

Section 5

Completing The Door-Sheet

ORDER TAKING

Normally, the first contact the customer has with our company is the order taker. The impression the customer forms of us will depend on the impression they form of the order taker.

The most important thing you can do when taking an order is LISTEN.

SMILE SMILE SMILE SMILE SMILE SMILE

Never give the customer the impression that we do not have time for them or we are too busy to help. Remember, the customer is the reason we are here.

ANSWERING THE PHONE

You always answer the phone saying “Thank you for calling Pizza Pro, this is your name, may I help you?” If you put someone on hold, always do it in a polite manner and ask the customer if it is all right to put them on hold.

NEVER LET THE PHONE
RING MORE THAN TWICE!!

THE DOORSHEET

We use a 4-part Door-Sheet for taking orders.

Top White Copy: Master Copy.

Pink Copy: Pizza Makers Copy.

Yellow Copy: Cashiers Copy.

Bottom White Copy: Customers Copy.

When taking an order always repeat it back to the customer.

There will be a “Door Slip” completed for every Pizza, Breadstick, Cheesestick, Hot Sub, or Wings order.

If the customer orders 4 things there will be 4 door slips completed.

If you are remaking an order, giving a pizza away FREE, or making one for your crew, a door-slip will be completed.

Door-Sheets will be kept for six (6) months.

- Step-1:** Using the abbreviation chart put the topping on the sheet.
- Step 2:** Put the size on the sheet.
- Step 3:** (Delivery Stores Only) put the type and number of drinks on the sheet.
- Step 4:** Always get the customer's name
- Step 5:** (Delivery Stores Only) get the delivery address (repeat it back).
- Step 6:** Always get the phone number. Even if the customer is going to wait in the lobby you will need the phone number to do call backs.
- Step 7:** Tell the customer the price of the order and place it on the sheet.
- Step 8:** Put the time on the sheet and tell the customer how long it will be before the order is ready. When multiple items are ordered, put a slash mark underneath each price, and put the total number of items ordered underneath the slash mark.
- Step 9:** Hang the pink copy.
- Step 10:** Post the yellow and white copy to the box. If the customer has paid for the order pull the yellow slip.

STORAGE OF COMPLETED FORMS

Door sheets must be kept for six (6) months.

At the end of the month put the completed forms in a 14 inch box.

Put the month and year on the outside of the box.

When you have six (6) months of completed forms, throw away the oldest month every time you have a new month.

HOW TO COMPLETE THE DOORSHEET

To Be Used With The Example Door Sheet

A Door-Slip will be completed for every Pizza, Breadstick, Cheesestick, Wing, or Hot Sub order.

If the customer orders two (2) Pizzas and an order of Breadsticks then three (3) door-slips will be completed.

BLOCK 1 - Toppings Block: Toppings that go on all of the pizza are in this block.

Block 1a - Toppings On Half The Pizza: Toppings that go on half of the pizza go in this block.

BLOCK 1b - Toppings on Half the Pizza: Toppings that go on half the pizza go in this block.

To Leave Something Off A Specialty Pizza: For “Specialty Pizzas” where you are to leave something off the pizza use a (-) sign.

Example: Pro Special without Mushrooms \$-M.
Pro Special without Green Peppers and Onions \$-G-O.

For Double Toppings: For “Double Toppings” use a 2 in front of the “Abbreviation.”

Example: Double Pepperoni 2P.
Extra Cheese 2C.
Pro Special with extra Mushrooms \$2M.

BLOCK 2 - Size Block: Circle the size of the pizza in this block.

BLOCK 3 - Cola Block: If your drinks are controlled by the pizza operation, use this block to show the type and number.

BLOCK 4 - Name Block: Always get the customer’s name.

BLOCK 5 - Address Block: (Delivery Stores) Get the delivery address and repeat it back to the customer. Stores that offer both Delivery and Carry-out service put a C/O in this block for Carry-Out orders.

BLOCK 6 - Phone Number Block: Always get a phone number. The “Phone Number” is used to do “call backs,” to call the customer if they do not show up in 30 minutes or to call the customer if something goes wrong with their order. In delivery stores we NEVER deliver to an address if we do not have a phone number.

BLOCK 7 - Price Block: Tell the customer the total price of their order.

BLOCK 7a - More Than One Item To The Order: If there is more than one item on Door-Slip to the order draw a line through block 7 as shown. Place the price for the item on top of the line and the number of items on the bottom.

BLOCK 7b - Total Price: Put the total price for all of the orders as shown.

BLOCK 8 - Time Block: Put the time the order was taken in this block and tell the customer how long it will be before the order is ready for delivery.

BLOCK 9 - Total Number Of Items Sold: Add the T, X, W, HS, 6, 11, AND 14 to the form as shown. Count the number (Block 2) of each item on the Door-Sheet and list it.

BLOCK 10 - Cola (Number): Count the number of drinks (Block 3) on the Door-Sheet and place the total here.

BLOCK 11 - Store Number: Your store number or name.

BLOCK 12 - Date: The date the Door-Sheet is completed.

BLOCK 13 - \$\$ Total: Add the totals for delivery and place in the delivered block. Add the totals for Carry-Out and place in the Carry-Out block.

BLOCK 14 - Total Gross Sales: Add the complete sheet and compare it to the Delivery and Carry-Out totals. This can be checked with the totals from the register or with the yellow slips.

BLOCK 15 - Canceled/Voided Door Slips: All canceled or voided door slips should be stapled to the back of the original.

MAKING A RECAP SHEET

On the back of the last "Door Sheet" for the day, make a recap sheet as follows:

Add the totals for each item and put it on the recap sheet.

These totals will be transferred to your "Hourly Form" and some of them will be used to complete your "Daily Inventory Form."

6	
11	
14	
16	
t	
x	
w	
h/s	
delivery	
carry-out	
total	

THE EXAMPLE FORM

Order #1: PEPPERONI PIZZA; 6 INCH; 2 COKES; NAME SMITH; CARRY OUT ORDER; PHONE #555-2222; PRICE \$2.19; ORDER WAS TAKEN AT 6:05

Order #2: THE CUSTOMER HAS 3 ITEM ON THIS ORDER.

1ST: PRO SPECIAL WITH NO MUSHROOMS ON HALF AND PINEAPPLE ON THE OTHER HALF; 11 INCH.

2ND: PEPPERONI AND EXTRA CHEESE; 14 INCH

3RD: BREADSTICKS:

NO DRINKS; NAME JOHNSON; CARRY-OUT; PHONE #555-0000; THERE ARE THREE ITEMS TO THE ORDER; TOTAL PRICE \$22.97; ORDER WAS TAKEN AT 7:15

ORDER #3: IF YOU HAVE A SPECIAL “BUY A LARGE SPECIALTY PIZZA AT REGULAR PRICE AND RECEIVE A MEDIUM ONE TOPPING FREE”

1ST: PRO SPECIAL, NO ONIONS, NO RIPE OLIVES OR MUSHROOMS ON HALF; 14 INCH
2ND: SAUSAGE; 11 INCH

1 DIET AND 1 COKE; NAME BAXTER; CARRY-OUT; PHONE #555-1111; PRICE FOR THE 14 INCH IS \$14.99; FREE COUPON FOR THE 11 INCH; ORDER WAS TAKEN AT 8:10

ORDER #4: THE CUSTOMER HAS A \$3.00 OFF COUPON.

BEEF AND ONION; 11 INCH; NO DRINKS; NAME BERNARD; DELIVER TO 27 WEST FIRST; PHONE #555-3333; \$3.00 OFF COUPON; TOTAL PRICE \$6.09; ORDER WAS TAKEN AT 9:15.

ORDER #5: PRO SPECIAL WITH EXTRA MUSHROOMS; 14 INCH; ORDER OF CHEESESTICKS; NO DRINKS; NAME HARRIS; DELIVER TO THE “DAYS INN, ROOM 301”; PHONE #555-1957; PRICE FOR THE 14 INCH \$14.99, PRICE FOR CHEESESTICKS \$3.99; TOTAL PRICE \$18.99; ORDER WAS TAKEN AT 10:10

ORDER #6: YOUR STORE IS RUNNING A SPECIAL FOR A LARGE ONE TOPPING FOR \$6.99

PEPPERONI PIZZA; 14 INCH; NO DRINKS; NAME JONES; CARRY-OUT; PHONE #555-4444; PRICE \$6.99; ORDER WAS TAKEN AT 11:00

TAKING AN ORDER - POS SYSTEM

GETTING READY TO TAKE THE ORDER

1. Your terminal screen will generally be blank except for the word EXIT or TMS.
2. To log on and begin working, press and hold down the <CTRL> key and press the <C> key. This is called Control-C.
3. Then Employee Sign-On Screen will appear. Enter your Employee Number then press <Enter>.
4. The System displays the MAIN MENU. The cursor is on the first item on the menu, Orders. You will notice that your name appears at the top right of the screen.

TAKING AN ORDER FROM A NEW CUSTOMER

1. At the MAIN MENU, the cursor is already on ORDERS, so you only need to press <Enter> to select it. Otherwise, type <O> then <Enter> to select <Orders>.

2. Depending on how your System is set up, the cursor will go to the Employee field or the Phone # field.
3. If the cursor is in the Employee field, enter your Employee Number and press the <Enter> key. Notice that next to the Employee field the System displays the CALL TIME.
4. Now enter the customer's phone number (without the hyphen). Press <Enter>.
5. The System prompts with three DELIVERY/CARRY-OUT OPTIONS: DELIVERY, DELIVERY TIMED (Timed Delivery), and CARRYOUT.
6. DELIVERY is highlighted. Press <Enter> to accept or use the <Right> arrow key to select another option, then press <Enter>.
7. If the customer wants their pizza at a specific time, choose DEL-TIMED (timed delivery). Enter the time desired in the TIMO field. Remember to indicate AM or PM. For 2:00 in the afternoon enter <2:00P>.
8. If the order is being placed by a walk-in customer, you can simply enter the <C> (for carry-out) instead of a phone number. You can then move directly to the pizza order selection.
9. NAME Enter the customer's last name only. This will allow you to include all the members of the same household in one order entry file. You're limited to 29 characters (including spaces).

Enter the Name and Address just as you want them to appear on a mailing label or coupon. Be sure your staff understand the importance of accuracy in entering an order.

It's very important to pay careful attention to the spelling of the name. If you have any doubts, be sure to ask the customer about the spelling. All future communications with the customer will use this information. All of us like to have our name spelled correctly.

10. ADDRESS Enter the street address. Use consistent abbreviations for North (N), South (S), East (E), West (W) as well as for street (ST), avenue (AVE), etc. If the street has been loaded in the Street Map, you only need to enter a few characters of the street name.
11. APARMNT Enter apartment number, if applicable.
12. CITY In most cases, you will only need to enter the first letter of the city (you probably entered the city abbreviation in the Street Map when you set up the system). The System will fill in the complete name.
13. The System will now present all similarly-spelled street names for your review. If you have chosen "point and shoot" as an option in setting up your parameters, move the cursor to the street name you want. Press the <Tab> key to select the street (the System fills in the Address field). If the street is not present, press the <HOME> or <HELP> key to go back to the address line.

If the address you have entered is not in the Street Map, you will get the message: THIS ADDRESS IS NOT IN OUR SERVICE AREA. The street name may be correct, but the address is outside your area. In this case the System will show you which address numbers are in your area.

You will be given the option: FORCE ADDRESS OVER-RIDE (Y/N)? Press <Enter> to avoid forcing an override and to correct the address. After checking the address with the customer, you may find it was entered incorrectly.

14. If the address is in your delivery area, the System will insert the correct number in the STORE # field. If the address is in your delivery area, but was not accepted by the computer, press the <F2> or <PF2> key. This will allow you to enter the store number manually.
15. DIRECTNS Enter any special delivery instructions or directions, if necessary.
16. If you chose the Last Order Recall option when you configured the System parameters, the System will prompt you to choose the ORDER TYPE: NEW ORDER, LAST RECALL. Press <Enter> to choose NEW ORDER.
17. SPC If this order is for a special, enter the code number. For example, <1> for Extravaganza, <2> for Deluxe, <3> for Vegetarian. New users may press the <HELP> or <HOME> key to see a list of the available specials in a pop-up window.

All pop-up windows like this allow you to point to an item with the <Up>, <Down>, <Left>, or <Right> arrow keys. When you've highlighted the item you want, press <Enter> to select it. All the information about that special is automatically filled in.

Notice that the column heading and the line number where the cursor is located is highlighted as you move through the Order Screen.

18. CPN Enter the code of the appropriate coupon, if applicable. New users may press <HELP> or <HOME> keys to see a list of the current coupons.

If your store is using the TMS/Quik Q-Pon program, the screen will display the last Quik Q-pon offer that is valid for that customer.

Make sure your order takers ask for and enter the code of any coupon being redeemed on an order. This is essential to tracking the success of your promotions.

19. QUA Enter the quantity (a number between 1 and 99) of pizzas of the same type. If, for example, you have set up your order parameters for a default quantity of 1, you may just press <Enter> and the System will fill in the number.
20. SZE Enter the code for the desired size and type of pizza. For example, <S> for Small, <L> for Large, <P> for Pan, etc. Again, you may press the <HELP> or <HOME> key to see a list of available sizes.

21. 1/2 TOPPINGS Enter the codes for each topping or ingredient desired. After you enter the toppings on the first half of the pizza, press <Enter>. The System automatically fills the same toppings on the second half. You may accept these by pressing <Enter> again, or make changes or additions.
22. If you've already entered a code for a Special, the toppings will be entered automatically by the System. You may then make changes if desired. New users may press the <HELP> or <HOME> key to see a list of the available toppings.
23. COMMENTS Enter special cooking instructions, if any. For example, WELL DONE, EXTRA SAUCE, ETC.
24. After you press <Enter>, the cursor moves to the next order line. You may continue entering additional pizzas in the same manner. Screen #1 displays four lines for orders.
25. If you need to enter more than four pizzas, use the <Next Screen> or <Page Down> key to move to Screen #2 (the screen number appears in the upper right hand corner of the Order Entry Screen). Press the <Previous Screen> or <PageUp> key to return to Screen #1.
26. DRINKS To enter soft drink orders, press function key <F8> or <PF8> or the <TAB> key. Enter the number of items desired, followed immediately by the code number. For example, enter <1C, 3DC> for one Coke, three Diet Cokes (omit the space after the comma). New users may press <HELP> or <HOME> key to see a list of available soft drinks.
27. To calculate the price of the order, press <F6>. The prices will appear in the upper right hand corner of the screen.
28. When you have finished entering the order, press the <Do> or <End> key. This will start the order processing. After a brief delay, the order will print.

The TMS/Quik Order System is designed always to give the customer the best possible price on each and every order-regardless of how the order is stated. If a customer orders a pizza with toppings that match a combination within your substitution limits, the System will always find and give the customer the lowest possible price.

For example, if the customer orders the same ingredients as on the Deluxe special, the System will automatically give the customer the Deluxe price, even though he or she did not ask for the special.

TAKING AN ORDER FROM AN EXISTING CUSTOMER

It's even faster to take an order from an existing customer, because the name and address are already on file. If the customer wants to order the same thing as last time, order entry is faster yet.

1. At the MAIN MENU, type <O>. then <Enter> to select Order Entry.
2. As for a New Customer, begin by entering the phone number (unless your system requires an Employee number first). The System automatically fills in the customer's name and address.
3. Choose the DELIVERY/CARRYOUT OPTIONS as you do for new customers.
4. If any restrictions have been placed on a customer, they will now display as a CUSTOMER ALERT. Notice in Figure 25 the alert, NO CHECKS.
5. Now verify the name and address information with the customer and make any changes that might be necessary. If the information is correct press <Enter> to move on to the next field. Or press the <TAB> key to go directly to the pizza order selection.
6. If you have previously set up the option Last Order Recall in the System parameters, the System will prompt you to choose the ORDER TYPE: NEW ORDER, LAST RECALL. Use the <Down> arrow key to select LAST RECALL then press <Enter>.

7. The System will automatically fill in the previous order in the pizza section. You may accept this, make changes or additions.
8. You'll notice after you enter the phone number for existing customers that the System automatically displays the Zip Code after the Z and the Zone number under DIRECTNS.
9. Proceed with the order as for a new customer.
10. Notice that you have four lines for pizza orders on Screen #1. If you need to enter additional pizzas, use the <Next Screen> or <Page Down> key to move to Screen #2 (the screen number appears in the upper right corner of the Order Entry Screen). Press the <Previous Screen> or <Page Up> key to return to Screen #1.

MAKING ADJUSTMENTS TO AN ORDER

Be very careful when making adjustments since they are identified by employee number.

Press the <F9> key to move to the Adjustments section of the Order Screen.

PW: Enter <P> (or another valid password) in the field. Usually the order taker will have to ask the supervisor or manager to enter this before proceeding.

REASON Required. Enter a brief explanation for the adjustment.

ADJSTMT Enter the percentage of the reduction in price. For example, type <10%> and press <Enter>. The System automatically calculates the dollar amount of the adjustment and recalculates the prices in the upper right of the screen. The System assumes adjustment amounts are to be subtracted from the price. If you need to add an amount to the price, enter a negative number.

or NEW AMT Enter the actual new price of the order, if this option is allowed in your system. (Users generally set the Order Screen parameter to skip this field. Buy using the ADJSTMT field, it is easier to track adjustments).

ORDER SCREEN FUNCTION KEYS

<TAB>: This moves you to the next section. You can jump from the name section to pizzas to drinks.

<F4> or <F10>: These allow you to exit from the screen at any point and not process the order.

<F1>: Moves the cursor to the phone number field.

<HELP> or <HOME>: On-Screen help.

<Do> or <End> or <Green>: Press when order is complete to begin processing the order.

<F6>: (1) While you are in the address section, use to inquire about past order history of the customer. (2) After you have entered pizzas or drinks, use <F6> to price the order.

<F3>: Moves the cursor to the pizza order section of the screen.

USING THE NOTEPAD

While in the address area of the Order Entry screen, you may enter additional information or notes about the customer with a “pop up” Notepad. You could, for example, keep a history of complaints or problems.

Press <F7> to pop up the notepad. Once in the notepad, press <F1> for help, <F10> to Exit.

You'll be able to look at or add to these notes whenever the customer places future orders. If notes have been entered on a customer, you'll see a reminder (NOTE) in the lower right hand corner of the screen.

You may also pop-up this Notepad from the EDIT CUSTOMER FILES screen on the STORE & EMPLOYEE DATA menu on the MANAGER menu.

ABBREVIATION CHART

PEPPERONI	P
HAM	H
SAUSAGE	S
GROUND BEEF	B
ITALIAN SAUSAGE	I
BACON	K
GREEN PEPPERS	G
BANANA PEPPERS	Z
ONIONS	O
MUSHROOMS	M
RIPE OLIVES	R
GREEN OLIVES	V
EXTRA CHEESE	2C
JALAPENOS	J
PINEAPPLE	N
EXTRA SAUCE	+
LIGHT SAUCE	-
THIN CRUST	TC
PRO SPECIAL	\$
PRO DELUXE	DX
MEAT TO PLEASE	MEAT
VEGGIE	VEG
BREAD STICKS	T
WINGS	W
DEEP PAN	DP
CHEESE STICKS	X
EXTRA TOPPING	2(??)

THE SYMBOL FOR EXTRA TOPPINGS IS
A 2 FOLLOWED BY THE ABBREVIATION

	S	M	L	XL	COLA			PHONE	TOTAL PRICE
#1	#1a		#1b				Carry Out		
								TIME	
#2	S	M	L	XL	COLA			PHONE	TOTAL PRICE
							Carry Out		
								TIME	
	S	M	L	XL	COLA			PHONE	TOTAL PRICE
					#3		Carry Out		
								TIME	
	S	M	L	XL	COLA		#4	PHONE	TOTAL PRICE
							Carry Out		
								TIME	
	S	M	L	XL	COLA			PHONE	TOTAL PRICE
							Carry Out		
								TIME	
	S	M	L	XL	COLA		#5	PHONE	TOTAL PRICE
							Carry Out		
								TIME	
	S	M	L	XL	COLA			#6	TOTAL PRICE
							Carry Out		
								TIME	
	S	M	L	XL	COLA			PHONE	TOTAL PRICE
							Carry Out		#7a
								TIME	#7b
	S	M	L	XL	COLA			PHONE	TOTAL PRICE
							Carry Out		#8
								TIME	
	S	M	L	XL	COLA			PHONE	TOTAL PRICE
							Carry Out		
								TIME	
	S	M	L	XL	COLA			PHONE	TOTAL PRICE
							Carry Out		
								TIME	

#9	S	L	T	W	COLA (NUMBER SOLD)	#10	DELIVERIES	\$	#13
	M	XL	X		STORE NO.	#11	CARRY OUT	\$	#13a
483351	TOTAL		#9a	DATE	#12	TOTAL GROSS SALES	\$	#14	

#15 cancelled orders

(S)	M	L	XL	COLA	SMITH	PHONE 555-2222	TOTAL PRICE
P				2C	C/O	Carry Out X 6:05	2.19
S	(M)	L	XL	COLA	JOHNSON	PHONE 555-0000	TOTAL PRICE
\$		-M N			C/O	Carry Out X 7:15	10.99 3
S	M	(L)	XL	COLA	JOHNSON	PHONE 555-0000	TOTAL PRICE
P2C					C/O	Carry Out X 7:15	9.99 3
S	M	L	XL	COLA	JOHNSON	PHONE 555-0000	TOTAL PRICE
T					C/O	Carry Out X 7:15	1.99 22.97
S	M	L	XL	COLA	BAXTER	PHONE 555-1111	TOTAL PRICE
\$-O		-RM		1D 1C	C/O	Carry Out X 8:10	14.99 2
S	(M)	L	XL	COLA	BAXTER	PHONE 555-1111	TOTAL PRICE
S					C/O	Carry Out X 8:10	FREE COUPON 14.99
S	(M)	L	XL	COLA	BERNARD	PHONE 555-3333	TOTAL PRICE
BO					27 W. FIRST	Carry Out 9:15	6.09 \$3 off
S	M	(L)	XL	COLA	HARRIS	PHONE 555-1957	TOTAL PRICE
\$2M					DAYS INN RM 301	Carry Out 10:10	14.99 2
S	M	L	XL	COLA	HARRIS	PHONE 555-1957	TOTAL PRICE
X					DAYS INN RM 301	Carry Out 10:10	3.99 18.98
S	M	(L)	XL	COLA	JONES	PHONE 555.4444	TOTAL PRICE
P					C/O	Carry Out X 11:00	SPECIAL 6.99

S 1 L 4 T 1 W	COLA (NUMBER SOLD) 4	DELIVERIES \$ 25.07
M 3 XL X 1	STORE NO. 1000	CARRY OUT \$ 47.14
483351	TOTAL DATE 12-2-2002	TOTAL GROSS SALES \$

S	M	L	XL	COLA			PHONE	TOTAL PRICE
						Carry Out		
							TIME	
S	M	L	XL	COLA			PHONE	TOTAL PRICE
						Carry Out		
							TIME	
S	M	L	XL	COLA			PHONE	TOTAL PRICE
						Carry Out		
							TIME	
S	M	L	XL	COLA			PHONE	TOTAL PRICE
						Carry Out		
							TIME	
S	M	L	XL	COLA			PHONE	TOTAL PRICE
						Carry Out		
							TIME	
S	M	L	XL	COLA			PHONE	TOTAL PRICE
						Carry Out		
							TIME	
S	M	L	XL	COLA			PHONE	TOTAL PRICE
						Carry Out		
							TIME	
S	M	L	XL	COLA			PHONE	TOTAL PRICE
						Carry Out		
							TIME	

S	L	T	W	COLA (NUMBER SOLD)	DELIVERIES \$
M	XL	X		STORE NO.	CARRY OUT \$
483351	TOTAL	DATE		TOTAL GROSS SALES	\$