

## Section 2 General Information

### APPEARANCE STANDARDS

In order to maintain a professional image, we must insist that all employees project a professional image at all times.

### IMAGE

Our Image needs to be one of professionalism. We do not want to differentiate ourselves from our customers.

\*\*\*All employees will be clean shaven; Beards or goatees will not be grown while working

\*\*\*All employees will be in a clean pressed uniform

\*\*\*All employees will practice good hygiene; Clean shaven, showered, and fresh smelling.

\*\*\*No visible body piercing.

\*\*\*Hair length for males must be above the collar.

\*\*\* Females hair must be pulled back so that no hair can fall into a pizza.

### UNIFORM STANDARDS

**Appearance Standards:** In order to maintain a professional image, we must insist that all employees project a professional image at all times.

**Uniform Standards:** Employees must be in proper uniform any time they are in the Pizza Pro area.

**The proper uniform is:**

- (a) A Pizza Pro hat or visor
- (b) A Pizza Pro shirt, tucked in
- (c) A Pizza Pro name tag, worn on the right side
- (d) Khaki pants, shorts of appropriate length may be worn
- (e) Footwear will be clean and free from holes
- (f) Any employee making pizzas will wear an apron
- (g) A belt must be worn with all pants or shorts with belt loops
- (h) In store help must wear pants
- (i) Our goal is for all employees to wear the same shade of khaki colored pants.

**Any employee in the Pizza Pro area must be  
in complete Pizza Pro Uniform.**

**Note:** If you feel your outlet requires any deviation from the above listed uniform specifications,  
seek approval from the office.

## **SANITATION**

Always maintain the highest possible sanitary standards.

- (A) Never handle food without first washing your hands.
- (B) Never handle food after handling money without first washing your hands.
- (C) No team member will make pizzas or touch any food item with cuts, sores, scrapes, or other type of injuries to the hands.

## **EATING AND DRINKING IN THE STORE**

Team members will not eat or drink in view of the customer.

Team members will not eat or drink behind the counter or in the kitchen.

The only exception to this rule is when the store has a sit down area. If the team member is on break and gets up to wait on a customer, insure the hands are washed in view of the customer before they are waited on.

## **NO SMOKING**

The Pizza Pro area will be designated a NO SMOKING AREA.  
This is a health department regulation.

NO SMOKING IN THE STORE.

## **GENERAL STANDARDS OF CONDUCT**

**The store cannot tolerate any immoral conduct or indecency by its employees  
while on company premises and/or during working hours.**

- (A) Employees not in full uniform will not be allowed in the Pizza Pro area.
- (B) At no time are visitors allowed in the Pizza Pro area.
- (C) Always thank the customer for ordering and welcome them to order again.

- (D) Maintain good housekeeping practices.
- (E) Exercise care in handling company equipment, facilities, and other property.
- (F) Always receive proper authorization before removing the same from company premises.
- (G) Always report any damages to company property to the manager.

## **SECURITY**

Money in the Pizza Pro Area will be kept to the smallest sum possible.

The up-front operating till is to be no greater than \$100.00. The remainder of your store operating fund should be locked in a safe or cabinet. The manager on duty should be the only one with a key to the safe or cabinet.

No money will be left in the Pizza Pro area overnight. This policy was adopted for your safety and to possibly help prevent robberies. The majority of all robberies that occur in the restaurant business are “inside” jobs either from current or past employees.

If you are approached by a robber, DO NOT RESIST.

Give them anything they want.

We can replace pizzas and money, but not your life.

Try to make an identification if possible.

If robbed, immediately notify the owner/manager and the police.

Give the police an incident report but do not give a definite dollar amount.

This will be given by the owner/manager.

## **SAFETY RULES AND GUIDELINES**

### **SAFETY IS A STATE OF MIND**

Each team member is responsible for insuring that all work areas are free of safety hazards.

## **ACCIDENTS DON'T JUST HAPPEN, THEY ARE CAUSED**

**Correcting Safety Hazards:** All safety hazards will be reported and corrected immediately. A "First Report of Injury" form should be filled out by the manager or shift leader on duty. A copy of this form can be found in the forms book.

You can call OSHA and request an OSHA (Occupational Safety & Health Administration), manual for your state's local rules and regulations free of charge at 1-800-358-9206

## **CUSTOMER SERVICE**

Pizza Pro has been built on two principles:

### **Product Quality and Customer Service**

#### **PRODUCT QUALITY**

By following established recipes and procedures, each Pizza Pro unit can produce a superior product that customers will enjoy every time.

A high quality product is not enough to guarantee good business.

#### **CUSTOMER SERVICE**

Customer Service is absolutely essential to any business. The biggest part of our Customer Service is getting our high Quality Product to the customer in a reasonable amount of time.

If we are not prepared well enough or if we do not schedule enough team members to give the best Customer Service in town, WE should pay for it, not the customer.

An average customer will spend \$10.00 a week on pizza. That can mean \$520.00 a year in sales from every customer. The average cost of making a pizza is \$2.00. It is definitely worth it to your business to give away \$2.00 to keep \$520.00.

On the other hand, if there is a problem with an order and you go out of your way to correct it right away, the customer will feel that you care about him and tell others of your good service.

#### **THE PIZZA PRO POLICY FOR CUSTOMER SERVICE**

If mis-make or give the customer the wrong pizza, the order will be remade and given to the customer FREE OF CHARGE.

Anytime a Carry-out Customer waits 30 minutes to receive an order the order will be FREE OF CHARGE.

If a Carry-Out customer has not picked up their order within 30 minutes, call the customer to find out if something is wrong and tell them the order is ready.

Never SELL or GIVE AWAY any pizza that is 45 minutes old.

Never SELL or GIVE AWAY any pizza that has been returned to the store, because it was put in the wrong box, it was mis-made, it was delivered to the wrong address or any other reason.

Anytime a Delivery Customer waits 30 minutes to receive their order they will receive a \$3.00 off Gift Certificate for their next order.

### **ANSWERING THE PHONE**

The telephone should be answered:

“THANK YOU FOR CALLING PIZZA PRO, THIS IS YOUR NAME MAY I HELP YOU?”

A phone script will be included in the forms book for you to hang up by your phones.

### **GREETING A WALK-IN CUSTOMER**

We should make every effort to greet the walk-in customer as soon as they enter the store. Even if we can't help them right away, make sure to acknowledge their presence with at least a simple good afternoon, good evening, or even hello. This lets the customer know we appreciate their patronage and will help them as quickly as possible.

### **STORAGE OF FOOD ITEMS**

A food item is anything used in the making of a consumable product.

**NO FOOD ITEM WILL BE STORED OR OTHERWISE PLACED ON THE FLOOR OR OTHER CONTAMINATED SURFACE.**

Follow the first in, first out rule: use the oldest product item first to prevent spoilage and maximize your food usage.

These items include but are not limited to:

Paper plates, cups, napkins, dough trays, cutters, sauce containers, knives, boxes, liners food or any other item that is listed on the weekly food inventory.

Perishable food items will ALWAYS be stored under refrigeration:

The store manager will insure that the Make line and Walk in cooler are in good working order and that they maintain a temperature between 34 and 38 degrees.

## **ROYALTY PAYMENTS**

The sales week is from Monday to Sunday. Royalty Payments will be postmarked no later than Wednesday following the end of the sales week.

If for some reason the payment can not be mailed by Wednesday notify the Pizza Pro Corporate Office at 1-501-605-1175.

Mail Payments to:

Pizza Pro, Inc.  
PO Box 1285  
Cabot, AR 72023

## **CHILD LABOR LAW**

Store owners/managers will review the “Child Labor Law” for their state.

No Team Member under the age of 18 will operate the Dough Mixer, Dough Roller or Meat Slicer. As per Federal Law.

Team Members under the age of 18 WILL NOT deliver pizzas.

## **USE OF THE PIZZA PRO LOGO**

As a Pizza Pro Franchisee, you are licensed (and welcome) to use the Pizza Pro logo on signs and advertising.



The Pizza Pro logo is a registered trademark of Pizza Pro, Inc.

It will not be changed, added to or altered in anyway.

The correct colors and layout for the logo is: PMS Red #185 for the words “PIZZA PRO” and PMS Green #347 for the stripes and outline.

Anytime the logo is used the ® will be used.

Camera ready artwork is available for your printer or sign maker. Call or have them call and it will be forwarded.