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Pizza Hut requires new employees to through a training process which can be extremely confusing if not done the right way. New employees must be capable of certain tasks right away, such as answering phones, taking customer orders, and cashing out customers at the front. Without the basic training and knowledge, these simple tasks can be unclear and done improperly. The employees that have been working longer are responsible for training any new-hires among the store. This can take precious time away from the tasks stacking up. If Pizza Hut had a training manual to help with the training process, learning the tasks would become much less stressful for the new employees throughout the store.
Chapter 1:
The Customer
The Customer
The customer is the most important part of the business. Without customers, every business would not generate any income and therefore fail. Taking a customer order is just as important as making the order, so you must make sure that it is complete and correct. For instance, if a customer orders a set of 14 piece, boneless chicken wings and the employee mistakes them for a 22 piece set, the customer will be unhappy because they received and paid for more food than they wanted. Every order must be correct, so it is imperative that you repeat the order back to the customer when finishing the phone call.

Steps for a successful phone call
There are steps to follow when taking a phone call. For a successful order follow these steps:

1. Answer the phone with a polite and cheerful tone saying, “thank you for calling Pizza Hut, my name is [your name here], will this be for pickup or delivery? Make sure to smile because they can “hear” the smile through your voice!
2. If for pickup, select the carryout option on the screen and then politely ask for their phone number, if for delivery, select the delivery option.
3. Type in their phone number and confirm their name when it pops up. If for delivery, confirm their name as well as their
address. If their name doesn’t pop up, it means they are a new customer and you should ask them for a name to place the order under.

Carefully select the food options for whatever they want, make sure to confirm what crust if they want pizza or what style of wings they want, boneless or traditional.

Figure 2 – Food options screen

4. Once you complete the order, repeat it back to the customer as it says on the screen.
5. If correct, state the total amount of the order including sales tax and quote them the time that it will be ready (normally 15 minutes for pickup, and 30 minutes for delivery)

**Cashing out customers**

There are two different ways to cash out a customer, at the front when they walk in or when the delivery driver comes back to the store with cash or a credit card receipt. Using the computers can be confusing at first if you have not been taught the proper steps. For carryout option:

1. When the customer enters the store, greet them with a smile and a cheerful tone.
2. Politely ask if they are here to pick up an order or to place an order (sometimes customers come in to place an order to go).
3. If they are here to pick up an order, ask for the name they placed it under.
4. Select the name on the screen using the computers up and down arrows.
5. When selected, a box will pop up with the amount due.

![Figure 3 – Example of order total screen](image)
6. If they hand you a credit card, type in the exact amount of the total order and press the enter button. This will bring up a second box with options for ways to pay. If they hand you cash, type in the amount of cash they handed you and press enter.
7. Select the credit card or cash option.
8. If credit card, swipe the card using the card reader on the side of the monitor. The computer will automatically read the cards information and authorize the payment. For cash, the change amount will pop up.
9. When authorized, two receipts will print out, a customer copy and a merchant copy. If cash, make sure to hand them the exact amount of change due.
10. Have the customer sign the merchant copy for you and then hand them their receipts, along with their food. For cash, another receipt will print out with their order, total amount, amount tendered, and change due, make sure to give them this receipt.
11. Politely thank them for their business and if possible, open the door for them on their way out.
For the delivery driver option:

1. When the driver enters the store, they will hand you either a credit card receipt or a cash amount.
2. Hit the F2 button on the keyboard. This will bring up a box for you to type in the drivers initials.
3. Type in the initials and press enter.
4. A box will pop up, showing what order they were on, along with the total amount of the order.
5. If credit card, type in the total amount on the credit card receipt, including the driver tip, and press enter. If cash, type in the amount of cash they gave you and press enter.
6. The cash drawer will open, allowing you to give the driver their tip.
7. Another box will pop up, allowing you to enter the tip amount into the system.
8. Once done, press the F1 key, signaling that you are done with the transaction.

Cashing out customers and drivers is extremely important. You must follow the proper steps to make sure no errors happen. Any cash error can have severe consequences such as a driver not receiving the tip that they earned or even worse, a shortage of money in the store.

**Customer complaints**

Taking a customer complaint can be risky, as you are trying to keep business from an unhappy customer. These situations should be handled by a shift leader or manager on duty. If either of these options are not possible you must take the complaint. There are two choices that will likely make the customer return the next time they want to order. One option is to have the cooks remake the order for free. If the original order was placed under delivery, you can have it sent out for free, or if it was placed under carryout, you can have the customer willingly come pick it back up. Another option is to give the customer a credit for a future order. The credit amount is based on the order amount. For example, if the order was $24.84, make the credit for $25.00. You must also be
extremely polite when talking to a complaining customer, any slip ups could result in losing their future business or even you getting terminated.

Figure 4 – Example of customer complaint screen

For a successful complaint process follow these steps:

1. When a customer calls and states their reason for their complaint, ask for the phone number on the original order. This will show their most recent order and what they received.
2. Sincerely apologize for the mistake made and state the two options that you can do, a credit or remake. Remember that the customer is always right in these situations.
3. For a credit amount select the customer complaint option on the screen.
4. A dialogue box will pop up, allowing you to type the reason for the complaint.
5. Select the credit amount closest to their previous order total, if it is not present you must manually type in the amount desired.
6. Tell the customer that the credit has been applied to their phone number and that it will be used on their next order.
7. For a remake, select the delivery or carryout option and type in the provided phone number.
8. Carefully replace the order and discount it down 100% at the end.
9. Tell the customer that their order is top priority in the store and you will have it ready as soon as possible.
10. If the order was for delivery, have a driver take the order as soon as it is completed and out of the cooking station. If it was for carryout, place the order in a heat retaining bag for the customer to pick up.
11. Apologize for the mistake once again and state that their food will be handled with precision and care.
12. Politely thank them for their business and end the phone call.

These complaints must be handled with accuracy and complete care any mistake and you will likely lose this customers future business. This is why it is important that a managerial staff member should handle these situations. They have the training and the ability to make the right decisions at the right times.
Chapter 2: Specifications
Specifications on the make table
The make table is the heart of the store. Any order placed over the phone goes directly to the cooks on the make table. These cooks must be heavily trained when making customers’ orders as any mistake here will lead to a number of mistakes throughout the store. Every pizza has its own set of specifications that will need to be followed. Any deviation from these specs will lead to a shortage in food product, which will ultimately lead to a shortage in food cost, a statistic that takes up 26% of the stores weekly budget.

Figure 5 – Picture of the stores make-table with the quality rings on top

Each size of pizza has different utensils that must be used to eliminate the probability of a food shortage. For example, a large pizza uses a red quality ring around the edge to prevent the toppings from getting on the crust. The large pizza also has a red cheese cup measured specifically for the large pizza. It also has a red meat cup, as well as a red ladle for saucing. Each utensil is measured specifically for the large pizza. Any use of these utensils on a smaller pizza and you will be using too much product.

A medium pizza has green colored utensils that are weighed out specifically for that size, as well as blue for the small pizzas.

To create a pizza to spec, follow these guidelines:
- Read the order screen to confirm the type of crust on the order.
- Pull the dough out of the walk in cooler and take the lid off of the top of the pan.
- Place the corresponding colored quality ring on the pizza, (Red for large, green for medium, blue for small). The only type of crust that does not require a ring is the stuffed crust pizza.
- Select the corresponding cheese cup for the pizza, using the same colors as the ring.
- Properly fill the cheese cup using one hand to grab the cheese and drop it in. Fill to level with the brim, if over filled, use a swiping motion to brush off the extra cheese.
- Spread evenly around the pizza, maintaining even distribution, this first layer of cheese is referred to as bottom cheese.
- Carefully read the order screen to see what toppings the customer wants on their pizza.
- Place the toppings accordingly, keeping the distribution even.
- Once all of the toppings are placed on the pizza, fill the cheese cup once again using the method discussed earlier.
- Spread the cheese across the toppings, this layer of cheese is referred to as top cheese.
- Take off the quality ring around the crust and place the pizza in the oven.
- By using the numbers on a bump screen that correspond to the numbers on the order screen, bump the order to the cuttable screen.
These steps ensure the pizza is made to spec. It may not seem like a big deal when one pizza is made incorrectly but if it becomes a habit, it causes the store to be short a lot of money.

Keeping the food product labeled correctly is also important when it comes to managing a store. One incorrect label can cause a loss of points on a health inspection, which a store must pass to be able to proceed with business. If the label is out of date, the inspector will assume that you are using expired product, even if the label was using incorrect dates.

Every product that is stored in the walk-in refrigerator must have a label on it, whether it be written on the packaging in sharpie or on a sticky label and placed on the container. When labeling a container, you must label the product that is inside, it’s made date (normally the current day), its ready date, and its discard date. You must also initial at the bottom of the sticker to show that you were the one that labeled the product. This ensures that you take responsibility if it is done incorrectly and further training will take place.
There is a chart that shows every product in the store that must have a label as well as the number of days it can be used for. Refer to this chart when using dating any product.

**Specifications on the Cut Table**

The cut table is the second part of the pizza making process. At this station employees cut the cooked pizzas coming out of the oven and box them to be ready for delivery or carryout. Employees here must be able to handle pressured situations when the store is running fast (meaning we are at max capacity: about $1200 per hour), as well as keeping up with the oven, which is continually pumping out twenty pizzas every six minutes. This position is easy to learn, but the even the slightest mistake can cause a catastrophe.

Follow these guidelines when working on the cut-table:

- Carefully read the order screen to see what pizzas are coming out the oven. These orders show on the screen when the make table bumps the order.
- Match the order screen with the pizza that is currently coming out of the conveyer belt oven.
- Grasp the pan that the pizza is sitting on when it is fully out of the oven by using the handheld grippers.
- Carefully slide the pizza onto the cutting board, be cautious as you do not want to make the toppings slide off of the pizza.
- Place the pan on the racks under the cut-table and set the grippers down.
- Pick up the two handed pizza cutter and determine if the pizza is half and half. If so, cut the pizza accordingly.
- Make sure the cuts are through the entire pizza.
- Cut the pizza into eight slices, using a cross and an X pattern.
- Once completed, place the pizza in a corresponding box attained from the racks above the cut table.
- If the order has multiple pizzas, wait until all of them are cut and boxed before sending them to be placed into a heat retaining bag.

As discussed before, the cut-table area can get very hectic so accuracy is and speed are the most important skills to possess.

There are several other types of food that can be cooked as well. The most common being appetizers such as breadsticks and cheese sticks. Breadsticks must be buttered and seasoned using the labeled containers once exiting the oven, cheese sticks only need to be seasoned. Every appetizer comes with a side order of marinara, which is pumped from a heated container at the end of the cut-table.

**Wing Street**

The wing Street station is a portion of the cut-table, as these two are back to back. Any order of wings that is placed over the phone or at the counter pops up on the wing street order screen. This station consists of two fryers that can hold three baskets of wings each, so six total. You must be extremely cautious when operating the fryer, as it contains ten gallons of 350 degree oil. Any splash could severely harm your skin and create third degree burns, but using the necessary precautions will greatly decrease the risk of being burned. This is a fairly simple task, as it only requires a handful of steps:
1. Read the screen to determine the type of wings the customer wants. There are two options: boneless or traditional.

2. Then determine the size: 8, 14, 22, and 44. Wings are bagged in white and green bags, white for eight piece and green for fourteen piece.

3. Drop the wings into the basket and place the basket carefully into the fryer.

4. Select the timer corresponding to the types of wings, boneless is six minutes, traditional is ten minutes, five seconds.
5. Wait for the wings to be completely cooked before you take the basket out of the fryer.
6. Place the wings into the bowl matching the flavor the customer desires.
7. Scoop the sauce into the bowl using the measured ladle, one scoop for eight, two for fourteen, three for twenty two, and four scoops for forty four.
8. After mixing, place the wings into the clamshell box corresponding to its size.

The wing street station is easy to learn and considered the easiest job in the store. By following the necessary precautions and the guidelines above no injuries will occur and you will provide the needed assistance when working a shift.

Dough Preparation

“Dough prep” as it is commonly referred to as, is one of the most important jobs in the store. All of the dough needed for the day’s revenue is frozen in the walk-in freezer, so it must thaw overnight before it can be used. This is why the dough must be brought out and prepped using the proper methods every single night. A “prep list” is a list of how much of each type of dough must be pulled out to be ready for the next day. For example, with Friday being the busiest day of the week, Thursdays prep list must be much larger than a normal weekday list, such as Monday.

There are many different types of dough that must be thawed. The list includes:

- Large hand tossed dough
- Medium hand tossed dough
- Large pan dough
- Medium pan dough
- Large thin crust dough
- Medium thin crust dough
- Rectangular pan dough
- Breadsticks (single orders and double orders)

There are also sauces added to the list, including:

- Pizza sauce
- Marinara sauce
- Alfredo sauce
- Meaty marinara sauce (for pasta’s only)

All of these items must be prepped to the required amount for the store to successfully run. The slightest miscalculation and you will most likely run out of dough. The thawing process is different for the pan dough, as the completed stacks are placed on a green, moveable rack and put in the walk in cooler overnight. The person who opens the store in the morning must put this rack with all of the pan dough on it into the proofer. This is where the dough sits for seventy minutes in 95 degree heat to complete the thawing process.

Figure 12- Example of Proofer with timers on top

Preparing the dough for the thawing process is fairly simple. For hand tossed dough:
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1. Pull the dough out of the freezer, and gather the required amount of pans and lids.
2. Place the first lid face up, followed by the pan on top of the lid.
3. Spray the pan with non-stick spray and place the frozen dough on the pan.
4. Spray around the ring of the dough and place another lid on top of the pan.
5. Repeat until you have a stack of ten.
6. Once completed, you must place another pan on top of the lid. Instead of spraying this pan, place a dough wheel on the top, showing what day the dough expires on.
7. Place completed stack in the walk-in cooler to thaw.

![Figure 13 – example of completed pan dough stack](image)

For pan dough:

1. Pull the dough out of the freezer and gather the necessary pans and lids.
2. Repeat the same process as above, only oil the pan using vegetable oil before placing the dough in it instead of spraying it.
3. Repeat until you have a stack of five.
4. Follow the same process when completed, with the dough wheel showing what day the dough expires on.
5. Place completed stack of five on a green, moveable rack, and roll into the walk-in.
The thin dough is prepared differently, as it comes in boxes with sets of ten. Each set of ten is placed onto a large pan, covered by a large lid. The same process for showing its expiration day is used. The completed stack is then put into the walk-in to thaw overnight, like the hand tossed dough.

Breadsticks and rectangular pan dough are similar to the pan dough, as it uses the same process. The only difference are the pans and lids used, as they are rectangular. Once all of the dough is prepared and stored in the walk-in, the closing manager must thoroughly check to make sure the entire list is completed. If not, they must complete the list to ensure that the store will be ready for business the next day.
Chapter 3: Opening, Closing, and Running a Successful Shift
Chapter 3

Opening the store

The opener arrives at 9am, approximately two hours before the store opens for business at 11am. This gives the opener enough time to put the frozen pan dough into the proofer and clean any necessary items before opening. They also must set up the two cash registers using the five hundred dollar safe. This includes all dollar bills, coins, and coin rolls. There is a checklist that the opener must follow so that everything is done correctly.

- Unlock the front door using the store key, once inside, lock the door once again to ensure no one else enters the store.
- Turn on the oven, make-table, both fryers, all lights, and the proofer.
- Put the frozen pan dough that’s on the moveable green racks into the proofer to completely thaw, set for seventy minutes.
- Throw away any dough from the night before, unless it has been specifically labeled for use for today.
- Move on to see what food products must be bucketed, labeled and placed in the walk-in for refrigeration, make sure you have at least one and a half buckets of each.
- Cut any necessary food items such as onions and green peppers, so that you have at least two buckets of each.
- Next, determine if any pastas must be made.
- Begin to set up the store, by placing the make-table product into the make-table, uncovering the wing street sauces and putting the proper ladles in them, and turning on all monitors throughout the store.
- Next, go to the main desk where the manager computer is and perform the opening cash sequence by counting the amount of cash that is in the safe and in the change drawer (it should even out to $500)
- Once completed, split the money evenly into the two cash registers.
- Set up the cash register by using the “set up till” option in the till functions menu.
- Your store is now ready for operations
Running a successful shift

Running a successful shift is extremely important for the store’s overall morale and attitude. If errors occur and start to impede the store’s work ability, the store’s general morale will severely drop and the employees will tend to become sloppy and take shortcuts. This can lead to compounding mistakes, which in turn will lead to angry customers. Guidelines to follow when managing a shift are:

- When the store is busy, make sure the employees are in the spots where they do best at, “ace’s in their places.”
- Cashing out delivery drivers without mistakes, make sure to include the tip in the total amount, and don’t forget to add the tip when prompted.
- Cashing out customers must be fast and efficient. Customers like quick service, meaning the right quote times and the right food.
- Keep an eye on the make-table crew, any mistake here can be costly.
- Monitor the dough levels. Try to gauge the amount of new dough needed by the amount of business. For example, if we are running low on breadsticks and the store is running fast, make sure to prep a reasonable amount of them to get us through the rest of the day.
- Keep the stations clean. A clean station is much easier to work with than a dirty station.
- After the rush, make sure that all employees are cleaning and helping with whatever tasks are top priority.

Closing the store

Closing the store must be done correctly, as you are setting up for the opener for the next day. The goal is to keep the opener from having to do any unrelated tasks, such as cleaning or prepping dough. The closer is also responsible for ensuring the dough prep is completed, as well as making sure all non-closing employees are out of the store at their designated times. A common closing crew consists of three closers, one for production (the make-table and cut-table area), one for dishes (washing all the
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stores dishes that day), and one for manager (closing down the cash portion, as well as locking up the store). When closing manager, follow these steps:

1. Make sure to cut all employees who are not needed by 8:30 to 9pm.
2. Start working on cleaning the store and making orders as necessary. Help with whatever daily tasks that are not complete.
3. As closing time draws near, make sure all closing employees are working on their stations accordingly.
4. Once the clock shows that you are closed, lock the front door. Verify that no orders need to be picked up before doing this.
5. Help the production closer with the cleaning and necessary procedures. Make sure all equipment is turned off: the make-table, both fryers, the ovens, etc.
6. Put the make-table product in the walk-in cooler so that it may be refrigerated overnight.
7. Make sure to cover the wing street sauces, and send any dishes back that need to be washed.
8. Start on the closing cash portion once the production portion of closing is completed.
9. Close down both of the tills. Take note of how much cash you were over or short on each till. Take the receipt that will print out, showing that you closed the till down.
10. Go to the main computer and select “daily cash control.”
11. First, settle all credit card payments, the credit card summary will print out.
12. Then count the amount of cash in both tills, enter all amounts of each denomination into its designated spot.
13. Next, you must count out the deposit, which will be the amount of cash in front of you minus $500, this is the required safe amount the store must have.
14. Place the deposit along with the deposit slip into a numbered deposit bag.
15. Lastly, verify the change fund by entering the remaining amount of bills you have. It should even out to $500.
16. Print out the paperwork necessary for the opener in the morning, the change down sheet, the daily cancels sheet, and the daily business summary.
17. Place the $500 into the safe under the desk and lock the combination. Place the cover over the safe.
18. The cash portion is now finished, by this time, all employees should be finished with their closing duties.
19. Make sure to write down any note that will pertain to the opener, such as big orders for the next day or any customer complaints that are in need of attention.
20. Do a final walk around the store to make sure all appliances are turned off and all procedures were followed correctly.
21. Make sure the back door of the store is locked.
22. Turn off all lights throughout the store and set the alarm using a given password.
23. Lock the store's front door, the store is now successfully closed down for the night.

**Conclusion**

Operating even a small store like this one can take a lot of work. Often times one must devote time away from his family and friends to ensure the store is running smoothly, even on their day off. Following the proper guidelines and having a correctly trained staff will help certify that the store is running properly and minimal errors will occur. This helps attain the positive work environment where all employees enjoy working together. The closing down of the store is an important factor, as any tasks that have been forgotten will delay the opener. Opening is also an important factor because one is setting the store up for the daily business. The opening and closing guidelines must be followed and completed for the store to run successfully. When all employees are trained to the fullest extent and the store's daily procedures are followed, the store will be an effective place of business.
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