

Papa John's Employee Manual



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July 2013

Table of Contents

Table of Contents	i
Overview	1
Taking a Customer's Order	3
Computer Interface	3
For options 2-6:	3
Answering Phone Calls	5
Taking the Order	6
Working with Dough	11
Edge-Locking Crust	11
.....	11
Slapping Dough.....	12
Make-Line Procedures	13
Saucing Pizza	13
Topping With Ingredients.....	14
Cheesing Pizza	15
Oven Tending	19
Taking Pizza out of Oven	19
Cutting Pizza	19
Adding Extras.....	20
Delivering Pizza	23

Checking Out Orders 23

Performing Door Show 24

Checking in a Delivery 25

Multi-Tasking During Rush 29

References 33

Overview

This employee manual is intended for new employees to become a part of the Papa John's team. In this manual you will find information on how to perform every position in the Papa John's store. It is important as an employee at Papa John's to be well versed in these positions so that the store operates as smoothly as possible. When the store performs well, you are maximizing profits for not only the franchise, but yourself and your fellow team members.

Taking a Customer's Order

Computer Interface

Before you begin taking orders it is important to be acquainted with the computer interface.

Order Screen

These numerical values correspond to the keys to press depending on what the customer would like to order:

1. Pizza
2. Beverages
3. Breadsticks/ Cheesesticks
4. Wings
5. Cinnapie
6. Dip Cups

For options 2-6:

- Press **F2** to pull down a drop menu of item variety.
 - Press **Enter** to select item.
- Press **F12** to return to order screen.

For option 1:

- Scroll with the **up** and **down** arrow keys to hover over pizza toppings.
 - Press **Enter** to select ingredient

- If the customer would like a specialty ingredient, press **F7** to access the specialty pizza menu.
- Press **F12** to return to the order screen.
- Press **F8** to continue to the payment method screen.

Payment Screen

- Press **F2** to access the payment method drop menu.
 - Press **Enter** to select payment method.
- Press **F8** to complete transaction.

If the customer pays with charge card, a window will open:

- Enter card type, card number, expiration date, and PIN in the corresponding fields.
- Press **F8** to complete transaction.

Answering Phone Calls

- When you answer a phone call you are assuming the responsibility of two important roles. Once you pick up the phone not only are you placing a customer's order, but you are also a representative of your Papa John's franchise. Answer the phone with a smile so the inflection of your tone is friendly and welcoming.
- The moment you pick up the phone, you must follow this template:
 - "Thank you for calling Papa John's in (city) my name is (name). Would you like to try (deals)."
- The template will be posted nearby the phones in all Papa John's stores, as well as a list of specials going on during that promotional period.

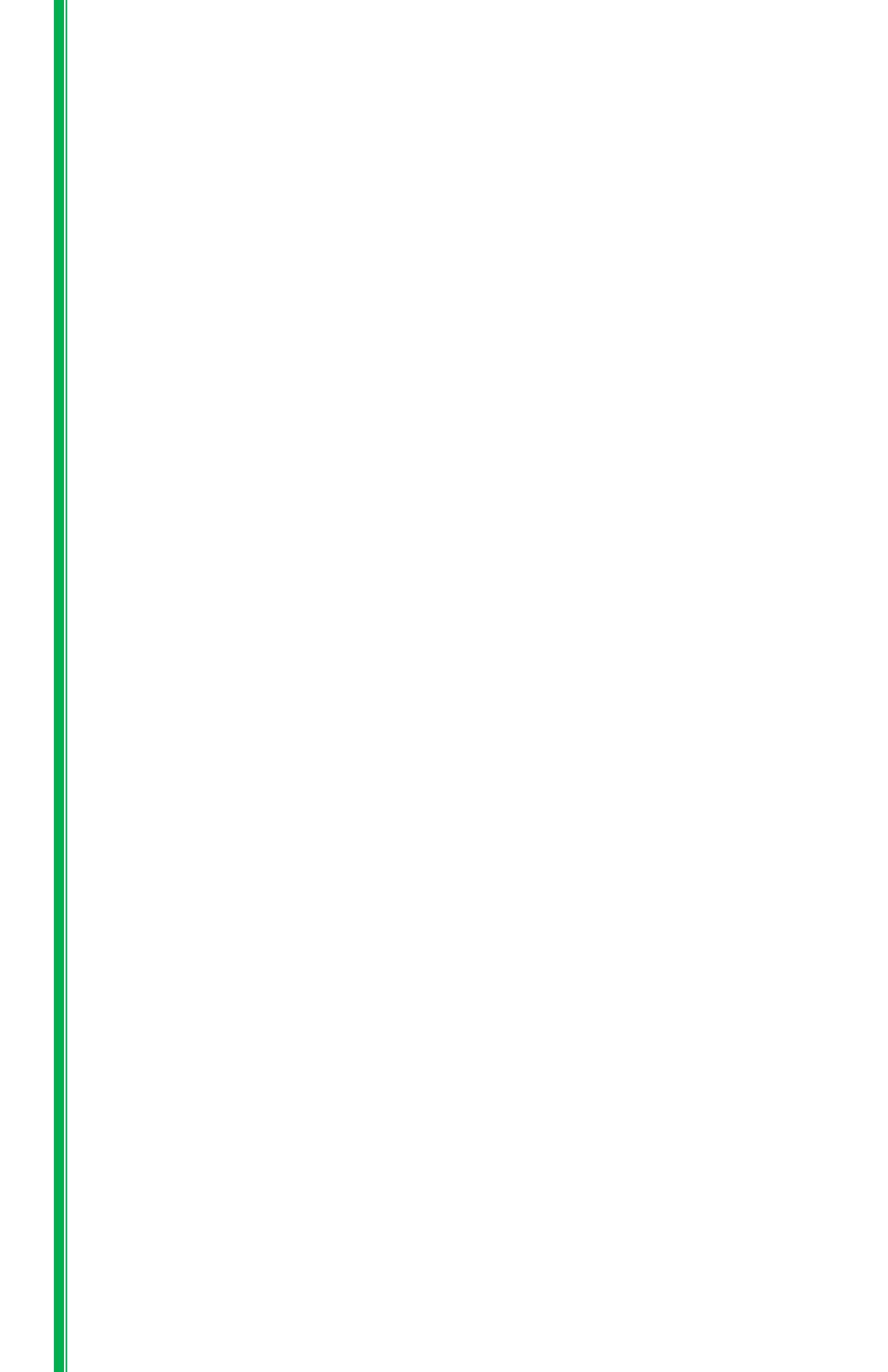
Once the customer begins speaking, it is time to enter his order in on the computer.

Taking the Order

No matter if the customer does or does not want the special, follow this progression for the phone call:

1. Ask for the customer's phone number.
 - a. The first screen when you begin an order entry will be a customer information entry form.
2. Ask if the customer's order is for carryout or delivery, complete order information.
 - a. Press **F5** to make the order a carryout then **F8** to continue.
 - b. Enter the customer's address in the corresponding address fields if the order is for delivery.
3. Continue to the order screen.
4. Ask what the customer would like to order.
 - a. Use a friendly manner of speaking.
 - i. "Help" the customer rather than "get" him/her things.
 1. For example, "How may I help you tonight?"
 - b. Enter the specialty, if the customer wanted it, and continue to the pay screen.
5. Enter Customer's order.

6. Ask the customer if they would like any side items to complement their meal.
 - a. Be specific in your offer.
 - i. Pick one side item (i.e. breadsticks) and a beverage.
7. Continue to the pay screen.
8. Enter the customer's method of payment.
9. Take card information or select "cash."
10. Thank the customer for choosing Papa John's.



Working with Dough

Edge-Locking Crust

1. Select size of dough, depending on the order.
2. Place hands together on dough, palms facing down.
3. Press firmly with all eight fingers (excluding thumbs) 3cm from the edge of the dough.
4. Press until you can feel the table
5. Rotate dough to press the next area of dough.
6. Continue to press and rotate the dough until the entire ball has a 3cm crust surrounding it.
7. Cup the center of the dough ball firmly with both hands together.
8. Spread your hands apart in a circular motion, stretching the dough out.
9. Continue stretching dough until it is roughly this consistency:



(Fig. 1)

Slapping Dough

1. Hold the center of the edge-locked pizza in one upturned hand, palm flat.
 - a. The dough should rest halfway on your arm.
2. Transfer dough to your other arm in a horizontal motion, maintaining a flat palm in both hands.
3. Move the hand that is transferring the dough up your arm to stretch out the dough.
4. Continue until dough is stretched to specified diameter.



(Fig. 2)

Make-Line Procedures

Saucing Pizza

1. Put slapped out dough onto an oven tray.
2. Use the red ladle to scoop sauce out of the sauce bucket.
3. Specify how much sauce to put onto the dough depending on the size of the pizza.
 - a. Extra-Large: 1 $\frac{1}{4}$ cups
 - b. Large: 1 cup
 - c. Medium: $\frac{3}{4}$ cup
 - d. Small: $\frac{1}{2}$ cup
4. Ladle the sauce onto the center of the dough.
5. Place the bottom of the ladle into the center of the sauce you just poured out.
6. Move the ladle in a circular motion to evenly spread out the sauce
 - a. Move outward in a systematic fashion.
 - b. Let the weight of the spoon spread the sauce, don't press down.

Topping With Ingredients

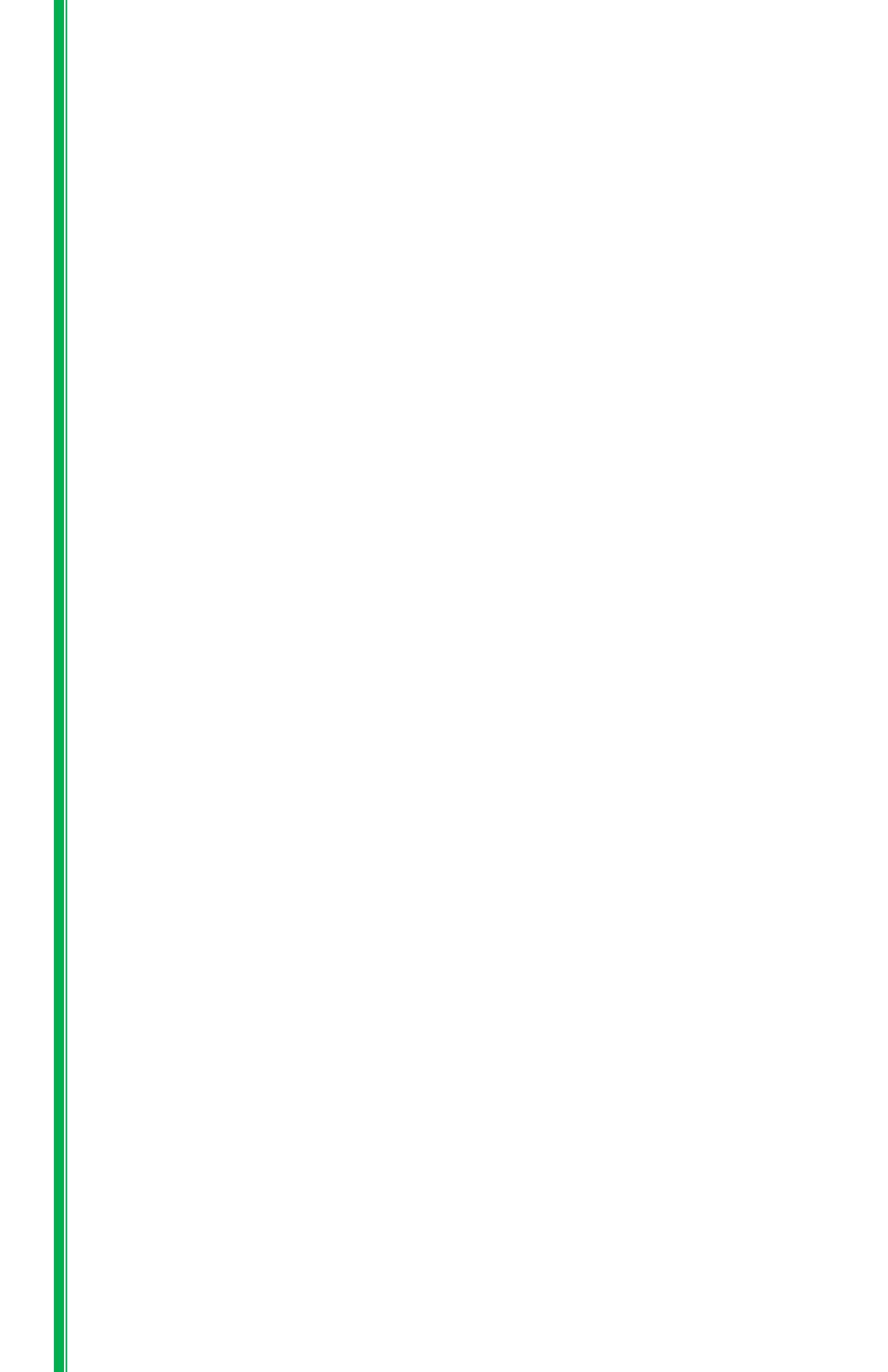
Above the make-line are computers with the current orders to be made. The list of orders is to be followed from the top, down.

1. Use the color coded cups to measure how much of a topping to use.
 - a. Read the label on the make-line wall for measurement information, based on the size of the pizza and how many toppings are to be included.
2. Pour the contents of measuring cup into on hand.
3. Hold your hand about a foot above the pizza.
4. Let the toppings fall onto the pizza, moving your hand in a circular motion to achieve an even spread.
 - a. Move the toppings with your fingers directly on the sauce if they are not spread evenly.
5. Continue until all of the toppings for the order are on top of the sauce.

Cheesing Pizza

1. Specify how much cheese to put on top of pizza
 - a. Extra-Large: 2 $\frac{3}{4}$ cups
 - b. Large: 2 cups
 - c. Medium: 1 $\frac{1}{2}$ cup
 - d. Small: 1 cup

2. Pour the cheese out of the cup onto the pizza.
 - a. Start with the outside edge of the sauce and work inward in a circular pattern.
 - b. If the outside edge of the sauce is not covered, add extra cheese to ensure that it is.



Oven Tending

Taking Pizza out of Oven

1. Use a pizza peel to pick pizza up off of the pizza tray.
2. Put the pizza in the proper size box.
 - a. Boxes are located in front of the cut table.
3. Use the pizza peel to pick the oven tray off of the oven belt.
 - a. Don't let the oven trays fall.



(Fig. 3)

Cutting Pizza

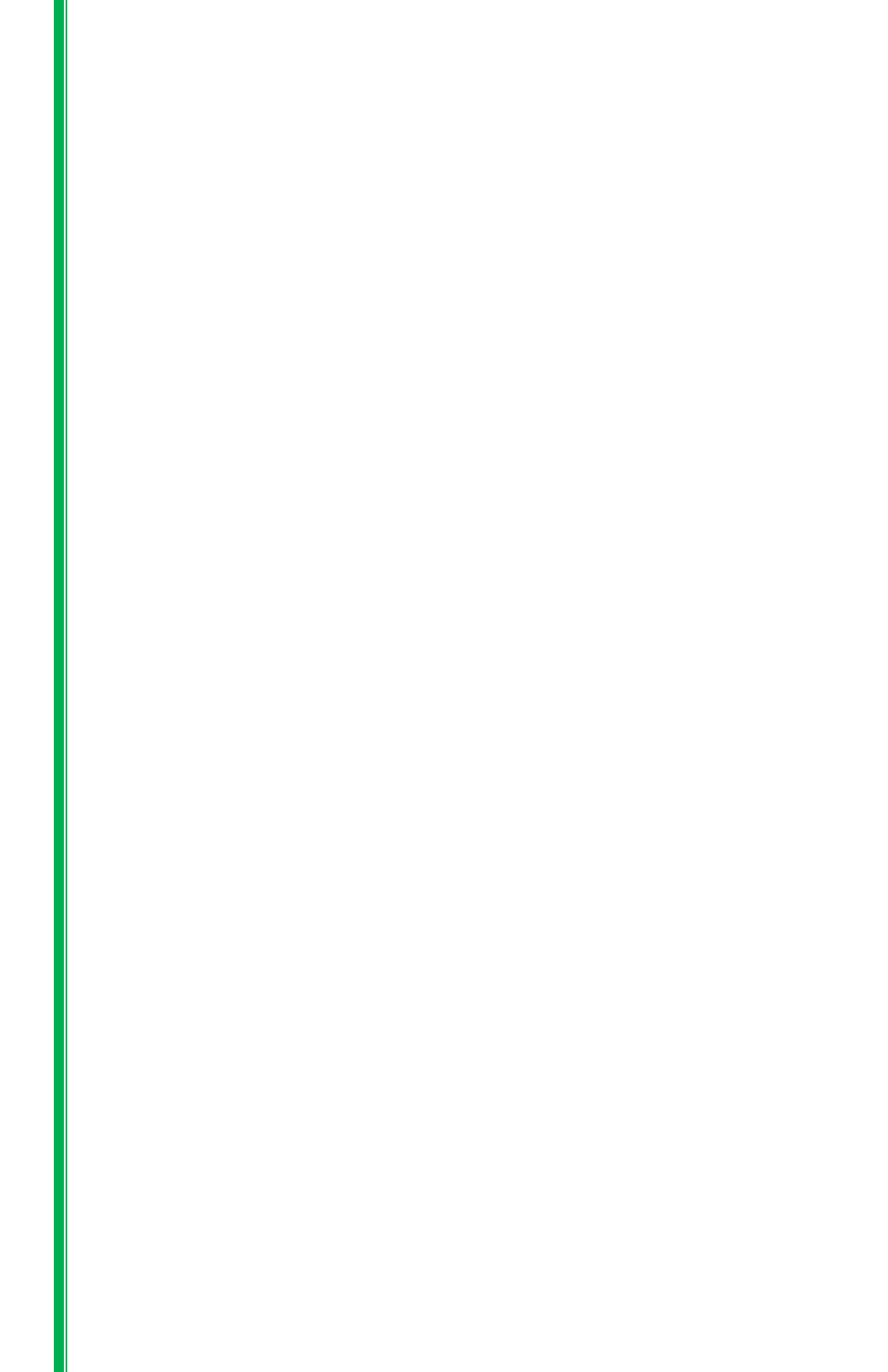
1. Cut four lines to make 8 congruently sized pizza slices.
 - a) Cuts do not have to be in any particular order.

Adding Extras

1. Place a garlic sauce dipping cup and pepperoncini into every pizza-box.
2. Check the label on the box to see if there are any extra dipping cups required.
 - a. Locate extras in the refrigerator below the cut table.
3. Place pizza on the heated rack.
 - a. Place orders labeled “carryout” on the top rack, “delivery” on the bottom.

(Fig. 4)





Delivering Pizza

Checking Out Orders

The computers for delivery drivers to check out orders are generally located in the back of the production area. Location may vary from store to store. The computers use a touch-screen interface. Touch check out an order:

1. Press your name to make it highlighted when it is your turn for delivery.
2. Press the delivery that is ready.
 - a. Deliveries that are ready will be marked “Ready” and will be green on the right of the screen.
3. Press “Check out” in the bottom right hand corner.
4. Press “Print directions” if needed.
5. Scan thumbprint with the scanner on the top of the monitor.
6. Locate the order number on the receipt.
7. Locate the corresponding pizza on the lower heat-rack.
8. Put the pizza in a hot-bag.
 - a. Hot-bags are usually stored underneath the driver’s table and computers.

9. Check for any side items.
10. Buckle up and drive safe!

Performing Door Show

Being courteous and professional will increase your chances for a better tip, and it also aids the franchise in keeping customers.

- Greet the customer cordially.
 - Use “sir” and “ma’am.
 - Ask customer if they are having a nice day.
- Have on proper attire.
 - Shirt tucked in
 - Men’s faces shaved

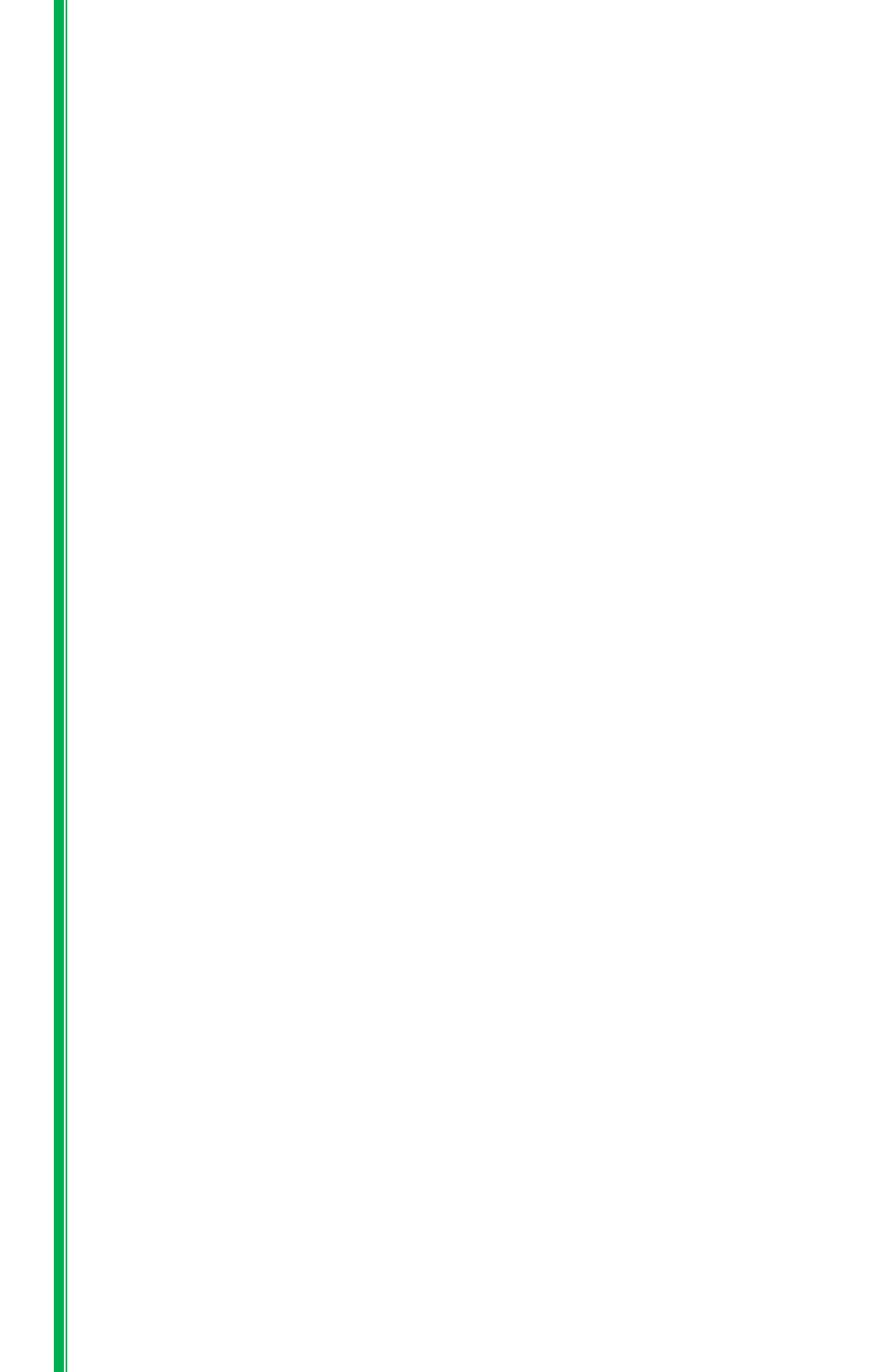
As you hand the customer their pizza, follow this template:

1. Repeat their complete order.
2. Repeat the price of their order.
3. Hand them their order.
4. Offer crush red pepper and grated parmesan.

5. Accept money for cash orders or have them sign their receipt for prepaid orders.
 - a. Make change exactly.
6. Thank the customer.

Checking in a Delivery

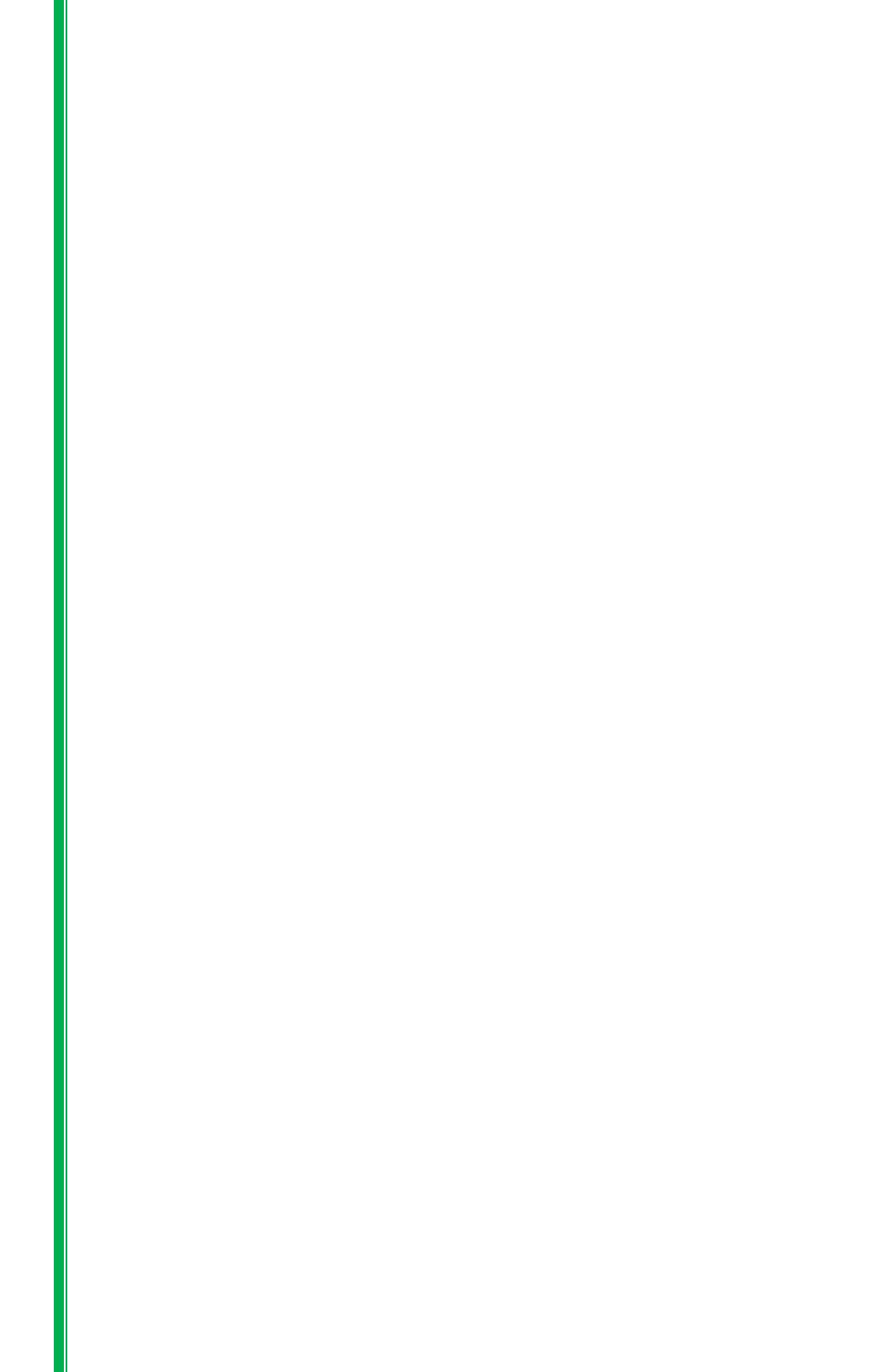
1. Highlight your name on the delivery screen.
2. Press “Check in” located at the bottom right of the screen.
3. Confirm the total amount of money you received.
 - a. If the customer tipped you, include the tip in the total amount received.
4. Press “Check in” in the open window to complete checking in



Multi-Tasking During Rush

The “dinner rush” is the time when most of the store’s orders come in. For most locations, dinner rush is between the hours of 6 pm and 8 pm. There might not be enough staff available at your franchise to accommodate a stronger than usual dinner rush some nights. If there is a shortage of employees or there is an area that is moving too slow it is crucial that team members multi-task and cooperate with each other in order to get all of the orders made on time.

More often than not drivers must take the responsibility of multi-tasking during a shortage. Instead of waiting for a delivery to be made use the knowledge you’ve gain from this manual to assist your coworkers where help is needed. Ask your manager what you can do until your delivery is ready.



References

Cover

Papa John's Logo. Graphic. N.d. Louisville Medical Student Affairs. *Medicalstudentaffairs.louisville.edu/*. 03 Jul. 2013.

Fig. 1

Dealing with Pizza Dough. Photograph. N.d. Instructables. <http://www.instructables.com/files/deriv/FU2/T94S/GCI8KOY8/FU2T94SGCI8KOY8.LARGE.jpg>. 03 Jul. 2013.

Fig.2

"Dough Slapping." Photograph. N.d. Papa John's. http://www.papajohns.com/franchise/images/hero_secondary-hero-our-process.pn. 03 Jul. 2013.

Fig. 3

"Pizza Peel Square." Graphic. N.d. Kleenheat. http://www.kleenheat.com.au/images/pizza_peel_square.jpg. 03 Jul. 2013.

Fig. 4

Papa John's Pizza. Photograph. N.d. Tumblr. http://25.media.tumblr.com/tumblr_llrok2Nrka1qhhf5ho1_1280.jp. 03 Jul. 2013.