



## Appendix E

# Pizza Pro Knowledge And Skills Evaluation

### Sales

How do you answer the phone properly?

What do you do while you are talking on the phone?

What is the procedure for placing someone on hold?

What is the maximum number of rings before the phone is answered?

Do you repeat the order to the customer?

Why do you get the customers phone number?

How do you change the name on the computer?

Why do you place stickers on the box?

How do you store the box?

Why is it important to have customer relations?

Why is the customer always right?

What is pre-rush prep?

What do you do to help?

Who do you coordinate with in the kitchen? Why?

How do you take an order?

Change an order?

How do you do a timed order?

How do you do a tax exempt order?

What are call back sheets?

**PIZZA PRO KNOWLEDGE AND SKILLS EVALUATION  
SALES**

**RATING**

Excellent \_\_\_\_\_

Average \_\_\_\_\_

Not to Standards. \_\_\_\_\_