



PIZZA TEAM MEMBER (INSTORE) TRAINING TRAINING OUTLINE – ALL UNITS

1. Unit 1 – Position Makeline 2 (M2) & Makeline 1 (M1)

- ☐ GM and Store Orientation.
- ☐ Cheesing and Post-cheese Toppings
- ☐ Pre-Oven TastyCrusts
- ☐ Loading Breadsticks
- ☐ Topping Pizzas
- ☐ Topping SkaDoozy Snacks
- ☐ Topping Slammiches
- ☐ Making Pasta
- ☐ Preparing Wings
- ☐ Preparing Desserts
- ☐ Sidework

2. Unit 2 – Positions Cut 2 (C2) & Cut 1 (C1)

- ☐ C2 Position Basics
- ☐ C1 Position Basics
- ☐ Boxing Pizzas
- ☐ Cutting Pizzas
- ☐ Boxing, Cutting, and Finishing Breadsticks, Cheesestix, SkaDoozy Snacks, Pasta, Slammiches, Wings, CinnaTreats, Brownie Bites, Gluten-free Pizzas.
- ☐ Asking for a Remake
- ☐ Sidework

3. Unit 3 – Positions Front 2 (F2) & Front 1 (F1)

- ☐ Front Position Basics & Customer Service Keys
- ☐ Taking Phone Orders—Gathering Customer Information (Smiley Script)
- ☐ Taking Phone Orders—Gathering Order Information (Smiley Script)
- ☐ Taking Phone Orders—Completing the Order & Taking Payment (Smiley Script)
- ☐ Practice Taking Phone Orders
- ☐ L.A.S.T. Method for Dealing with Customer Complaints.
- ☐ Hanging Stickers.
- ☐ Finding Carryout Orders in the POS System
- ☐ Confirming or Taking Payment
- ☐ Locating Orders
- ☐ Handing Off Completed Orders
- ☐ Sidework

4. Unit 4 – Positions Slap 2 (SL2) & Slap 1 (SL1)

- ☐ Saucing Pizzas
- ☐ Preparing Breadsticks
- ☐ Preparing Wings & Desserts
- ☐ Slapping Dough
- ☐ Preparing SkaDoozy Snack Dough
- ☐ Preparing Slammich Buns
- ☐ Makeline Management
- ☐ Managing Dough
- ☐ Sidework