUT
			IN 17:00
			OUT 21:25
			THURSDAY
			IN
			OUT
			IN
			OUT
			FRIDAY
3:50		MA	IN
			OUT
			IN 18:00
			OUT 21:50
			SATURDAY
5:50		MA	IN
			OUT
			IN 16:25
			OUT 21:75
			SUNDAY
			IN
			OUT
			IN
			OUT
			MONDAY
17:25		MA	TOTAL HOURS AND MEALS

**WEEK 1**

 OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY 

GIVEN NAME			Kurt Connors	Emp 1246
STORE NO.			7538	6/20/06
STREET				WEEKENDING
HOURS	MEALS	MGRS. INITIALS		
			TUESDAY	IN OUT IN OUT IN OUT IN OUT 16:75 OUT 20:75
4:00		MA	WEDNESDAY	IN OUT IN OUT IN OUT IN OUT IN OUT 16:75 OUT 20:75
			THURSDAY	IN OUT IN OUT IN OUT IN OUT IN OUT
4:75		MA	FRIDAY	IN OUT IN OUT IN OUT IN OUT 15:25 OUT 20:00
4:50		MA	SATURDAY	IN OUT IN OUT IN OUT IN OUT 10:00 OUT 14:50
			SUNDAY	IN OUT IN OUT IN OUT IN OUT
5:25			MONDAY	IN OUT IN OUT IN OUT 15:25 OUT 20:50
18:50	MA		TOTAL HOURS AND MEALS	

**WEEK 1**

 OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY 

GIVEN NAME			Pree Way	Emp 1247
STORE NO.			7538	6/20/06
STREET				WEEKENDING
HOURS	MEALS	MGRS. INITIALS		
			TUESDAY	IN OUT IN OUT IN OUT IN OUT 17:00 OUT 19:00
2:00		MA	WEDNESDAY	IN OUT IN OUT IN OUT IN OUT 11:00 OUT 13:00
			THURSDAY	IN OUT IN OUT IN OUT IN OUT
3:50		MA	FRIDAY	IN OUT IN OUT IN OUT 16:75 OUT 20:25
4:00		MA	SATURDAY	IN OUT IN OUT IN OUT 17:50 OUT 21:50
			SUNDAY	IN OUT IN OUT IN OUT
			MONDAY	IN OUT IN OUT IN OUT
11:50	MA		TOTAL HOURS AND MEALS	

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN NAME			Ann Chovy			Emp 1248		
STORE NO.			STREET			WEEKENDING		
HOURS	MEALS	MGRS. INITIALS						
3:00		MA	TUESDAY	IN	17:25			
				OUT	20:25			
				IN				
				OUT				
2:00		MA	WEDNESDAY	IN	16:75			
				OUT	18:75			
				IN				
				OUT				
4:00			THURSDAY	IN	10:00			
				OUT	14:00			
				IN				
				OUT				
			FRIDAY	IN				
				OUT				
				IN				
				OUT				
			SATURDAY	IN				
				OUT				
				IN				
				OUT				
2:00		MA	SUNDAY	IN	11:00			
				OUT	13:00			
				IN				
				OUT				
2:00		MA	MONDAY	IN	11:00			
				OUT	13:00			
				IN				
				OUT				
13:00		MA	TOTAL HOURS AND MEALS					

**WEEK 1**

OFC   
 SUPR   
 MGR   
 CO-MGR   
 TRAINEE   
 HRLY

GIVEN NAME			On Yon			Emp 1249		
STORE NO.			STREET			WEEKENDING		
HOURS	MEALS	MGRS. INITIALS						
3:00		MA	TUESDAY	IN	18:00			
				OUT	21:00			
				IN				
				OUT				
			WEDNESDAY	IN				
				OUT				
				IN				
				OUT				
3:00		MA	THURSDAY	IN	12:00			
				OUT	15:00			
				IN				
				OUT				
3:00		MA	FRIDAY	IN	17:00			
				OUT	20:00			
				IN				
				OUT				
5:00			SATURDAY	IN	12:00			
				OUT	17:00			
				IN				
				OUT				
3:00		MA	SUNDAY	IN	9:50			
				OUT	12:50			
				IN				
				OUT				
17:00		MA	TOTAL HOURS AND MEALS					

## DAILY PAYROLL SUMMARY

\*\*\*\*Follow wage and labor hours specific to your state \*\*\*\*

Total Net Sales	\$1612
Total Labor Hours Used	46.80
Total Labor Dollar Used	\$359.49
Total Labor % (labor dollar ÷ net sales × 100)	22.30%
\$PMH (Net sales ÷ labor hours used)	\$34.44

# WEEKLY PAYROLL SUMMARY

Manager: Norrin Radd  
 Store #: 7538

Week Ending Date: 6/20/2006  
 Location: Montcalm & Witherall

EMPLOYEES	REGULAR			OVERTIME			GROSS
	HOURS	WAGE	PAY	HOURS	WAGE	PAY	
May Parker	40.00	9.00	360.00				360.00
Pree Way	11.50	7.00	80.50				80.50
Lotsa Cheese	29.50	7.90	233.05				233.05
Hammand Salami	20.50	7.90	161.95				161.95
Roma Tomato	14.50	5.75	83.38				83.38
Marcia Room	13.00	7.90	102.70				102.70
Shanti Jeter	17.90	6.00	107.40				107.40
Preston Cutter	26.54	6.00	159.24				159.24
Olivia Bright	17.30	6.42	111.07				111.07
Veronica Walters	16.00	6.40	102.40				102.40
Nancy Seller	21.10	6.00	126.60				126.60
Louise Shetter	10.00	6.00	60.00				60.00
Otto Octavius	17.25	5.75	99.19				99.19
Kurt Conners	18.50	5.50	101.75				101.75
Ann Chovy	13.00	5.50	71.50				71.50
On Yon	17.00	5.50	93.50				93.50
Peter Ronin	26.70	9.00	240.30				240.30
Mark Spitz (NEW)							
John Navor (NEW)							

Total Hours: 330.29      Total Gross: \$2294.53

SALARIED	TITLE	HOURS	SALARY
1. <u>Norrin Radd</u>	<u>Manager</u>	<u>50</u>	<u>\$550.00</u>
2. _____	_____	_____	_____
Total Hours:	50		Total Salary: <u>\$550.00</u>

Weekly Net Sales: \$14,440  
 Total Gross: \$2,844.53  
 Grand Total Hours: 380.29  
 Charted Hours: 375

Labor %: 19.70%  
 \$PMH: \$37.97  
 Hrs +/-: +5.29  
 Comments: 2 new employees - no hours

# Food Ordering

Answer the following questions based on the following information.

## 1. Determine average weekly usage for 14" boxes.

Week #1 - 45.78

Week #2 - 46.41

Week #3 - 46.83

Week #4 - 55.55

**48.64 or 49 cases** is the average weekly usage.

## 2. Determine order period and lag-time.

Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri
1 <sup>st</sup> order placed		1 <sup>st</sup> order delivered	X				2 <sup>nd</sup> order placed		2 <sup>nd</sup> order delivered	X

**Order Period 10 days**

**Lag Time 3 days**

Average Weekly Sales \$16,800.

## 3. Determine Order Period Multiplier (OPM).

Lag time sales:

1,925 Tuesday's Average Sales

1,980 Wednesday's Average Sales

+ 2,205 Thursday's Average Sales

**6,110** Total Lagtime Sales

**+16,800** Total Weekly Sales

**22,910** Order Period Volume (OPV)

Divide OPV by Average Weekly Sales to calculate OPM

**1.36** Order Period Multiplier (OPM)

## 4. What would your OPM be if a 15% safety margin was added? 1.56

## 5. What is your Build-to for 14" boxes? 75.87 or 76 bales

**6. What are three things you can do to make the inventory processes as quick and accurate as possible?**

- A. Open one package at a time
- B. Keep restaurant organized
- C. Bundle packaging quantities into smaller bundles

**7. According to the Nightly Closing Build-to Chart, the core menu products listed are prepared today for tomorrow.**

**8. What are the five steps to obtaining an Ending Inventory:**

- A. Count full cases
- B. Count loose portions
- C. Convert preps into full cases
- D. Add together all inventory for a total of that item
- E. Record this number as your Ending Inventory

**9. Choose True or False for the following statements:**

- T Shelf life is important when considering product projections.
- F Once you are out of training, you don't need to use projection charts.
- F Food order Build-tos are updated annually.
- T Master Build-tos are calculated before the new business week begins.

# Scheduling & Cost Control

1. List 4 external factors which can affect sales projections.

- A) Holidays/School seasons
- B) Community events/School events
- C) Sporting events
- D) Marketing/Pay weeks

2. When scheduling, what are 3 items you must consider to ensure you are not only scheduling for sales, but safety as well?

- A) 2 people in store at all times
- B) Banking procedures (2 people)
- C) Minors always have adult supervision

3. What is the mathematical equation for \$PMH? What does it measure?

- A) Sales divided by man hours
- B) Productivity

4. What is the equation to calculate labor percent? What does it measure?

- A) Labor dollars divided by sales
- B) A controllable cost

5. Name 3 ways we can react to slower than expected sales, as it pertains to labor.

- A) Utilize breaks
- B) Ask for volunteers to go home early
- C) Delay employees' arrival

# Troubleshooting

1. What are the 4 first steps into troubleshooting a broken down pizza retarder?
  - A) See if it is plugged in
  - B) Check the circuit breaker
  - C) Check the condenser coils (for ice build-up inside retarder)
  - D) Check if the power outlet is working
2. What are 5 examples of troubleshooting a malfunctioning cash register?
  - A) See if it is plugged in/check to see if the breaker tripped
  - B) Check to see if key is in "reg" position, transaction completed
  - C) See if there is a paper jam (register tape)
  - D) Try to reboot the system (unplug and then re-plug)
  - E) Check to see if a cashier button is stuck
3. What are 4 items to check if your dough is bloated?
  - A) Walk-in temperature
  - B) Expiration date
  - C) Dough procedures
  - D) Dough placement in walk-in
4. What should you say to a customer who wants to use a public rest room and your store has none available?  
Apologize and refer customer to nearest public restroom.  
\_\_\_\_\_  
\_\_\_\_\_

**5. Why do dough balls become crusty?**

**Check age of dough (expiration)**

**Not made correctly, not enough oil**

**Walk-in fan blowing on dough trays**

**Walk-in temperatures not maintained (check defrost cycles)**

**6. Overstretching a sheetout causes:**

**Difficulty putting in pan, folds, thin and thick spots, holes, uneven crust,**

**flimsy/limp slices of pizza**

**7. Shaking a cheese pizza causes:**

**Thin and thick area of cheese, cheese mixes with sauce, causing an orange**

**or red appearance in cheese (not a creamy color with brown flecks), causes**

**sauce and cheese to leak onto crust, pizza will appear to have less cheese on it**

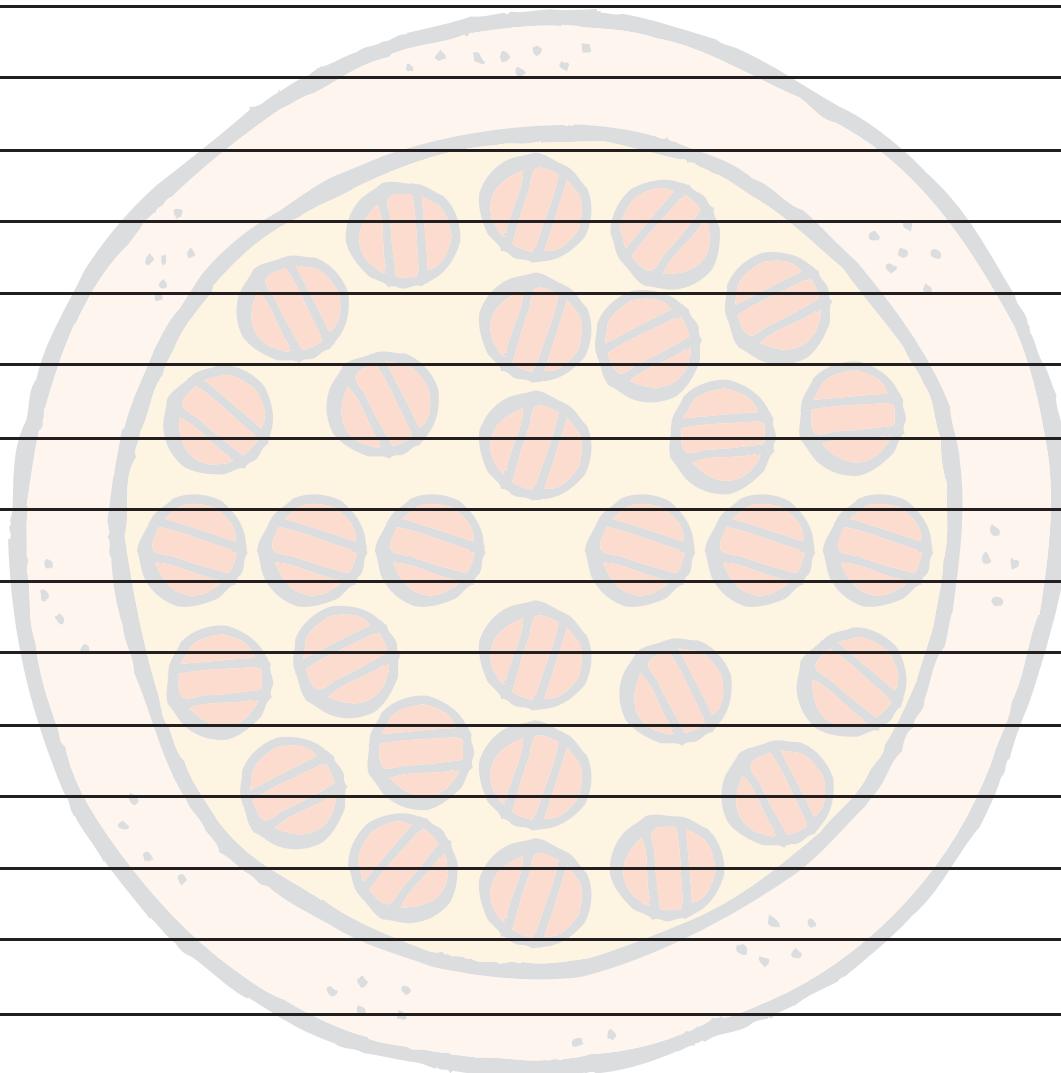
**8. What are the characteristics of a properly baked pizza?**

**Golden brown crust**

**Golden brown specks on the cheese**

**A dark golden brown bake on the bottom crust of the pizza**

# Notes



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# Optional & Expanded Menu



Although our main focus at Little Caesars is our great tasting HOT-N-READY products, we take pride in offering and developing a variety of other menu items.

The "Optional and Expanded Menu" items on the following pages are meant to enhance the customer experience and fill the needs of our many diverse markets across the nation.

The items found in this appendix include additional size pizzas (12", 16", 18"), salads, sandwiches and our increasingly popular Pepperoni Cheese Bread (PCB).

Samples of existing job helpers and step-by-step procedures are included and available in full color by calling Data-Source at 1-800-829-3369.

# Dough Preparation

## optional



### Tools

- 12 quart bainne marie
- 1 full-size plastic container
- Dough trays
- Rubber spatula
- Thermometer (calibrated)
- Stopwatch
- Pastry brush
- Measuring cup
- Ounce scale
- Dough cutter

### Safety

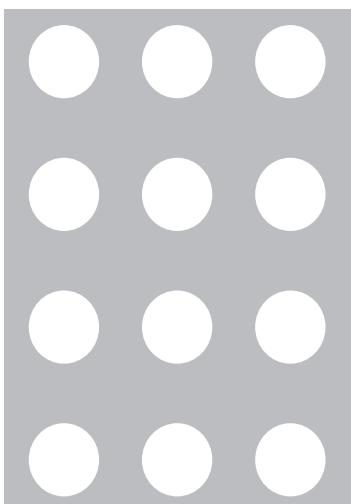
- Clean and sanitize the prep table before using it for dough
- Secure the locking handle, lock pin and lid tightly before turning on the VCM
- Unplug the VCM before putting your hands in the bowl
- Bend at knees when lifting

### Productivity

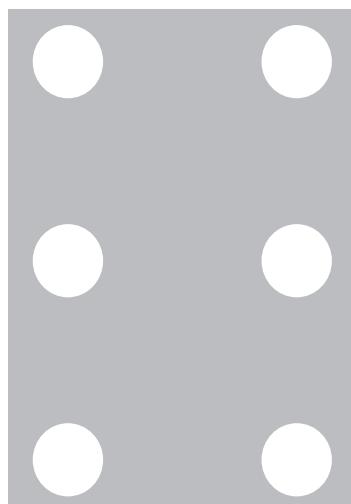
- 9 minutes to cut, roll, and put away one batch of dough
- No more than 15 minutes on prep table

## Dough Placement on Trays

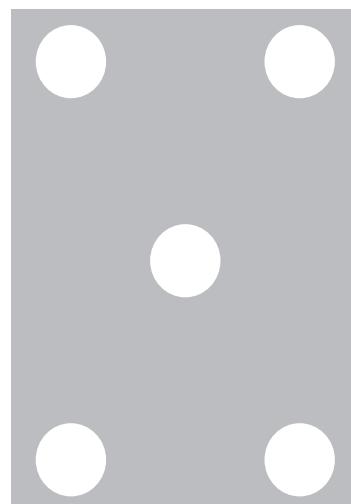
**12"**  
**14 oz.**



**16"**  
**25 oz.**



**18"**  
**32 oz.**



**4-4-4=12**

**3-3=6**

**2-1-2=5**

Shelf Life

**Min.  
12 hours**

**Best  
24 hours**

**Max.  
48 hours**

## Thermometer Calibration

1. Pack cup with ice
2. Cover ice with water
3. Place thermometer 3" into water
4. Wait 2 minutes
5. Thermometer should read 32° F

If thermometer does not read 32° F, use pliers to hold the adjusting nut below the thermometer head while rotating the face to read 32° F.

## Optional Menu Pizza Specs



### Pizza

**10"**

**3 oz.**

extra + 1.5 oz.

**12"**

**4 oz.**

Level  
extra + 2 oz.

**16"**

**7 oz.**

Level +  $\frac{3}{4}$   
extra + 3.5 oz.

**18"**

**8 oz.**

2 Level  
extra + 4 oz.

### Pizza Sauce

### Cheese

### Counted Toppings

P, H, CA

### Sprinkled Toppings

M, GP, O, B, BO, GO, R, RP, JAP, Tom (diced)

**4 oz.**

extra + 1 oz.

**6 oz.**

extra + 2 oz.

**10 oz.**

extra + 4 oz.

**8 1/2 oz.**

extra + 5 oz.

**15**

**13**

2 per slice

**24**

**20**

3 per slice

**40**

**30**

2 per slice

**50**

**40**

2 per slice

**Green**

**Silver**

**Red**

**Green**

**2 Red**

**2 Green**

**2 Blue**

**2 Red**

IS, BF, PN, fresh M, CK

Add an additional half-cup (Green, Red, Silver, or Blue) for these toppings.

**Tomato (Tom)**  
( $\frac{1}{2}$  slice)  
**Anchovies**  
(1 per slice)

**8**

**8**

**12**

**14**

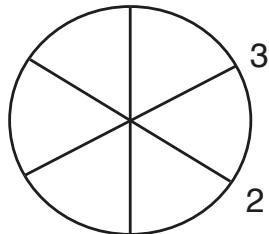
Post at: Pizza Dress Station

1/6

## Cut and Package Optional

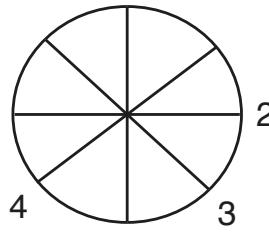


### 10" Pizza



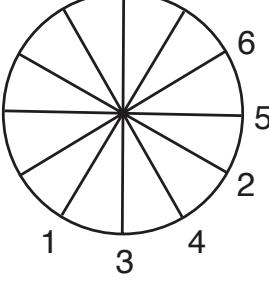
**6 slices**

### 12" Pizza



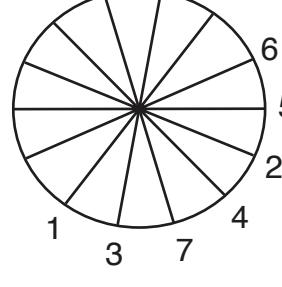
**8 slices**

### 16" Pizza



**12 slices**

### 18" Pizza



**14 slices**

Post at: Landing Area

1/6

## **Preparing Pepperoni Cheese Bread® (PCB) Sheetouts**

1. Evenly coat a large square pan and pan divider with four pumps Deep Dish oil using a pastry brush.
2. Flour both sides of two 10 oz doughballs.
3. Square off edges of doughballs.
4. Run through top and bottom rollers of sheeter (set on 5 for Anets).

**Note:** Do not turn doughballs 90° when running through bottom rollers. With the PCB, we hope to achieve a rectangular, more elongated shape.

5. Slap off excess flour, square off the corners and place both with crust side up in one large square pan, carefully placing pan divider between the two.
6. Gently press out both sheetouts to fit pan making sure they reach sides and corners.
7. Allow to proof for two hours at room temperature — until it reaches pan indentation line.
8. Place in walk-in (12 - 36 hrs.).
9. Pull as needed the following day. Cross stack until they have reached room temperature (approximately 1½ hours). Re-stack and place on the projection rack. **PCB Sheetouts are good for six hours after they properly proof.**

## **Making Pepperoni Cheese Bread® (PCB)**

1. Select a properly proofed PCB sheetout.
2. Check for quality and make sure the sheetout has high corners. If necessary, pinch up the corners of the dough.
3. Hand-fill cheese cup and sprinkle the cheese evenly over the entire surface, beginning with the outside edge and moving inward. Each section gets 4 ounces of cheese for a total of 8 ounces.
4. For a large, sixteen-piece order, place 32 pepperoni on top of cheese (16 per section).
5. Place the PCB on the conveyor (*do not* push in one pan length like ICB).

## **Remove from Oven**

1. Check Quality Bake job helper.
2. Remove divider.
3. Place in Medium size box with liner (16 piece).
4. Brush Crazy Bread Spread over surface coating the top (be sure to use a separate container and brush — do not use the Crazy Bread/ICB).
5. Cut 7 times for 16 pieces (large).
6. Sprinkle a medium to heavy coat of parmesan cheese.
7. Close box, mark expiration times and product code - "P."
8. Place under HRU or Cres Cor cabinets for a maximum of 30 minutes.

# Pepperoni Cheese Bread “PCB” 16-piece



## Preparation



1

**Sheetout Prep**  
Dispense 4 pumps of Deep Dish Oil into Deep Dish pan. Brush oil evenly on bottom and sides. Insert and brush pan divider.



2

Run two 10 oz. dough ball through top rollers to produce a rectangular shape (use DD setting).

**Do not run dough ball through second set of rollers.**  
Square off edges. Place crust side up in oiled pans. Repeat for second doughball.



3

With pan dividers, stack no more than 8 high and allow to proof for two hours at room temperature or until sheetout reaches indentation line before returning to walk-in. Mark expiration time.



4

**Pan Pulls**  
Remove pans from walk-in. Press to corners. Proof until they reach room temperature (1½ to 2 hours).

Continue at Dress...

Post at: Sheetout Station

1/06

# Pepperoni Cheese Bread “PCB” 16-piece



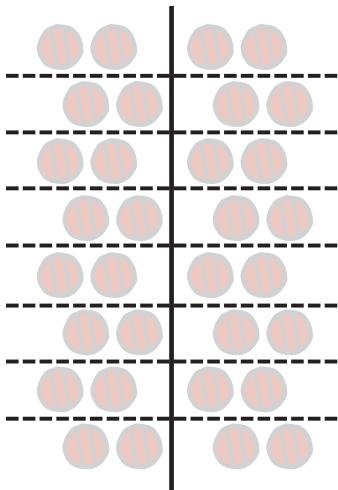
## Dress



### 5 Topping Preparation

Place 4 oz. of cheese on each side.

6 Place 16 pepperoni on each side and bake.



$$16+16=32$$

Continue at Landing...

Post at: Dress Station

1/06

# Pepperoni Cheese Bread “PCB” 16-piece



## Landing

7 Check for quality characteristics.

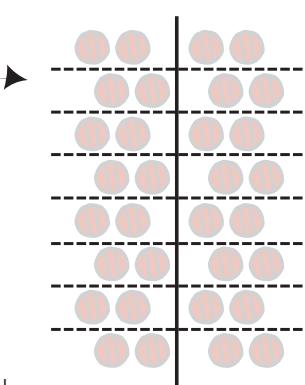
8 Remove pan divider using pan grippers.



9 Place on box-liner. Brush with Crazy Bread® Spread.



10 Cut each section 7 times for 16 total slices (right).



11 Sprinkle medium shake Parmesan cheese over entire surface.



12 Close box and place in Cres Cor or on HRU.

**NOTICE**  
PCB requires separate container of Crazy Bread® Spread and pastry brush to avoid transfer of meat oils and flavors.

Post at: Landing Station

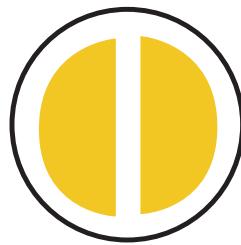
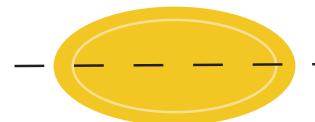
1/06

# Caesar Sandwich

## Bun Preparation



- 1 **FLOUR** and press out a 10 oz. round dough ball.
- 2 **SEND** through top roller of sheeter set at 5 (anets).  
Stretch into football shape.
- 3 **CUT** in half with a clean pizza cutter.
- 4 **LIGHTLY** coat the bottom of the bun pan (indent only)  
with Crazy Bread Spread.
- 5 **PLACE** the dough crust side down in the bun pan.  
Shape to fit the indent shape with the flat  
of your fingers.
- 6 **LIGHTLY** coat the top of the dough with Crazy Bread Spread.
- 7 **ALLOW** to proof for 15 to 30 minutes.
- 8 **PLACE** the pan in the second oven door (door closest to  
exit of oven). The exact spot may vary from oven to oven.
- 9 **FLIP** the buns with a spatula after they exit the oven. Place them  
back into the oven. (additional 2-3 minutes)
- 10 **TAKE** the buns out of the pan with a spatula. Allow to cool for  
5-10 minutes.
- 11 **SLICE** buns and place them in a plastic container with a lid.  
(Cover with lid when completely cooled)



**Maximum Life: One Business Day**  
If the supply drops below two, make additional buns.



# Caesar Sandwich

Deli Style Sub

<b>Tuna</b>	3 oz.
	3 oz.
1 heaping red cup	4 oz.
Shredded Lettuce	1/2 slice
Provolone Cheese	3 oz.
Tomato	3 oz.
Shredded Tuna Mix	4 oz.

	Supreme	Meatless	Cheeser	Pepperoni	Veggie	
PROVOLONE CHEESE	4	4	4	4	4	
SAUCE LINES	8	8	8	8	8	
COUNTED TOPPINGS	P 20	P H 10	Any 2 Toppings gray	P 20	TOM 30	gray
SPRINKLED TOPPINGS	M BF	IS full	green	Any 2 Toppings GP 0	M 1/2 GP 1/2 0 1/2	
	IS full	BF full		IS full	BO 1/2	
PROVOLONE CHEESE	<b>2</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	medium
OREGANO SHAKE	medium	medium	medium	medium	medium	
VEGGIE SEASONING						

	<b>Caesar Sandwich</b>			
	<b>Meatball</b>			
				
				
				
				
				
				
				
				
				
				
				
				
				
				
				
				
				
				
				
				
				
			<b>Caesar Sandwich</b>	<b>Deli style sub</b>
	<b>Italian</b>			
	<b>Sub Dressing</b>	<b>3 lines</b>		
	<b>Tomato</b> (1/2 slice)	<b>3</b>		
	<b>Shredded Lettuce</b>	<b>1 heaping red cup</b>		
		<b>1/4 gray cup</b>		
	<b>Onion</b>	<b>2</b>		
	<b>Cooked Salami</b>	<b>4</b>		
	<b>Genoa Salami</b>	<b>3</b>		
	<b>Provolone Cheese</b>	<b>2</b>		
	<b>Ham</b>	<b>4</b>		
	<b>Oregano</b>	<b>medium shake</b>		

	<b>Veggie (cold)</b>	<b>3 lines</b>	<b>3</b>
Sub Dressing	Tomato (1/2 slice)	1 heaping red cup	1/2 gray cup
	Shredded Lettuce	1/2 gray cup	1/2 gray cup
	Onion	1/2 gray cup	1/2 gray cup
	Provolone Cheese	1/2 gray cup	1/2 gray cup
	Mushroom	1/2 gray cup	1/2 gray cup
	Green Pepper	1/2 gray cup	1/2 gray cup
	Olive	heavy shake	medium shake
	Veggie Seasoning		
	Oregano		

	<b>Caesar Sandwich Deli Style Sub</b>
Sub Dressing	3 lines
Tomato (½ slice)	3
Shredded Lettuce	1 heaping red cup
Onion	¼ gray cup
Ham	2
Provolone Cheese	2
Ham	2
Provolone Cheese	2
Oregano	medium shake

	
<b>Turkey</b>	
<b>Ranch Dressing</b>	<b>4 lines (1/2 fl.oz.)</b>
<b>Tomato (1/2 slice)</b>	<b>3</b>
<b>Shredded Lettuce</b>	<b>1 heaping red cup</b>
<b>Turkey</b>	<b>5 (1/2s)</b>

# Fresh-N-Ready Salads



## Salad Blend Fill Level

Place the desired container on the scale and reset to zero.  
Fill the container with the proper Salad Blend Specifications.

### Salad Base

4 oz. Iceberg  
1 oz. Romaine  
.5 oz. Spring Mix

### Caesar Base

2 oz. Iceberg  
4 oz. Romaine



### Garden Mix

3 Tomatoes



4 Cucumbers  
(sliced)

3 Red Onion  
(sliced)

Shredded Carrots  
1 gray cup

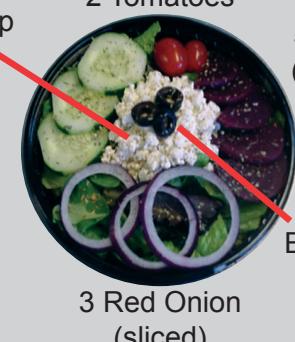
### Greek Salad

Oregano: Light Shake

2 Tomatoes

Feta  
1 green cup

3 Cucumbers  
(sliced)



5 Beets  
(halves)

Black Olives  
3 pieces

### Chicken BLT Salad

Oregano: Light Shake  
2 Tomatoes



3 Cucumbers  
(sliced)

Bacon  
1/2 gray cup

Shredded Carrots  
1 gray cup

Diced Chicken  
1 green cup

### Antipasto Salad

Oregano: Light Shake

Provolone  
8 pieces

Ham = 8 pieces or 1 gray cup

3 Tomatoes



3 Cucumbers  
(sliced)

3 Red Onion  
(sliced)

Salami  
8 pieces

Olives: 1/2 gray cup  
evenly distributed

### Caesar Salad

Oregano: Light Shake



Ingredients evenly distributed

Croutons: 1 blue cup

Parmesan: 1 tablespoon

Diced Chicken  
1 green cup

### Chicken Caesar Salad

Oregano: Light Shake



Post at: Prep Station

1/04

# Fresh and Ready Salad Program

## Objective

- To prepare and hold quality prepared salads and salad ingredients.

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## Quick Reference

- Salads are served in a black bowl w/lid.
- **Garden Mix Salad** - A prepared salad, consisting of iceberg, romaine and spring mix, sliced cucumbers, grape tomatoes, red onion, shredded carrots, served with your favorite dressing.
- **Chicken BLT Salad** - A prepared salad, consisting of iceberg, romaine and spring mix, sliced cucumbers, grape tomatoes, red onion, shredded carrots, diced chicken, bacon pieces, sprinkled oregano, served with your favorite dressing.
- **Greek Salad** - A prepared salad, consisting of iceberg, Romaine and spring mix, sliced cucumbers, grape tomatoes, red onion, feta cheese, beets, black olives, sprinkled oregano, served with our own signature Greek Dressing.
- **Chicken Caesar Salad** - A prepared salad, consisting of iceberg, romaine, diced chicken, croutons, sprinkled with parmesan and oregano, served with our own signature Caesar Dressing.
- **Caesar Salad** - A prepared salad, consisting of iceberg, romaine, croutons, sprinkled with parmesan and oregano, served with our own signature Caesar Dressing.
- **Antipasto Salad** - A prepared salad, consisting of iceberg, romaine, spring mix, ham, genoa salami, provolone cheese, sliced cucumbers, grape tomatoes, red onion, black olives and sprinkled with spices, served with your favorite dressing.

## Preparation Tips

- Iceberg and Romaine lettuce is used in all the salads.
- Spring mix is not used in the Chicken Caesar or Caesar salads.
- Hold time for the prepared salads is 36 hours except for Antipasto which is 24 hours. Salads remaining at the end of the night may be used for the next days lunch business only.
- After lunch, old salads must be discarded and recorded on the waste chart.
- Prepare salads in the morning and pre-dinner rush to maintain optimum freshness and reduce waste/costs.
- Salad lids are secure when the lid snaps into place.
- Utilize the salad build-to charts.

**Smallwares and Equipment Needed**

- Disposable, plastic gloves #6394
- Colored Topping Cups #365350
- Wonder Knife #2428
- Vegetable Peeler #7488
- Full size plastic container w/Lid #970310 and #979312

**Food and Packaging**

- Provolone Cheese
- Whole Red Onion
- Feta Cheese
- Shredded Carrots
- Croutons
- Chicken Tenderloin
- Forks
- Bacon Pieces
- Napkins
- Ham Pieces
- Plastic tote bags
- Black bowls with lids
- Black Olives
- Iceberg Lettuce
- Parmesan Cheese
- Romaine Lettuce
- Oregano
- Spring Mix
- Beets
- Cucumbers
- Genoa Salami
- Grape Tomatoes

**Health and Safety**

- Wash hands before and after preparing salads to prevent cross contamination and health hazards.
- Disposable, plastic gloves must be worn while assembling the ingredients and preparing salads.
- Wash, rinse and sanitize work area and prep sinks before beginning preparation.
- All prep equipment, knives, colander, colored topping cups and cutting board should be thoroughly washed, rinsed and sanitized before and after using.
- When using a serrated knife, cut in direction away from yourself.
- Do not leave product out at room temperature during salad preparation for extended periods of time. Bring them out of the walk-in as needed and return to refrigeration immediately.
- ***Quick-thawing of marinated diced chicken is not recommended.***
- The salad display case must maintain prepared salads at 40° F or below to conform with the health department regulations.
- The salad bowls and lids are **NOT** microwave or dishwasher safe.
- Opened packages of salad bowls and lids must be stored inverted to prevent potential contamination.
- ***Wash, rinse and sanitize the colored topping cups when switching between vegetable and meat salad toppings.***

## Preparation Guidelines

- Preparation Guidelines Wash produce in clean and sanitized prep sink or in the sanitizing compartment of the 3 compartment sink. NOTE: If sanitizer compartment of dish sink is used for vegetable prep, NO dishwashing should take place in the two remaining sink compartments during preparation.
- Salads should be prepped 2 times daily. (open and 3:00) Check the prep chart and salad build-to chart to determine the correct number of salads to prepare.
- Check prep on hand ingredients
  - Check product quality.
  - Discard ingredient if past shelf life and record on waste chart.
  - Determine how much ingredient is on-hand.
  - Subtract the amount of preps on hand from the Build-to columns to determine how many ingredients to prepare.
- Assemble salads in the following order:

	Shelf Life:
- Garden Salad	36 hours
- Chicken BLT Salad	36 hours
- Chicken Caesar	36 hours
- Caesar	36 hours
- Greek	36 hours
- Antipasto	24 hours

## Pre-prepped Product

### Storage Guidelines

- Rotate oldest product to the front of the shelf.
- Identify specific shelf placement for each product and maintain organization.
- Do not mix old and fresh products together.
- Iceberg lettuce is packaged in 5 lb. bags.
- Romaine lettuce is packaged in 3 lb. bags.
- Bags must be opened with scissors by cutting along the top of the bag.
- In a clean and sanitized full sized plastic container, pour in one bag of iceberg lettuce, cover with lid, mark the expiration and place in designated area in the walk-in.
- In a separate clean and sanitized plastic container, repeat with bag of Romaine lettuce.



#### Spring Mix



- Spring Mix Spring mix is packaged in 3 lb. bags
- Open bags with scissors by cutting along the top of the bag.
- Wearing disposable gloves, pour entire bag of spring mix into a clean and sanitized full size plastic container.
- Cover with plastic lid and store in designated area in walk-in until needed.
- Spring Mix has a 4 day shelf life. Mark the container with the expiration calendar, the day the product should be discarded.
- Each bag of spring mix will yield approx. 96 salads

#### Grape Tomatoes



- Place grape tomatoes into a clean and sanitized colander in sink.
- Rinse tomatoes with cold water.
- Remove any product that does not meet quality standards.
- Remove any stems from product.
- Transfer rinsed grape tomatoes to 1/6 size plastic container.
- Cover with lid and store in walk-in until needed.
- Grape tomatoes have a 5 day shelf life. Mark the container with an expiration calendar, the day the product should be discarded.
- Each container yields approximately 29 salads.

#### Shredded Carrots



- Open bag and pour entire bag into a clean and sanitized colander in sink.
- Rinse carrots in cold water. This will re-hydrate the product and improve appearance.
- Drain thoroughly, and transfer to a 1/6 size plastic container.
- Cover with lid and store in walk-in until needed.
- Shredded carrots have a 48 hour shelf life. Mark the container with an expiration calendar, the day the product should be discarded.
- Each bag of carrots will yield approx. 21 salads.

#### Bacon Pieces



- Frozen, pre-cooked, bacon must be thawed in the walk-in for 24 hours prior to use.
- Each morning, project quantity of bacon pieces required for the next day.
- Open bag of bacon pieces and pour projected amount into a clean and sanitized 1/6 size plastic container.
- Cover with lid and store in walk-in until needed.
- Bacon pieces have a 5 day hold time (under refrigeration).
- Mark the container with an expiration calendar, the day the product should be discarded.
- Each 5 lb. bag of bacon pieces will yield approx. 228 salads.

#### Red Onion



- Remove outer skin and 1st layer of onion and discard.
- With wonder knife set at 5, slice the entire onion.
- Discard eyes of the red onion.
- Separate onions into whole rings. Do not use broken rings.
- Place into a clean and sanitized 1/6 size plastic container.
- Cover with lid and store in walk-in until needed.
- Red onions have a 48 hour shelf life. Mark the container with the expiration calendar, the day the product should be discarded.
- Each red onion will yield approx. 30 salads

#### Cucumbers



- Place required number of cucumbers into a clean and sanitized colander placed in the sink.
- Rinse the cucumbers and let drain.
- Using the peeler, stripe the cucumbers 5 times. Cut off each end and discard.
- With wonder knife set at 5, slice the cucumber and place into a clean and sanitized 1/6 size plastic container.
- Cover with lid and place into walk-in until needed.
- Cucumbers have a 24 hour shelf life. Mark the container with an expiration calendar, the day the product should be discarded.
- Each cucumber will yield approx. 15 salads

#### Chicken Tenderloin



- Frozen, pre-cooked, chicken must be thawed in the walk-in for 24 hours prior to use.
- Each morning, project quantity of diced chicken required for the next day.
- The portion of diced chicken on a salad is 1.5 oz.
- Remove the appropriate number of bags of frozen diced chicken from the freezer and place in the designated area in walk-in to thaw.
- Diced chicken can be held for 2 days (48 hrs.) after thawing.
- Mark the bag with a permanent marker, the day the product should be discarded.
- Do not stand bags of frozen diced chicken on end. The chicken will settle to the bottom of the bag and not thaw properly.
- NOTE: Quick thawing of diced chicken is not recommended.
- Open bag of thawed diced chicken and transfer to a clean and sanitized 1/3 size plastic container. Mark the container with an expiration calendar, that the bag was marked. Cover with lid and store in walk-in until needed for salad assembly.
- Each bag of chicken will yield approx. 53 salads.

- Genoa Salami**
- Remove desired amount of genoa salami from the package.
  - Place a neat stack of genoa salami onto the cutting board.
  - Slice the salami (1) cut horizontally and (1) cut vertically into 4 pieces.
  - Place cut genoa salami pieces into a clean and sanitized plastic container.
  - Cover with lid and store in walk-in until needed for salad assembly.
  - Genoa salami has a 7 day shelf life. Mark the container with an expiration calendar, the day the product should be discarded.
  - Each package of genoa salami yields approx. 128 salads.
  - Using plastic wrap, properly wrap up any remaining portions for next use.
- Provolone Cheese**
- Remove desired amount of provolone cheese from the package. Cheese
  - Place a neat stack of provolone cheese onto the cutting board.
  - Slice the provolone cheese (1) cut horizontally and (1) cut vertically and then (1) cut between the horizontal cut and vertical cut for 8 pieces.
  - Place cut provolone cheese pieces into a clean and sanitized 1/6 size plastic container.
  - Cover with lid and store in walk-in until needed for salad assembly.
  - Provolone cheese has a 48 hour shelf life. Mark the container with an expiration calendar, the day the product should be discarded.
  - Each package of provolone cheese yields approx. 32 salads.
  - Using plastic wrap, properly wrap up any remaining portions for next use.
- Ham Pieces**
- Julienne Ham**  
Portion Julienne-style ham using one (1) gray cup.
- Remove ham from the package and place into the ham cutting template. Slice the ham (2) cuts horizontally and (4) cut vertically into 15 squares. ***Same procedure for cutting pizza ham pieces.***
  - Place cut ham pieces into a clean and sanitized 1/6 size plastic container.
  - Wrap any uncut ham with plastic wrap and refrigerate until needed.
  - Cover with lid and store in walk-in until needed for salad assembly.
  - Ham has a 48 hour shelf life. Mark the container with an expiration calendar, the day the product should be discarded.
  - Each package of ham yields approx. 150 salads.
  - Using plastic wrap, properly wrap up any remaining portions for next use.
- Beets**
- 
- Open required number of cans of beets using the can opener.
  - Drain the beets in a clean and sanitized colander placed in sink.
  - Blot dry whole beets using paper towel and evenly cut in .
  - Place beet halves into a clean and sanitized 1/6 size plastic container.
  - Cover with lid and store in walk-in until needed for salad assembly.
  - Beets have a 36 hour shelf life. Mark the container with an expiration calendar, the day the product should be discarded.
  - Each can of beets yields approx. 5 - 6 salads.
- Feta Cheese**
- 
- Remove desired amount of feta cheese from the tub.
  - Place onto a cutting board and cut feta into small crumbles.
  - Place crumbled feta into a clean and sanitized 1/6 size plastic container.
  - Cover with lid and store in walk-in until needed for salad assembly.
  - Feta cheese has a 48 hour shelf life. Mark the container with an expiration calendar, the day the product should be discarded.
  - Each tub of feta yields approx. 96 salads.

#### Black Olives



- Open can of black olives using a clean and sanitized can opener.
- Drain the olives in a clean and sanitized colander placed in sink.
- Place drained olives into a clean and sanitized 1/3 size plastic container.
- Cover with lid and store in walk-in until needed for salad assembly.
- Black Olives have a 7 day shelf life. Mark the container with an expiration calendar, the day the product should be discarded.

#### Salad Assembly Tips

- Refer to the prep and build-to chart to determine the number of salads to prepare.
- Thoroughly wash hands and put on disposable plastic gloves, prior to beginning salad assembly.
- The prep table surface or any other preparation area surface should be washed, rinsed and sanitized prior to and in-between each salad assembly.
- When assembling salads, start at the top of the salad, at the 12:00 position and work clockwise. This method will also improve efficiency.
- When assembling salads, avoid spilling ingredients onto the edge of the bowl in to ensure a tight lid fit.
- Securely place lids on all salads. Press down firmly in order to properly seal the package. Salad lids are secure when you hear it snap tight.
- Arrange containers of prepared salad ingredients and smallwares on the designated salad prep table.
- Stack required number of salad bowls on top of the prep table.

### **(Place the salad bowl onto the ounce scale and reset to zero.)**

#### Garden Mix



- Iceberg/Romaine
- Spring Mix
- Grape Tomatoes
- Red Onions
- Sliced Cucumbers
- Shredded Carrots
- Colored topping cups

- Using a gloved hand and scale, fill bowl with iceberg lettuce (4 oz). Repeat adding the Romaine lettuce to the bowl (1 oz).
- Apply a light layer of spring mix (.50 oz) and evenly distribute.
- Place 3 grape tomatoes in the center of the salad.
- Place 3 red onion rings, slightly overlapping each other, at the right side of the salad (2:00 position).
- Apply 1 gray cup of shredded carrots at the bottom of the salad (5:00 position).
- Place 4 cucumber slices, slightly overlapping each other, at the left side of the salad (8:00, 9:00 position).
- Securely place lids on all salads. Mark each salad with the expiration time.
- Place into the salad display or designated area of the walk-in.

Chicken BLT Salad



- Iceberg/Romaine
  - Spring Mix
  - Grape Tomatoes
  - Bacon Pieces
  - Sliced Cucumbers
  - Shredded Carrots
  - Marinated Diced Chicken
  - Colored topping cups
  - Oregano Shaker
- Using a gloved hand and scale, fill bowl with iceberg lettuce (4 oz).
  - Repeat adding the Romaine lettuce to the bowl (1 oz).
  - Apply a light layer of spring mix (.50 oz) and evenly distribute.
  - Place 2 grape tomatoes at the 12:00 position (top) of the salad.
  - Apply gray cup of bacon pieces at the right of the salad (3:00 position).
  - Apply 1 gray cup of shredded carrots at the bottom of the salad (6:00 position).
  - Place 3 cucumber slices, slightly overlapping each other, at the left side of the salad (9:00 position).
  - Place 1 green cup of diced chicken in the center of the salad.
  - Lightly sprinkle oregano over the salad.
  - Securely place lids on all salads. Mark each salad with the expiration time.
  - Place into the salad display or designated area of the walk-in.

Greek Salad



- Iceberg/Romaine
  - Spring Mix
  - Grape Tomatoes
  - Sliced Red Onion
  - Sliced Cucumbers
  - Beets
  - Feta Cheese
  - Oregano Shaker
  - Colored topping cups
- Using a gloved hand and scale, fill bowl with iceberg lettuce (4 oz).
  - Repeat adding the Romaine lettuce to the bowl (1 oz).
  - Apply a light layer of spring mix (.50 oz) and evenly distribute.
  - Place 2 grape tomatoes at the top of the salad (12:00 position).
  - Place 5 beet halves, slightly overlapping each other, at the right side of the salad (3:00 position).
  - Place 3 red onion rings, slightly overlapping each other, at the bottom of the salad (6:00 position).
  - Place 3 cucumber slices, slightly overlapping each other, at the left side of the salad (9:00 position).
  - Place 1 green cup of feta cheese in the center of the salad.
  - Place 3 black olive pieces in the center of the feta cheese.
  - Lightly sprinkle oregano over the salad.
  - Securely place lids on all salads. Mark each salad with the expiration time.
  - Place into the salad display or designated area of the walk-in.

#### Chicken Caesar Salad



- Iceberg/Romaine
- Diced Chicken
- Croutons
- Tablespoon
- Using a gloved hand and scale, fill salad bowl with iceberg lettuce (2 oz). Fill remainder of salad bowl with Romaine (4 oz).
- Arrange bowls in neat rows on the prep table.
- Apply 1 green cup of diced chicken placed on the center of the salad.
- Apply 1 blue cup of croutons evenly spread over the salad.
- Sprinkle 1 tablespoon of parmesan cheese over the salad.
- Lightly sprinkle oregano over the salad. Securely place lids on all salads.
- Mark each salad with the expiration time.
- Place into the salad display or designated area of the walk-in.

#### Caesar Salad



- Iceberg/Romaine
- Croutons
- Parmesan Cheese
- Oregano Shaker
- Colored topping cups
- Tablespoon
- Using a gloved hand and scale, fill salad bowl with iceberg lettuce (2 oz). Fill remainder of salad bowl with Romaine (4 oz).
- Arrange bowls in neat rows on the prep table.
- Apply 1 blue cup of croutons evenly spread over the salad.
- Sprinkle 1 tablespoon of parmesan cheese over the salad.
- Lightly sprinkle oregano over the salad.
- Securely place lids on all salads. Mark each salad with the expiration time.
- Place into the salad display or designated area of the walk-in.

#### Antipasto Salad



- Iceberg/Romaine
- Spring Mix
- Grape Tomatoes
- Sliced Red Onion
- Sliced Cucumbers
- Genoa Salami
- Black Olives
- Ham pieces
- Provolone cheese
- Oregano Shaker
- Colored topping cups
- Using a gloved hand and scale, fill bowl with iceberg lettuce (4 oz). Repeat adding the Romaine lettuce to the bowl (1 oz). Apply a light layer of spring mix (.50 oz.) and evenly distribute. Place 8 pieces of ham (overlapping) at the top of the salad (12:00 position). Place 3 grape tomatoes, slightly at the 2:00 position. Place 3 red onion rings, slightly overlapping each other, at the 4:00 position.
- Place 8 pieces of genoa salami, overlapping each other, at the bottom of the salad (6:00 position).
- Place 3 cucumber slices, slightly overlapping each other, at the left side of the salad (9:00 position).
- Place 8 pieces of provolone cheese into the center of the salad.
- Apply 1/2 gray cup of olives evenly spread over the salad.
- Lightly sprinkle oregano over the salad.
- Securely place lids on all salads. Mark each salad with the expiration time.
- Place into the salad display or designated area of the walk-in.

**Case Counts:**

<u>Item Numbers</u>	<u>Product</u>	<u>Case Count</u>	<u>Yield</u>
	Iceberg Lettuce	5 lb bag	20 salads
	Romaine Lettuce	3 lb bag	12-15 salads
	Spring Mix	3 lb bags	96 salads
	Grape Tomatoes	10 oz. plastic containers	29 salads
	Red Onions	each	30 salads
	Cucumbers	each	15 salads
	Shredded Carrots	1 lb bag	21 salads
980	Chicken Tenderloin	2 5 lb bags	106 salads
1099	Bacon Pieces	5 lb bag	457 salads
935	Ham Pieces	5 lb bag	150 salads
447	Provolone Cheese	1.5 lb pkg.	32 salads
1061	Genoa Salami	2 lb bag	128 salads
3910	Beets	24 15 oz. cans	96 salads
462	Feta Cheese	9 lb. tub	96 salads
3141	Black Olives	6 10#	2200 salads
2710	Croutons	4 40 oz. bags	320 Salads
459	Parmesan Cheese	8 2.5 lb. bags	1064 salads
4965	Oregano	16 oz.	160 salads
	<b>Salad Dressings</b>		
3122	Ranch Dressing	120 ct.	120 salads      4 months
3127	Greek Dressing	60 ct.	60 salads      4 months
3130	Caesar Dressing	60 ct.	60 salads      4 months
3128	Golden Italian Dressing	60 ct.	60 salads      4 months
3118	Honey Mustard	60 ct.	60 salads      4 months
	<b>Packaging</b>		
4883	Salad Bowl black	250 ct.	
4884	Salad Lids clear	250 ct.	

**Shelf Life**

Iceberg Lettuce	2 Days	opened package
Romaine Lettuce	2 Days	opened package
Spring Mix	4 Days	opened package
Grape Tomatoes	5 Days	washed
Red Onions	2 Days	sliced
Cucumbers	1 Day	sliced
Black Olives	7 Days	opened can
Shredded Carrots	2 Days	opened package
Chicken Tenderloin	2 Days	after thaw time
Bacon Pieces	5 Days	after thaw time
Provolone Cheese	2 Days	sliced
Genoa Salami	7 Days	sliced
Ham Pieces	2 Days	sliced
Feta Cheese	3 Days	crumbled
Beets	3 Days	opened can
Oregano	30 Days	opened package
Parmesan Cheese	10 Days	opened package
Croutons	7 Days	opened package

# Salad Build-To



Day	Garden	Greek	Antipasto	Caesar
<b>Tuesday</b>				
<b>Wednesday</b>				
<b>Thursday</b>				
<b>Friday</b>				
<b>Saturday</b>				
<b>Sunday</b>				
<b>Monday</b>				

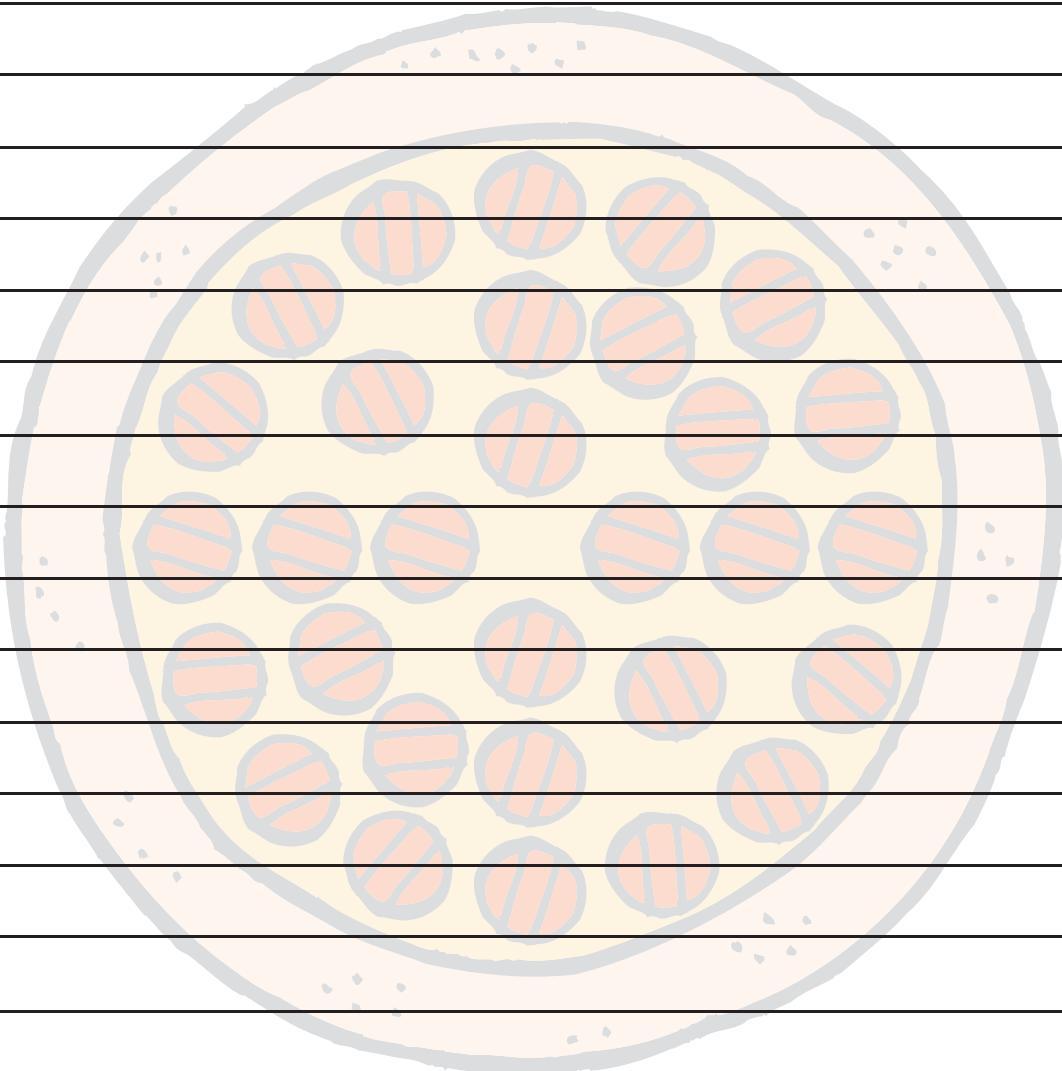
## Quality Reminders:

- 1) All cucumbers must be scored five times.
- 2) Follow the job helper for placement of products. The better the salad looks the quicker the sell.
- 3) Be sure to date the salads on the bottom and use the system provided.
- 4) We must use provolone cheese and Genoa, not pizza cheese and pepperoni.
- 5) Wrap and date all unused product to ensure freshness for the next day.
- 6) Keep in mind shelf-life holding times.

## Baby Pan Sheetout Procedure

1. Evenly coat a medium (12") square pan and baby pan cross (divider) with 3 pumps of the Deep Dish Oil mixture using a pastry brush.
2. Flour both sides of a 10 oz doughball. (Each dough ball yields 2 orders of baby pans.)
3. "Press out" the dough ball to ensure a soft white edge and square off the edges.
4. Run the "pressed out" dough ball through the sheeter machine the same way as a Deep Dish sheetout (5-5 setting).
5. Slap off excess flour and square off the corners again.
6. Place sheetout on cutting board crust-side down.
7. Cut the flattened sheetout into four equal pieces then place each of them crust-side up into the corresponding section of the pan.
8. Gently press out and pinch the four sections, so they reach the corners and the sides of the pan.
9. Follow Deep Dish sheetout proofing procedures (see Deep Dish Sheetout Procedures).

# Notes



# Notes

