



## HVM Preparation Checklist

### Task/Item

#### Team Member

- Team members hired and trained
- Team members cross-trained

Yes	No

#### Equipment & Smallwares

- Dough totes
- Dough dollies
- Rolling Racks / Bagel Boards
- Portion cups
- Full inserts and lids
- 1/2 size inserts and lids
- 1/3 size inserts/drain trays/lids
- 1/6 size inserts/drain trays/lids
- Makeline Adapter Bars
- Pie servers

Quantity on hand	Quantity needed	Order placed

#### Store Set-up

- Store organization (refer to webinar)
- Makeline set-up in order of placement on pizzas
- Towers labeled
- Express pick-up station

In place	Need to implement	N/A

#### Administration Routines

- Weekly Forecast completed in MenuLink
- Daily Inventory completed (drives suggested ordering and daily Prep List)
- Work schedule adequate for volume
- Pre-Rush Checklist completed daily

In place	Need to implement	N/A



## HVM Preparation Checklist

### Task/Item

#### Daily Routines

- Fresh-makes every day
- Sauce & Cheese Crusts every day
- Blended racks in use for Fresh-makes
- Faves ready during open hours every day
- Pizzas are made on proofed crusts (enough crusts proofing for rush period)
- Positioning Chart posted and in use
- "Our Daily Goals" posted and in use
- Daily goals are set and communicated
  - AOS
  - Speed of Service
  - Transactions
- Secondary duties assigned
- Shift huddles happen daily
- Prep done by 2:00 p.m. or earlier
- Travel paths are routinely done (hourly)

In Place	Need to Implement	N/A

#### Speed of Service

- Team members working in stations
- Lobby greeter in place or team member asking down the line "what can I get started?"
- Customers are encouraged to order online
- All team members front and center during peak volume periods

In place	Need to implement	N/A

#### Service Steps / Friendliness

- Customers greeted
- Suggestive selling every order
- Baking instructions given on delivery of pizza
- Customers thanked and invited to return

In place	Need to implement	N/A

*Papa Murphy's.*  
HVM Preparation Checklist

Notes:

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---