



## **TIPS East LLC**

### **Minimum Expectations**

The following are considered minimum expectations in job performance while working for Domino's Pizza:

- Answering the phone or assisting carryout customers in a polite and courteous manner while being helpful and knowledgeable of our menu.
- Every order is to be repeated for accuracy, name/address confirmed.
- Being in Perfect Image according to standard.
- Knowing and demonstrating customer WOW steps:
  - o Apologize
  - o Give them what they want
  - o Give them something extra
- All pizza makers must count pepperoni and ham on every order every day, no matter the topping amount when ordered.
- Pizza makers must wash hands prior to making products.
- No one is allowed to clear pizzas before they are ready to be placed in the oven.
- Drivers must have \$1 in coin change on every delivery.
- Drivers must say "Let me get your change" on every order. **NO EXCEPTIONS.**
- No one is allowed to carry more than \$20 while on the clock, including personal money.
- No one is allowed to have any weapons while working. This includes pocket knives.
- Driver vehicles are to be neat, clean and in positive image while working.
- Drivers are not to be routed early or checked in early from delivery.
- Every driver must have done Safe Delivery CBT.
- Only proper procedure for products are allowed.