

## **Section 1**

### **Introduction**

Welcome to Pizza Pro. Pizza Pro's success in the fast food business will be attributable to its people. We want to train top-flight people who will perform tasks the proven Pizza Pro way. We believe that you will be one of our top-flight people. However, our strict adherence to our policies and procedures is a must, if both you and the company are to continue to grow and be successful.

The company's goal is to provide the customer with the highest quality service and product at a moderate price. Our success in achieving this goal is directly attributable to you, our team member.

If you have any questions or problems please call 501-605-1175.

## **TRAINING**

Our Training goal is to train an "In Store Trainer" (IST) to a level of proficiency that will enable him/her to train all "Team Members" in the operation of a Pizza Pro Unit. The training program is focused on the IST. We encourage as many "Team Members" as possible to be present during the training period, but the IST **MUST** be in the store with our "Training Supervisor" for the complete training time.

### **In Store Trainer**

Each Pizza Pro Unit will have an "In Store Trainer" (IST) assigned. The IST will be Pizza Pro's point of contact for any new products, procedures, or training problems. The IST will be required to attend "Corporate Training" and be present for all in store training.

### **Corporate Training**

Corporate Training will be conducted in one of Pizza Pro's Corporate Stores in Arkansas or Texas or in a selected franchise store for a 2 week period. All new Franchisees and the In Store Trainer must attend this training before the store is opened.

## **IN STORE TRAINING**

Pizza Pro, Inc. will assign a Training Supervisor to all new Franchise Pizza Pro Units. The Training Supervisor will train with the IST at the new location for a 5 to 7 day period.

## **FOLLOW-UP TRAINING**

Pizza Pro, Inc. will conduct Follow-up and refresher training in a corporate location from time to time. The schedule will be published in the “Pizza Pro Newsletter.” Any team member can be scheduled for this training.

## **USE OF THIS OPERATIONS MANUAL**

This Operations Manual is the sole property of Pizza Pro, Inc. It will not be released to anyone not employed by Pizza Pro, Inc. or Franchisee’s of Pizza Pro, Inc.

Franchisees are authorized to copy in part or in whole those sections needed for training of their employees.