

CUSTOMER

Customer Focus Sections:

- [Customer Service](#)
- [Shift Management](#)
- [Ingredient Preparation](#)
- [Product Preparation](#)

TO NAVIGATE WITHIN THIS DOCUMENT:

- Click or tap blue linked text.
- To search, press **Ctrl-F** (or **Command-F** on a Mac) for Find. On a tablet or phone, choose **Find** from the menu of the browser or app.

Some links lead to items on FRESHnet, typically requiring login by a Franchise Owner or Store Manager.

Customer Service

Satisfying Customers.....	2
◆ Hospitality and Building Brand Loyalty	2
◆ Attitude Makes the Difference	4
◆ Product Availability	5
Steps for Excellent Service.....	5
◆ Order Taking/Cashier Team	5
◆ Production Team	9
Alternate Ordering	11
◆ Phone-In Orders.....	11
◆ Online Ordering	12
Gift Card Procedures.....	13
◆ Activating a New Gift Card	13
◆ Reloading an Existing Gift Card	13
◆ Redeeming a Gift Card	13
◆ Split Payment	14
◆ Balance Inquiry.....	14
◆ Gift Card Cash Out	14
◆ Refunding Orders Tendered With a Gift Card	14
EBT SNAP Program	15
◆ Eligible Products	15
◆ Handling EBT SNAP: Customer Relations	15
◆ Team Member Training.....	15
◆ Do's and Don'ts.....	16
◆ POS Procedures	16
Product Instructions.....	17
◆ Baking Instructions.....	17
◆ Pizza Did Not Bake Right	18
Customer Relationship Management (CRM).....	19
◆ Process Details.....	19
◆ Key Deliverable Score (KDS)	19
◆ Best Practices.....	20
Customer Recovery	20
◆ BLAST	21
◆ Options for Solving Customer Complaints	22
◆ Customer Recovery and CRM.....	24

Satisfying Customers

One of the most important factors in Papa Murphy's operations is customer service. To provide excellent customer service, we must understand who our customers are – including their needs, wants, and how to satisfy them. The satisfied customer generally comes back, and these repeat customers are the backbone of a profitable operation.

It is the responsibility of the entire team to make each customer feel honored and valued through sincerity, courtesy, efficiency, personal pride, teamwork, and professionalism. With this in mind, it becomes easy to see that customer service extends far beyond the brief interaction between team members and customers at the cash register. The goal is to deliver an excellent customer service experience – one that is fast and friendly – to every single customer, each time they visit a Papa Murphy's.

Hospitality and Building Brand Loyalty

To get more customers to come more often and spend more money, we have to "WOW" them. Hospitality is about giving every customer a great experience with a great product in a clean environment.

► **Tip:** Every bit as important as personal cleanliness is the atmosphere in which the product is prepared and delivered into the customer's hands. Teach the members to see the entire operation through the eyes of the customer. The cleanliness of the parking lot, lobby, Makeline, and windows all have an effect on the customer's total impression of your operation.

Hospitality is about taking care of the customer and building brand loyalty. It's about valuing each customer that walks through the door and finding ways to say "yes" to the customer. It's delivering on an excellent customer experience that makes our customers want to come back and never giving them a reason to try the competition. It starts with creating an atmosphere that is inviting for customers.

Service is the steps you follow, while hospitality is a feeling. Hospitality is the feeling you can create with the customer by warmly welcoming them to the store, helping with the menu, suggestive selling to make Papa Murphy's a "one-stop shop," conversing with the customer while their pizza is being made, and not only thanking them for the business, but inviting them back. Hospitality means you truly value their business.



LOBBY SERVICE

What can you do to provide excellent customer service and ensure customers feel valued?



Store must meet a 3-minute average service time.

- ◆ Meet the 3-minute, brand standard service time, with every customer.
 - Service time begins when the customer steps in line to place their order.
 - Service time stops when you deliver the order to the customer complete with baking instructions, thanking them, and asking for repeat business.

Position	Service Time
Greeting	0-5 seconds
Cashier (Order Taking)	25-30 seconds
Receiving Payment	10-15 seconds
Preparing Order (Pizza Making)	30 seconds to 2 minutes ¹
Presenting the Order to include giving verbal baking instructions	10-15 seconds

- ◆ Train team members to give “WOW” service.
 - ◆ From team members to Franchise Owners, choose your attitude. Customers want to know they are not an interruption of your work; rather, they are the reason *why* you are working.
 - ◆ Enforce high personal hygiene and uniform standards.
 - ◆ Ensure store environment is not just clean but crisp.
 - ◆ Follow Food Safety standards to ensure you are serving safe food.
 - ◆ Set up the store to execute the rush with proofed crusts, Fresh-makes, full Grab ‘n’ Go and display racks, aces in their places, and fresh quality product. Work with a sense of urgency in everything you do.
 - ◆ Warmly greet customers before they step off the logo mat.
 - ◆ Smile, make eye contact, display a positive attitude, and use a friendly tone of voice.
 - ◆ Engage customers in conversation.
 - ◆ Help customers with the menu or the Take ‘N’ Bake concept if they are not familiar.
 - ◆ Have a designated pickup terminal for phone-in orders and a separate pickup station for online orders. Have online orders assembled with AOS items for quick pickup by the customer.
 - ◆ Learn the names of regular customers and/or their regular pizza order.
 - ◆ Anticipate customer needs.
 - Open the door for a customer.
 - Help a customer to the car.
 - Accept an expired coupon.
 - Honor customer requests cheerfully.
 - Offer to make a quarter or a slice of their pizza just cheese for a child.
 - Find ways to say “yes.”
 - ◆ Empower all team members to take care of the customer, including when things aren’t quite right.
 - Accept customer feedback or complaints as a gift
 - Promptly take care of a customer’s complaint and “make it right.”
 - If you missed the expected service time, offer them cookie dough, cheesy bread, or soda. Sincerely apologize. In addition, give them an estimated time their order will be ready.
 - If a customer drops their pizza or spills out of its wrap, apologize and offer a replacement pizza.
-
- ◆ Confirm all products delivered to the customer meet brand standard.
 - ◆ Sincerely thank the customer and invite them to return.

¹ Service time depends on the number of pizzas ordered, the type of pizza, and if the store is using Sauce and Cheese crusts and Fresh-makes.

What if a team member is rude to a customer?

Apologize and ask the customer for details of the incident.

Offer the customer a free pizza.

Get name and phone number of the customer for the Franchise Owner/Store Manager to call the next day.

Coach the team member on your customer service expectations.

Attitude Makes the Difference

Service is often more a frame of mind or an attitude than a specific skill. This is evident in the patience we extend waiters or servers who are trying their best to make our meal special. Whether their skills are extremely sharp, the attitude displayed often sets the tone. We truly appreciate someone who is obviously trying hard to make our visit enjoyable.

- ◆ Attitudes toward customers
 - Your team members should understand the importance of their ability to interact with customers. Team members should be willing to take the initiative in greeting and helping customers. Customers can react negatively when they sense that a team member does not want to help them.
 - Therefore, hiring individuals with cheerful, outgoing personalities, preferably people with some form of leadership experience in their background (a past job and/or school, civic, or team activities) can be a best practice. These people are normally more used to taking charge of interpersonal relationships rather than avoiding them and can help your store deliver an excellent customer service experience.
 - While individual interpersonal skills can develop over time, the relationship between your team members and your customers is too critical to risk on individuals who lack natural people skills. Consider watching for this carefully during interviews for any position.
- ◆ Attitudes toward coworkers
 - It is hard for team members to concentrate cheerfully on customers' needs if they are working in an environment that lacks harmony. Strive to create a work atmosphere that incorporates fun and teamwork with business-like cooperation. Failure of cooperation among workers is perhaps the chief enemy of job satisfaction. Instill within your team members (through your own example) a willingness to help each other. Build a sense of pride and identity with the group and it will reflect positively in their interaction with customers.

It is hard for team members to be positive representatives of your store if they have neither pride in their organization nor confidence in their fellow team members.

Product Availability

Customer service not only includes friendly, courteous people in clean surroundings, but also your ability to serve the public what they want, when they want it. Product availability is generally reliant upon three things:

- ◆ **Quantity on hand:** relates to your food order, forecast, and prep list.
- ◆ **Team member confidence (product/menu knowledge):** relates to the degree of confidence the Cashier/Phone person has in fellow workers to prepare the product properly. If that confidence is lacking, the specific menu item will rarely be suggested and – even worse – customers may be actively discouraged from ordering it.
- ◆ **Proper equipment/maintenance:** relates to your team having the proper tools to do the job. You may have adequate inventory and knowledgeable team members to prepare our product, but if your equipment is in poor or non-working condition, it may prevent your team members from doing their job effectively.



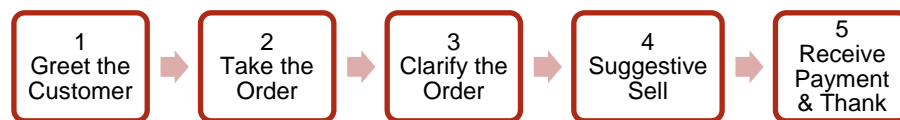
Steps for Excellent Service are the Brand Standard that delivers on an excellent customer experience. Following the steps ensures meeting standards throughout the customer visit.

Steps For Excellent Service

Customer service is a lot like a performance. Whether we feel like it or not, we are on stage when we are at work and the customer sees our every move. That is why it is so important to make sure that from the moment the first customer calls or walks through the door until the last customer leaves, we focus completely on the customers. We have Service Steps to help us do just that.

If you think like a customer and realize how you would expect to be treated, customer service becomes much easier!

Order Taking/Cashier Team



Step 1 - Greet the Customer



LOBBY SERVICE
Greetings

- ◆ Warmly greet the customer before they step off the mat.

This is known as the mat rule. Even if you are busy on the phone or taking care of another customer, take a few seconds to recognize the customer and let them know you will be right with them.

- ◆ Use a variety of greetings, such as:
 - “Welcome to Papa Murphy’s!”
 - “Hello! Welcome to Papa Murphy’s.”
- ◆ If you can’t greet them right away, make eye contact until you can.
- ◆ If it’s a regular customer, greet them by name.
- ◆ Pre-sell new products in your greetings:
 - “Hi, would you like to try our new Buffalo Chicken Pizza today?”



Step 2 - Take the Order


LOBBY SERVICE
 Order Taking

- ◆ Answer questions about the menu.
- ◆ Talk about any new products, if applicable.
- ◆ Address special requests with an enthusiastic, *"We can do that!"* Examples include:
 - Half-and-half pizzas
 - A slice or a quarter of the pizza without onion
 - Half the amount of cheese or extra cheese, or mozzarella cheese instead of topping cheese
 - Extra or light sauce
 - Two different sauces on the same pizza (half creamy garlic sauce, half pizza sauce)

What if the customer asks for a special privilege?

Carefully explain our policy on the issue. (For example, if the customer wants extra cheese free, explain that extra cheese costs \$X.XX.)

If the request is reasonable, allow the request, telling the customer that you may not be able to do it next time. Always check with your Franchise Owner/Store Manager on what you are empowered to do.

If the request is unreasonable, apologize and offer other suggestions or solutions.

Let your Franchise Owner/Store Manager know and consider discussing during the next shift huddle.

What if the customer asks to purchase dough, prepared crusts, or other ingredients?

Politely decline and explain that we do not sell plain dough, or any whole units of ingredients separately (such as a case of cheese, bag of pepperoni, etc.).



Step 3 - Clarify the Order

To meet service times, it's important to clarify the order by asking closed-ended questions, or questions that the customer can respond with a simple *yes* or *no*.

- ◆ If a size is not requested ask, *"Will that be Family Size? You get 30% more pizza for just \$_____ more."*
- ◆ If a crust type is not requested ask, *"Would you like your pizza made on a Fresh Pan Crust?"*



Step 4 - Suggestive Sell


LOBBY SERVICE
Suggestive Sell

Suggestive selling is part of the ordering process. It gives the customer an opportunity to purchase side items that complement a meal and makes Papa Murphy's a convenient "one-stop shop" for our customers.

► **Tips:**

- Suggest a larger pizza or different crust as part of clarifying the order. If a customer orders a Medium pizza, suggest Large. If a customer orders a Large, suggest Family Size. If a customer only wants a Large pizza, suggest a Fresh Pan crust.
- Suggest a side item to complement the order. There are no right or wrong suggestions, but some are better complements for specific menu items. A Fresh-made salad complements a Gourmet Delite Pizza. Cookie Dough and a 2-liter of soda is a great addition to a Stuffed Pizza. Scratch-made 5-Cheese Bread and a 2-liter is a great complement to a XLNY pizza for a full meal deal.
- Point to the item and use descriptive words: **fresh, cheesy, sweet, delicious, great** as an appetizer while your pizza is baking, **ice cold** (for soda), **a full pound of fresh-made cookie dough**.



Don't suggest every side item. Don't be pushy or aggressive. Don't ask too many questions. Watch the customer's body language and focus on crust type and one or two side items.

Following are examples of the types of questions you might ask.

- ◆ "Would you like to try your large pizza on a Fresh Pan crust for just \$1 more?"
- ◆ "Would you like to add a Mini Murph pizza for your kids? They can actually make their own pizza."
- ◆ "Would you like to add a Scratch-made 5-Cheese Bread and a tub of cookie dough for just \$_ (or two for \$_)?"
- ◆ "How about making it a full meal with a fresh salad and a 2-liter of soda?"



After sending a customer check to the Makeline printer, you cannot modify the pizza. You have to void the order and enter a new order.

- For step-by-step instructions on how to enter walk-in and phone-in orders, refer to the POS System Manual or the Aloha POS Quick Reference Guide.
- For additional considerations for how to handle phone and online orders, refer to the [Phone-In](#) and [Online Orders](#) area in this section.



Step 5 - Receive Payment and Thank the Customer



LOBBY SERVICE
Cash Handling



Remember to wash your hands and put on gloves after handling money if you will also be making pizzas.

- ◆ Enter discounts or coupons that apply by touching the correct coupon option on the discount screen.
- ◆ State the total dollar amount and the cash given — for example, *“That will be 16.58 out of \$20.00.”*
- ◆ Select Tender Type on the terminal (cash, check, credit/debit card, or EBT).
- ◆ For cash tenders:
 - Lay the bill cross ways on the cash drawer. Do not put in the bill slot in case there is a dispute about the bill that was given
 - Remove coins first so you have two hands. Slide coins out with one hand into the other hand. Remove the bills and hand the customer his/her change stating the amount of coin and count each bill out with a final total — for example, *“Out of \$20, your change is \$3.42. 42 cents (handing the customer the coins), and 1, 2, 3 dollars (counting out each bill) is your change.”*
- ◆ For electronic card tenders (credit/debit/EBT/Gift Cards):
 - Slide the card.
 - Have customer enter a PIN number, if applicable.
- ◆ Give the customer their receipt and point to the survey at the bottom. Thank the customer and guide the customer to the pick-up area.

► For specific details on Gift Cards and EBT, refer to [Gift Card Procedures](#) and [EBT SNAP Program](#) in this section.

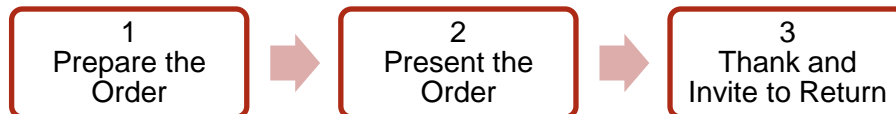
What if the customer leaves without paying?

If you witness a customer leaving without paying, try to stop them by saying, *“Excuse me, I don’t think we have received payment yet.”*

If they leave anyway, try to get their description, license plate number, and call the police and your Franchise Owner/Store Manager.

Discount the menu item/product 100%, so the items are accounted for in inventory.

Production Team



Step 1 - Prepare the Order



LOBBY SERVICE
Prompt Pizza Making

- ◆ Make the pizza or use a Fresh-make if available.

A store that utilizes Fresh-makes properly can dramatically reduce the amount of time customers wait for their pizza.

- Select the correct crust type. With correct sheeting, there should be minimal stretching of the crust on the line.
- Sauce and cheese using the standard pie-serving utensil.
- Portion the pizza following the portion charts. Aim for cups fluffy not stuffy and toppings out to the edge. Do not dredge the cups or center load the pizzas.
- Place customer checks to the right of the pizza if the Makeline moves left to right and to the left of the pizza if the Makeline moves right to left. Never place a customer check on top of the pizza.
- Slide pizza to the next topper in an assembly line process. Keep pizza on the line and never pick it up or move it out of order.
- ◆ Pizza Toppers should converse with the customer while they are making the pizza. Initiate conversation with a polite question such as, *"How are you this evening?"* or *"Is this your first time to Papa Murphy's?"*
 - Follow the customer's lead. If they don't respond to your questions, they may have other things on their mind and they should be left alone. Use your judgment.
 - Talk about the weather, the local sports team or a recent sporting event, or an upcoming community event.
 - Talk about an upcoming new product or event happening at the store in the near future.
 - Involve kids while making the pizza. *"What is your favorite pizza?"* or *"Is this pizza for you?"*
- ◆ Wrap the pizza and include baking instructions and bounceback. Pizza should be wrapped tight with baking instructions on the cling film and not touching the pizza.

- ▶ For more information, refer to the Product Preparation section of this manual.



Step 2 - Present the Order



LOBBY SERVICE
Order Pick-Up

- ◆ Confirm the pizza/menu item was made correctly.
- ◆ Complete a quality check:
 - Toppings out to the edge – not center loaded
 - Correct portioning
 - Pizza is neatly made
 - Pizza is wrapped tightly
 - Tray does not have toppings and sauce on the bottom or lip of the tray
- ◆ Call the customer's name to let them know their pizza is ready. Make sure this is done in a positive, friendly manner rather than sounding rushed.
- ◆ Repeat the order to the customer to confirm it was made as ordered. *"Joey, I have a Large Cowboy with light sauce and half without mushrooms."*
- ◆ Refer to the baking instructions.
 - *"Have you baked our pizzas before?"* If not, verbally explain the baking instructions.
 - Reference the different crust type pizzas. *"Do you have any questions about baking the Fresh Pan Pizza or Thin Crust Pizza?"*
 - If it is a customer you recognize, you could ask, *"Are your pizzas baking up all right?"* or *"Do you have any questions about baking?"*

Pizza Type	Temperature	Time	Notes
Original, Thin, Gourmet Deluxe	425°	12-18 minutes on center rack. Pizza is done when crust is golden brown and cheese is melted.	Puncture bubbles with a fork. Let sit 5 minutes before cutting and serving.
Fresh Pan	425°	12-18 minutes on center rack. Rotate as needed. Do not remove pizza from pan during baking. Pizza is done when crust is golden brown and cheese is melted.	Check every 5 minutes and puncture bubbles with a fork. Remove pizza from pan immediately. Let sit 5 minutes before cutting and serving
Stuffed	350°	32-40 minutes on center rack. Check after 25 minutes. Pizza is done when crust is golden brown and cheese is melted.	Use a fork to puncture bubbles. Let sit 5 minutes before cutting and serving.

- ◆ Ask the customer to tell us how we did by taking the survey. Remind them to write down the code and bring it back for a special offer.

For more detail on the surveys, see [Customer Relationship Management](#) in this section.



Step 3 - Thank the Customer and Invite Them to Return



LOBBY SERVICE

Customers are thanked.

Smile, hand the pizza to the customer with two hands, and use a variety of closing statements, such as:

- ◆ "Thanks for coming in. See you next time!"
- ◆ "Thanks for coming in. We appreciate your business. See you next time!"
- ◆ "Thanks for coming in! Don't forget to come back and try the new Taco Grande (any new product or LTO)."

Alternate Ordering

Phone-In Orders

The minimum standard for phones is three dedicated customer lines.

Always answer the phone by the second ring! More than two rings tells the customer that you are too busy to take their order.



Post a menu and phone script at all phones as a reference for questions about ingredients or pricing.

- ◆ Give the caller a greeting, tell them who you are and the store location, and ask if you can help them. *"Thank you for calling Papa Murphy's on Main Street. This is Jane, how can I help you?"* Always speak with a smile. Even if they can't see you, they can hear your smile.
 - ▶ **Tip:** Team members answering the phone must be well trained in proper phone etiquette.
- ◆ Never put a customer on hold unless you ask them first if you may. Do not leave anyone on hold for more than a minute without checking back.
- ◆ Take the customer's order, and repeat it back to ensure accuracy.
- ◆ Be sure to ask the caller when he/she would like to pick up their pizza. Asking the customer when he/she would like to pick up their pizza gives us an opportunity to exceed expectations and prioritize orders based on customer pick-up times.
- ◆ Enter the order following correct POS procedures.
 - ▶ For step-by-step instructions, refer to the POS System Manual or the Aloha POS Quick Reference Guide.

What if **the phones aren't working?**

Check that all cords are connected properly.

If only one line is working, check the jack to see if it is plugged in to the connector for both lines 1 and 2.

Refer to the user manual for your specific phone type.

Call the Franchise Owner/Store Manager for instructions.



The average check for online orders is 25% higher, on average, than a non-online check (depending on market or store).



Be sure to check the receipt for paid orders vs. Balance Due, unless you are offering “Pay Online only.”

Online Ordering

Ordering online provides our customers with the fastest, most convenient way to buy from Papa Murphy’s – ordering their pizzas and other products from the convenience of their smart phones or computer screens without ever having to pick up the phone. Since customers pay for their orders online, the order pick-up process is quick and easy since they won’t have to wait in line behind walk-in or phone-in customers; they’ll simply go to a designated Online Order Pick-Up area, identify themselves, receive their order, and be on their way.

Customers place their order on papamurphys.com, select the store, specify their preferred pick-up time, pay online with a credit card, or select the pay-in-store option, if available. The customer’s order automatically is handled by the store’s POS system in much the same way as a call-in order. Upon arriving at the store, customers who placed orders online report to a designated Online Order Pickup area for fast, easy pickup. The key is to provide a pickup area that allows online customers who have ordered online to pick up their orders with minimal wait time.

► For more information and specific procedures, refer to the [Online Ordering Reference Guide](#), [Online Ordering Procedures job aid](#), and the [Online Ordering FAQs](#).

What if a phone-in or online order has not been picked up?

Call customers if they are a half hour late in picking up their pizza or if it’s close to closing time and they have not picked up their order. Find out if they are on their way or if they want their order refrigerated.

If a phone-in order is not picked up by the end of day, the order should be voided otherwise it closes to cash creating a cash shortage for the day. The pizza that was made but not picked up should be thrown away and entered as waste to account for the inventory items.

If open orders are not voided and they close to cash creating a cash shortage, perform a refund the next day for the exact order to fix the cash shortage.

Auto-Release

- Stores on Auto-Release for online orders should have a ticket management system.
- Make pizzas and place in walk-in to pull 30 minutes prior to customer pick-up or make pizzas when the ticket fires

Pay Online Only

- Stores with pay online only for online orders should have a ticket management system.
- Make pizzas and place in walk-in to pull 30 minutes prior to customer pick-up or make pizzas when the ticket releases and place on the designated rack

Quick Pick-up Station

- Make pizzas when the ticket releases and place on the designated rack.

Gift Card Procedures

Display gift cards so customers can see them. Keep enough gift cards accessible for cashiers to have them available when a customer wants to purchase them.

The number of gift cards activated is tracked by First Data (Papa Murphy's required credit card and gift card processor) and each store will receive additional gift cards and gift card carriers through an automated process before selling out. Gift cards do not have any value until activated and loaded through the POS system.

Like cash, gift card monies (sold, reloads, and redemptions) are tracked in POS. There are many functions available with the POS gift card application including:

- ◆ Activating a new gift card
- ◆ Reloading an existing gift card
- ◆ Redeeming a gift card
- ◆ Taking partial payment with a gift card (split payment)
- ◆ Balance inquiry
- ◆ Gift card cash out
- ◆ Refunding orders tendered with a gift card

► For step-by-step instructions, refer to the [POS System Manual](#) or the [Aloha POS Quick Reference Guide](#).

Activating a New Gift Card

Gift cards can be sold/activated in \$1 increments from \$5 to \$250. Activating a gift card is performed on both Aloha POS and the payment device and allows the activation of a single card or multiple cards with the same denomination.

► **Note:** For security purposes, a gift card cannot be used as payment on an order the same day it was activated without manager approval.

If a customer reports a lost gift card, call the Support Center and ask for Gift Card Services.

Reloading an Existing Gift Card

Reloading an existing gift card allows a customer to add value/funds to an existing gift card. It is performed on both Aloha POS and the payment device.

Redeeming a Gift Card

Redeeming a gift card is performed once an order is ready to be tendered, using Card Payment on the Tender screen on Aloha POS. If there are enough funds on the gift card to satisfy the total amount, the check is closed and a receipt prints showing the balance remaining on the gift card.



The Cashier can do most functions, but a few require a manager's password.

Split Payment

A split payment is when a gift card is used for partial payment. If there are not enough funds on the gift card to satisfy the total amount, a second tender type is required.

- **Note:** If the order will be split between an EBT card and a gift card, tender the EBT card first and then the gift card.

Balance Inquiry

A balance inquiry of a gift card can be done on any POS terminal by simply swiping the card and following the Balance Inquiry instructions on the payment device.

Customers can also check their balance by calling 888-321-5352.

Gift Card Cash Out

Papa Murphy's gift cards are not redeemable for cash except where required by law. A handful of states have mandatory cash back rules. Check your state's specific cash out requirements.

On POS, the Cash Out option is a manager function and requires a manager password to complete.

Refunding Orders Tendered With a Gift Card

It may be necessary to refund a customer's money if they are not satisfied with the product or service they receive. **Orders tendered with a gift card must be refunded to cash, not the gift card.**

EBT SNAP Program

EBT SNAP is a tender type used when a customer wants to pay for eligible items with an Electronic Benefits Transfer (EBT) card from the Supplemental Nutrition Assistance Program (SNAP). The U.S. Department of Agriculture's Food and Nutrition Service (FNS) administers SNAP, formerly the Food Stamp Program.

EBT cards are issued to households certified by state public assistance agencies to be in need of food assistance. The program helps by:

- ◆ Allowing these households to buy a greater variety of foods so they have better diets.
- ◆ Improving the health of the nation's lowest income families.
- ◆ Increasing food-buying power of these families and benefitting local communities by increasing retail food sales.



Make sure all team members know that failure to comply with all regulations may result in severe penalties and/or revocation of our privilege as a SNAP retailer.

Papa Murphy's Franchise /CSD owned stores are **required** to apply for and participate in this program. SNAP puts us at a unique advantage in the pizza industry. Not only does it result in more sales, but also through this program, we can provide service to families in any city that has a Papa Murphy's. It also allows us to provide our nutritious pizza to families who otherwise would not be able to enjoy our product.

Eligible Products

Almost any food or food product for human consumption is eligible for EBT SNAP. Items that are **NOT** eligible include:

- ◆ Non-food Items such as pizza cutters
- ◆ Gift cards
- ◆ Payment made online for an order placed online. EBT can be used to pay in-store for an order placed online.
- ◆ Any food or beverage consumed in store
 - ▶ **Note:** Customers can buy our food products with an EBT card, but cannot open and consume them in the store. There are no limitations on the sizes customers may purchase, nor restrictions on providing utensils.

Handling EBT SNAP: Customer Relations

Customers paying with EBT should be treated courteously and equal to other customers to include honoring in-store specials and accepting coupons. Customers paying with EBT are exempt from paying sales tax.

Team Member Training

Franchise Owners/Store Managers should train all team members on how to handle EBT transactions properly. Stores must give this instruction before team members begin handling transactions. It is also advisable to hold periodic refresher training sessions with team members. This will minimize the chance of errors and the possibility of violations.

Your FNS field office can help you train personnel if you request this assistance.

Do's and Don'ts

- ◆ Do's
 - Train team members on handling EBT transactions.
 - Accept payment only for eligible items.
- ◆ Don'ts
 - Don't accept payment for food or beverages consumed in the store.
 - Don't accept as payment on cooked product.
 - Don't accept as payment on credit accounts.
 - The cash benefits portion of an EBT card may not be used at a Papa Murphy's store. Customers can, however, transfer EBT cash benefits to a debit card to use in-store or to pay for an online order.

▶ If you need more information about EBT SNAP, refer to the [USDA Food and Nutrition website](#).

POS Procedures

Customers paying with EBT have been advised to tell cashiers they are using EBT when they reach the register. A key pad is required so the customer can enter their PIN number at the time the order is tendered.

Once the order is taken and entered in Aloha POS, tender using the EBT SNAP card.

- ◆ If non-eligible items are ordered, a second tender type will be required.
- ◆ Tax will be removed from all EBT-eligible items, as items paid for with EBT are tax exempt.

▶ For step-by-step instructions, refer to the POS System Manual or the Aloha POS Quick Reference Guide.

Product Instructions

Baking Instructions

Every pizza or ready-to-bake product that leaves Papa Murphy's must be accompanied with the correct baking instructions.

We have several items that bake at different temperatures and for different lengths of time, so including instructions with each item is essential to a quality product after baking. Different baking instructions are available for our:

- ◆ Original Crust pizzas
- ◆ Thin Crust pizzas to include Gourmet Delite
- ◆ Gluten Free Pizzas
- ◆ Fresh Pan Pizzas
- ◆ Stuffed Pizzas
- ◆ Classic Cheesy Bread
- ◆ Scratch-Made 5-Cheese Bread
- ◆ Cookie Dough
- ◆ S'mores Bars
- ◆ Cinnamon Wheels
- ◆ Mini Murph

Our baking instructions include the time and temperature for baking and other steps to be taken. Some of the instructions even include helpful hints for the customer on things like getting a crispier crust.

Papa Murphy's **FRESH PIZZA INSTRUCTIONS** **JOIN THE DINNER CIRCLE!** **Don't miss out on special offers!** **PAPAMURPHYS.COM**

We know you can hardly wait, but bake pizzas on the provided tray before eating. The wrap and baking instructions do not taste very good, so remove those, too!

Also, bake or refrigerate within 60 minutes of purchase. If refrigerated, bake within 24 hours of purchase & remove 60 minutes prior to baking. Bake only 1 pizza at a time. Tray should not touch sides of oven and may discolor during baking.

Heads Up! Check your pizza oven or in product with an open flame every minute or two. Tray is intended for single use only & may be reused. Read baking tips, instructions and safety facts and store locations at papamurphys.com.

GLUTEN FREE CRUST* available at participating locations. Bake Gluten Free pizzas using Original crust baking instructions. *Certain locations may contain allergen ingredients. All ingredients are subject to change. See papamurphys.com for allergen information.

ORIGINAL, THIN & GOURMET DELITE
Preheat oven to 425°. Bake Original on center rack. Bake Thin and Gourmet Delite on lower rack, at least 5" above heat source.
Bake 12-18 minutes. Check at 10 minutes. Continue baking to your liking.
Use a fork to puncture bubbles. Pizza is done when the crust is golden brown and the cheese melts. Let sit 3 minutes before serving.
Like CRISPY crust? After about 10 minutes, slide pizza off tray and onto the oven rack. Check every 1-2 minutes.

STUFFED & Calzones
Preheat oven to 350°. Bake on center rack. Bake 35-40 minutes. Check at 25 minutes. Continue baking to your liking.
Use a fork to puncture bubbles. Pizza is done when the crust is golden brown and the cheese melts.
Let sit 3 minutes before serving.
Like CRISPY crust? After about 30 minutes, slide pizza off tray, and onto the oven rack. Check every 1-2 minutes.

PAN To get a perfectly crispier crust, make sure that the dough between a light source of heat.

KEEP IT STEADY!
Keep pan level in oven—oil may smoke or burn if spilled.
Do not place a damaged pan in oven.
Bake 13-17 minutes on the center rack, rotating as needed for even baking. Pizza is done when the cheese melts and the bottom of the crust is golden brown.
Check every 5 minutes. Use a plastic fork to puncture bubbles.
Careful! Don't pierce the bottom of the pan.
Use a spatula to lift pizza to check crust for doneness.
Do not remove pizza from pan until it is finished baking.

PERFECTION IS POSSIBLE!
For perfectly crisp crust, use a spatula to remove the baked pizza from the pan immediately after baking. Allow to stand for 3-5 minutes before cutting and serving. The pan and any remaining oil will be hot.

Every team member should be thoroughly knowledgeable regarding the proper steps of baking Papa Murphy's products.

Pizza Did Not Bake Right

Although we take great measures to ensure the customer gets a fresh quality product they can have hot right out of their own oven when they are ready to enjoy it, sometimes the pizza may not bake correctly. There could be many reasons this happens:

- ◆ Pizza was made on dough that was not optimal. It was either made incorrectly or used past its shelf life.
- ◆ Pizza was not topped with the correct portions. Over portioning or center loading affects baking.
- ◆ The customer may not have followed the right baking instructions (oven rack placement, temperature, time, etc.)
- ◆ The tray could be defective.

Whether the reason lies with Papa Murphy's or the customer, it is important that the customer is satisfied and has a chance to experience a hot fresh pizza right out of their oven. If you receive a customer complaint about improper baking:

- ◆ Apologize to the customer
- ◆ Get all of the necessary information: customer's name, phone number, and type of pizza or product purchased
- ◆ Troubleshoot with the customer to determine what could have been the problem based on the reasons above. This will help the customer in the future.
- ◆ Offer to replace the pizza.
- ◆ To ensure cash and food costs are captured correctly, if the customer wants their money back, refund the order. If the customer would like their pizza replaced, ring in the pizza and discount at 100%.

Coach team members to deliver baking instructions to every customer to ensure they have the information. It doesn't always have to be the standard question of: *"Have you baked our pizzas before?"* Mix it up. If you recognize a regular customer, you might say: *"How are your pizzas baking up?"*, *"Do you have any questions about baking?"* If someone orders a Fresh Pan Pizza, ensure the team members are saying *"Have you baked the Fresh Pan Pizza before? There are a couple of things I want to review."* And then the team member should review the four key points for baking Fresh Pan Pizzas:

- ◆ Hold flat to reduce the potential of Savory Oil spilling.
- ◆ Bake in pan.
- ◆ Check and pop any bubbles.
- ◆ Remove pizza from pan to cut. There will be oil left in the pan, this is normal.

Customer Relationship Management (CRM)

Papa Murphy's has a Customer Relations Management (CRM) program that is required for all stores. This CRM program allows Papa Murphy's customers to complete a survey via phone or Internet to give feedback on their experience with our stores and product. The feedback is then used to improve store operations, retain and grow customer base, and reach out to customers requiring additional contact.

- ▶ **Note:** To get an accurate statistical analysis, a store should receive a minimum of 30 surveys per month.

Process Details

- ◆ Customers are solicited to complete a satisfaction survey through an invitation on the baking instructions or a POS receipt with an incentive.
 - Incentives may include discounts, product, or a future sweepstakes.
 - Franchise Owners/Store Managers may update the incentive to ensure enough satisfaction surveys are received.
- ◆ Via phone or Internet, customers answer questions related to customer experience, product, and price, leave feedback, and may request follow up via phone or email.
- ◆ At the end of the survey, customers are given a redemption code to write on the survey invitation as proof of completion.
- ◆ Customers return to the store with their survey invitation and redemption code to redeem the incentive. Stores should honor the incentive that customers are given to complete the survey, even if the receipt was not originally from their store.
- ◆ Survey results are tabulated by store and the information is available real-time to the Franchise Owner/CSD Supervisor and assigned users immediately on the Internet.
- ◆ Franchise Owners/Store Managers respond to and resolve alerts, follow-up requests, and immediate issues.
- ◆ Reports from the surveys have a Key Deliverable Score (KDS) that allows individual stores and Franchise Owners to compare their performance with the rest of the Papa Murphy's system.

- ▶ For complete details on the program, contact your *Regional Business Director/District Business Leader* or *PMI's Customer Services*.

Key Deliverable Score (KDS)

KDS scores measure the customers' experience. Using InMoment survey results from the Customer Satisfaction Survey, stores are scored on the following KDS measurements:

- ◆ Food Quality
- ◆ Friendliness
- ◆ Speed of Service
- ◆ Order Accuracy
- ◆ Interior Cleanliness

Papa Murphy's KDS scores are derived from compiling survey results on these five items.

Note: Franchise Owners/Store Managers can monitor their KDS status in emailed reports.

UPDATE

- **Note:** KDS reports utilize a system called top box scoring indicating the percentage of responses that received the best possible rating – rather than the average of all responses.

For example, imagine that a store receives 50 responses to the question, “Please rate the quality of food on this visit” and the responses are as follows:

Excellent	Good	Average	Fair	Poor
38 responses	9 responses	2 responses	1 response	0 responses

In this example, the overall score for the question would be 76.0%, since 76% of the total responses received the highest possible rating of excellent (38 responses of Excellent ÷ 50 total responses). *Remember that the score of 76.0% does not represent an average of the 50 individual responses!*

Papa Murphy’s uses top box scoring as a means of encouraging and recognizing *excellent* customer experiences; being “good” is simply not good enough.



Best Practices

Stores are encouraged to use the data from InMoment as an opportunity to bring back the customer:

- ◆ Follow up quickly with all dissatisfied customers.
- ◆ Use corrective feedback to develop SMART goals and determine team training needs.
- ◆ Use positive feedback as basis for recognition and reward.
- ◆ Focus on continuous improvement.



Customer Recovery

If the customer is in the store at the time of the complaint, discuss it privately. If possible, take the customer aside. This is less disruptive to others and draws attention away from the situation by eliminating an “audience.”

As hard as we try to make our operations error free, mistakes do happen. Complaints and mistakes are service opportunities, chances to really show how good we are at customer service. Complaints and mistakes must be acted on immediately. Never allow the situation to escalate by putting it off. Otherwise, you take the chance of customers being less likely to return.

We never want a customer to be dissatisfied with their Papa Murphy’s experience whether it’s with the level of service or the product. Doing whatever you can at the store level to take care of an unhappy customer will help ensure the customer will return.

Train team members to handle customer complaints by reminding them this is our LAST opportunity to make the customer happy and bring them back again.

- ◆ Listen
- ◆ Apologize
- ◆ Solve
- ◆ Thank

And if you add a B at the beginning – and the process starts by Believing the customer – it turns into BLAST. It’s our job to make things right.

BLAST



Listening is often the hardest part because we don't believe, we want to interrupt, or we want to solve it in our heads while they're explaining the situation to us.

- [1] BELIEVE the customer. Research shows that less than 1% of all customer complaints are scams. Don't run your business based on the exceptions. If they're letting you know about it, then it's important to them. So, it should be important to you as well.

Never argue with a customer.

- [2] LISTEN to the entire complaint. Resist the urge to become defensive about your store and team. Remember to listen to the entire complaint. Don't interrupt. Don't just hear them while you're trying to decide how to get this customer out of your store. And don't assume that you know what the customer is going to say or want. Listen and learn.

Get to the root cause of the issue so it doesn't happen again.

- [3] APOLOGIZE sincerely. Empathize with the customer. You should want these unsatisfied people to come back to your store and become devoted customers. Be open-minded. Know that this complaint is a real concern for them. Remember the customer may be making you aware of a situation that you never knew existed.

- [4] SOLVE clearly and promptly. This doesn't always involve free product. If you really listen to the complaint, you may be able to get clues about different ways to solve it.

There may be times when you will need to replace a pizza or product, refund the cost of a pizza or product, or offer something free for the inconvenience the customer has experienced. A refund should be the last option and only done if it is the only option that will satisfy the customer.

As you solve the complaint, be sure to:

- Filter out the feelings from the facts and clarify the complaint. Most complaints can be reduced to a simple sentence. Learn to separate facts from emotions. State the problem and the solution clearly and ask the customer if they agree with the statement.
 - Take action immediately. Do something and do it immediately. For best results, go one step beyond what the customer expects us to do. Most people will calm down a great deal if they see that something is being or will be done to correct the situation. The solution may be as simple as replacing their pizza or may involve a refund of their purchase.
- [5] THANK the customer. All complaints are gifts. Now you know areas for improvement with your store. Thank the customer for their business and for taking the time to inform you of the situation and helping to solve it.

When a customer tells you something is not right, it is never a **“problem.”** It is an opportunity to show the customer we truly care and want to hear about their experience. The problem is when they don't say anything and we are unaware there was a situation that needed attention.



As follow-up, discuss with team members and coach if necessary. Don't blame, but treat it as a learning opportunity.

Options for Solving Customer Complaints

In the event you need to replace a pizza or product, find out what caused the customer to request a replacement to ensure it doesn't happen again. Examples might be:

- ◆ Pizza was made incorrectly.
 - ▶ **TIP:** Order takers should always repeat the customer's order before finishing the ordering process. Upon delivery, the order should be repeated and confirmed.
- ◆ Customer was given the wrong order.
- ◆ Pizza did not bake right.
 - ▶ **TIP:** Customers should always be given verbal baking instructions and the written instructions pointed out.

Once the correct order is confirmed, ring in the order on the POS terminal and discount at 100%. This will generate a Makeline ticket and ensure the items are deducted from inventory. Remember to always sincerely apologize to the customer and thank them for bringing the issue to your attention and giving you the opportunity to fix it.

A good rule of thumb is to go above and beyond when correcting an issue. If a customer has to wait while you re-make the pizza or if they got all the way home and had to return because the pizza was not made correctly, offer the customer a free item for their inconvenience. This could be a side item, 2-liter soda or a discount on their next visit. Ring in the free item and discount 100% to ensure the product is accounted for in inventory. Tell the customer, *"I am so sorry. Would you like a free tub of cookie dough or a 2-liter of soda for your inconvenience?"* If the customer does not want a free item, you can say, *"Please accept this coupon for _____ on your next visit."* The offer could be \$3 off, 50% off, or a free item on their next visit. Check with your Franchise Owner or Store Manager on the offers you are empowered to give when a customer is unhappy.

There may be times when a customer requests a refund. If that is the only option that will satisfy the customer, perform a refund of the pizza or product on a POS terminal. Refunds should require proof of purchase. Examples of proof of purchase are:

- ◆ A register receipt
- ◆ The pizza or product returned
 - ▶ **Note:** Discard the product. Also, it has already been accounted for in inventory so there is no need to enter it in Spoilage and Loss.
- ◆ Looking up the order in POS (same day) or in Configuration Center if it's a day other than the current day.

When a refund is performed, the cashier selects a reason code for the refund. When the refund is complete, a receipt will print for the customer to sign and fill in their phone number. Again, remember to sincerely apologize to the customer and thank them for bringing the issue to your attention.



Shift Supervisor or above security level is required to perform a refund.

What if a customer complains of a foreign object found in their pizza?

As with all customer complaints, stores should follow BLAST when addressing customer complaints regarding food safety or physical objects.

Do not admit any responsibility!

Apologize to the customer and thank them for bringing this to your attention.

Ask for a description of the object. Obtain the object if possible, place and seal in an envelope, leave with a note for the Franchise Owner/Store Manager.

Get all of the necessary information. Obtain contact information, product type, dates, information on the object reported, and additional information including but not limited to whether the customer is seeking compensation for an injury as a result of the physical object.

Assure the customer that the problem will be researched.

Offer the customer a free pizza.

Call PMI Supply Chain and let them know all information you obtained. You may be asked to send them the object.

In serious incidents, contact the Franchise Owner/Store Manager. The Franchise Owner/Store Manager will contact PMI and their insurance agent.

Stores need to complete a Day-1 Incident Report Form, located on FRESHnet, regarding all food safety or physical object complaints. Once the information is received, PMI will review the information and contact the person submitting the Day-1 Incident Report Form for any additional information. Typically, Customer Services, Corporate Communications, Supply Chain Management, and Quality Assurance circulate the information to ensure that social media and the CRM vendor are aware of the complaint and the customer's name. In the event that a physical object is associated with a specific ingredient (olive pits or bones) the vendor partner will be forwarded all customer contact information to also follow-up with the customer.

Customer Recovery and CRM

After receiving alerts, you will need to address and handle the customer concerns or questions promptly and accordingly.

When the Support Center receives a comment/complaint/request through the website regarding a franchise/CSD location, they will send the file to the store directly. The Franchise Owner/Store Manager must respond to the Customer Service Representative that it came from in order for them to close the file. Stores will not have access to close these files on their own because in these cases the customers wrote directly to the Support Center rather than directly through store.

When Papa Murphy's receives a comment/complaint/request via Social Media regarding a franchise location, they will send the information to the store directly in order to give the Franchise Owner/Store Manager the opportunity to win back the customer. Stores respond to the Customer Service Representative that the information comes from in order for them to close these files as well.

Shift Management

Brand Standards vs. Best Practices	2
Shift Management Cycle	3
◆ Sample Daily Workflows	4
Opening Checklist.....	7
Prep.....	8
◆ Prep Lists	8
◆ Recommended Sequence for Prep.....	9
Pre-Shift Readiness	10
◆ Pre-Shift Checklist	10
Pre-Shift Checklist	11
◆ Goal Setting	12
◆ Travel Path.....	14
◆ Sauced and Cheesed Crusts and Fresh-Makes.....	15
◆ Pre-Shift Huddles.....	17
Shift Management Excellence	17
◆ Work Positions and Duties	17
◆ POS Clocking In and Out	22
◆ Managing Lunches and Breaks.....	23
◆ POS Shift Management Reports	24
◆ Crash Kit for Manual Order Taking	24
◆ Post-Shift Debrief	24
◆ Additional Best Practices	25
High Volume Mentality.....	25
Closing.....	27
◆ Closing Procedures.....	27
◆ Closing the Makeline.....	27
◆ Closing POS	27
◆ Closing Checklist.....	29
Inspections and Visits	30
◆ Store Visitation Reporting.....	30
◆ Outside Agency Visits	30
◆ Immediate Access Visits.....	31
◆ Deferred Access Visits.....	31



Brand Standards vs. Best Practices

Throughout this section, you will learn many things regarding how to manage a shift efficiently. We will refer to Brand Standards, standards that are critical to the brand and required by Papa Murphy's, and Best Practices, things that are proven to help a store achieve their goals and be profitable. The Best Practice icon is shown on items that we recommend you use. These best practices have been used by stores or Franchise Owners in the system who have shared them with us to share with you.

If you are unsure what a Brand Standard is versus a Best Practice, contact your Regional Business Director or District Business Leader for clarification.



Shift Management Cycle

How you set up your shift, execute the rush, and wind down from the rush is key to delivering Operational Excellence. The better prepared you are to execute, the better experience you will provide to the customer. The Shift Management Cycle guides you through all of the tasks needed to manage a smooth shift and deliver a fresh, quality product in a fast (Speed of Service), friendly (Friendliness), and clean (Cleanliness) environment.



Pre-Shift	During the Shift	Post-Shift
<ul style="list-style-type: none"> • Set mood, pace, and goals for the shift. • Complete Pre-Shift Checklist. • Ensure team members, equipment, ingredients, and products are in place. • Complete Food Safety Checklist. • Ensure store is clean. • Ensure Fresh-makes and plain crusts are pulled for proofing. • Ensure store is fully stocked and ready for the rush. • Ensure Makeline is set up correctly and stocked. • Ensure enough registers are open. • Label towers. • Conduct Pre-Shift Huddle. • Properly position team members on the Positioning Chart and plan for breaks. • Assign trainee with a trainer for the day. • Assign detail cleaning tasks. • Assign maintenance tasks. 	<ul style="list-style-type: none"> • Be in a flexible position to assist customers' needs, and coach and motivate the team. • Use the Customer Recovery Steps to handle customer feedback. • Monitor and adjust positioning for team member breaks. • Monitor status of daily goals and motivate the team. • Follow up on training and coach the team. • Monitor procedures and portioning. • Monitor sales versus forecast and adjust staffing if needed based on store specific goals. • Ensure plan for shakerboard rotations. • Follow up on detail cleaning task completion. • Follow up on maintenance task completion. • Talk to customers and role-model WOW Service. 	<ul style="list-style-type: none"> • Conduct Post-Shift Huddle to discuss what went well and how to improve opportunities. • Identify what can be improved to manage future shifts. • Identify goals accomplished during shift and celebrate successes. • Prepare store for next shift. • Communicate information for next shift. • Secure all cash (drawer drops, drawers not in use, deposit monies). • Account for and transition cash to the next manager, or secure it for the night. • Verify that cleaning and maintenance tasks have been completed. • Validate and evaluate new employee training. • Identify successes and determine how to improve opportunities. • Add comments in the Manager's Log. • Add cleaning and maintenance tasks that were not completed to the next shift.



Workflows help make sure tasks are complete and data is accurate. You can perform all the suggested tasks in POS workflows separately – but using workflows streamlines the process and saves time.



Deposits are entered, verified, and validated in NBO/MenuLink. Complete your deposits daily, or more often if needed. It's best to verify deposits within one day of deposit and validate them within three days.

Sample Daily Workflows

Each day, stores follow a typical workflow. Tuesdays will have a slightly different workflow, with completion of weekly inventory. All other days of the week will tend to follow a similar workflow. Please see the following pages for these sample daily workflows.

In addition, NBO/MenuLink provides suggested workflows customized to specific tasks and streamlines multiple NBO/MenuLink functions into one operation. There are four workflow options available in NBO/MenuLink:

Opening Workflow guides the user through the processes of opening a store, including (but not limited to) reviewing information from the previous day, entering a deposit, verifying credit card settlement, posting daily inventory, and printing the Prep List.

End of Day (EOD) Workflow guides the user through the end of day procedures when closing a store, including (but not limited to) checking for open orders, verifying cashier checkouts are complete, printing Daily Inventory Worksheets so the opening team can get right to work in the morning, and entering spoilage and loss.

Cashier Checkout Workflow is part of the Opening Workflow and is seldom used outside that workflow. Cashier Checkout guides the user through importing sales from Aloha POS into NBO/MenuLink. The user will verify and finalize cashier checkouts and view the day's sales information.

Current Day Import Workflow is used to troubleshoot issues reported to the help desk. It should only be used under the supervision of a trained Support Center specialist.

- ▶ For more information, refer to the [NBO/MenuLink Utilization eLearning program](#) via FRESHnet or the BOH server, or the POS System Manual.

Sample Daily Workflow for Tuesday

The following timeframes are guidelines you can use. Volume, staffing, and hours of operation will help you determine your store specific routines. Final decisions regarding all workflows are the responsibility, and at the discretion of, the Franchise Owner or Store Manager.

First 30 Minutes (After Arriving at Store)

- Review payroll reports and make edits needed. Submit payroll (if it's a payroll week).
- Print weekly inventory worksheets. These can be printed as part of the EOD Workflow in NBO/MenuLink.
- Complete safe audit and drawer counts. Prepare deposit.

8:30 - 12:30 (Tuesdays Only) – Weekly Administration

- Take physical weekly inventory.
- Set up Makeline, unlock doors, and turn on customer lighting. OPEN THE STORE.
- Complete Opening Workflow in NBO/MenuLink, selecting the weekly inventory option.
- Troubleshoot Cost of Goods Sold (COGS).
- Print any reports needed if not part of the Opening Workflow.
- Access CRM website to review and solve any customer feedback alerts.
- Review schedule and complete Positioning Chart.
- Take deposit to the bank. Pick up any deposit slips from night drop. Verify deposits in NBO/MenuLink.

At every shift change, the safe contents should be counted and verified by both the person who has the safe and the person assuming it.

12:30 - 3:00

- Prepare Fresh-makes.
- Fully stock Grab 'n' Go case for peak volume period.
- Restock for rush period.
- Follow up on prep team members. (Prepping of ingredients and items needed for today's forecast and dough for tomorrow should be done during morning hours and completed before the rush, ideally by 1:00 p.m.)
- Complete Pre-Shift Checklist.
- Set goals for the day to discuss at pre-shift huddle.

2 Hours Before Peak Volume Shift Management Preparation

- Complete tasks identified on Pre-Rush Checklist.
- Hold pre-shift huddle and review goals.
- Ensure all components of shift readiness are in place and ready for the rush, such as ingredients and displays stocked, dough proofing, store clean, and team members in place.

Peak Volume (Typically Between 4:00 and 8:00 p.m.)

All hands on deck to execute the rush and deliver on a great customer experience.

30 to 60 Minutes Before Close through Closing – Pre-close and closing duties. Do not appear closed!

- Complete Closing Checklist.
- Complete End of Day Workflow.

Sample Daily Workflow for Wednesday through Monday

The following timeframes are guidelines. Volume, staffing, and hours of operation will dictate your store's timing and specific sequence of tasks. Final decisions regarding all workflows are the responsibility, and at the discretion of, the Franchise Owner or Store Manager.

Arrival at Store – 1 Hour Before Peak Volume Prep, Daily Administration, Rush Readiness

- Complete safe audit and drawer counts. Prepare deposit.
- Take physical daily inventory using inventory worksheets from End of Day Workflow.
- Complete Opening Workflow in NBO/MenuLink.
- Troubleshoot daily numbers.
- Print any reports needed if not part of the Opening Workflow.
- Complete forecasting and scheduling activities as needed:
 - Wednesday: Complete Weekly Forecast for next week and write Weekly Work Schedule.
 - Thursday: Post Weekly Work Schedule for next week.
- Access CRM website to review and solve any customer feedback alerts.
- Set up Makeline, unlock doors, and turn on customer lighting. OPEN THE STORE.
- Take deposit to the bank.

At every shift change, the safe contents should be counted and verified by both the person who has the safe and the person assuming it.

- Complete product order (when needed).
- Review schedule and complete Positioning Chart.
- Prepare Fresh-makes.
- Fully stock Grab 'n' Go case for peak volume period.
- Restock for rush period.
- Follow up on prep team members. (Prepping of ingredients and items needed for today's forecast and dough for tomorrow should be done during morning hours and completed before the rush, ideally by 1:00 p.m.)
- Complete Pre-Rush Checklist.
- Set goals for evening to discuss at pre-shift huddle.

2 Hours Before Peak Volume Shift Management Preparation

- Complete tasks identified on Pre-Rush Checklist.
- Hold pre-shift huddle and review goals.
- Ensure all components of shift readiness are in place and ready for the rush, such as ingredients and displays stocked, dough proofing, store clean, and team members in place.

Peak Volume (Typically Between 4:00 and 8:00 p.m.)

All hands on deck to execute the rush and deliver on a great customer experience.

30-60 Minutes Before Closing through Closing – Pre-close and closing duties. Do not appear closed!

- Complete Closing Checklist.
- Complete End of Day Workflow.

Opening Checklist

Completed by: _____

Date: _____

Daily Administration/Pre-Prep

- Follow up on previous day's closing duties.
- Complete physical daily inventory.
- Count/set up cash drawers and assign.
- Verify safe.
- Count cash deposit.
- Complete Opening Workflow in NBO/MenuLink to include but not limited to:
 - Posting inventory when prompted
 - Printing Prep List when prompted/adjust as needed
 - Editing time punches
- Review daily food cost reports/take action.
- Review WSR (sales, AOS, cash +/-).
- Review daily schedule/adjust as needed.
- Complete Positioning Chart.
- Complete Fresh-make list.
- Take deposit to the bank.

Back of House (BOH)

Backroom/Back Sink Area

- Take closing garbage/cardboard out.
- Set up three-compartment sink.
- Set up sanitizer buckets/towels.
- Sanitize all work area surfaces.
- Review and post daily Prep List.
- Pull 1 stack (up to 8 totes) for sheeting.
- Set up equipment.
 - Required: Mixer and sheeter
 - Optional: Cheese shredder and dough baller

Front of House (FOH)

- Turn on Grab 'n' Go cooler.
- Turn on top of Makeline(s).
- Set up Makeline(s) with filled fresh inserts.
 - Ensure inserts are filled with product that is at 41°F (5°C) or below.
- Set up all smallwares (such as cups, pie servers, etc.).
- Pull opening crusts for proofing.
- Pull opening Add-on-Sales (AOS) for display racks.
- Place mat at front door.
- Stock Grab 'n Go when it reaches temp.
- Sanitize all work surfaces.
- Turn on "Open" sign and unlock doors.
- Pick up garbage in parking lot and ensure sidewalks are clean and free of debris.

Other To-Do Items

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Notes

Prep

Prep Lists

The Prep List is a report that can help your team prep the right amount of product each day including dough. A weekly forecast and daily inventory are needed for the Prep List to be accurate.

The Prep List includes dough and most add-on sales items — Scratch-Made 5-Cheese Bread, salads, Cinnamon Wheels, S'mores, cookie dough, and Classic Cheesy Bread if your market carries it.

Using the forecast and the daily inventory for a specific day, NBO/MenuLink generates a list of all the items — and the amount of each — needed to meet the expected sales and mix for that day. For dough, the system calculates what is needed for today and tomorrow's use.

Here is a sample of a Prep List generated in NBO/MenuLink. Note the Make This Amount column. That is the amount the store should prep that day. It is calculated by subtracting the On Hand amount from the Build To amount.

► **Note:** The Prep List should be reviewed and adjusted based on store specific events or weather outside of the weekly forecast.

The Prep List is a useful tool, however, final decisions regarding prep amounts are the responsibility, and at the discretion of, the Franchise Owner or Store Manager.



Initial each task when completed.

* Prep List v14.1								Date: 9/2/2019
							Forecast	119.014
10:00:00 AM	Prep Item	Holding	Projected Usage	Safety %	Build To	On Hand	Make This Amount	Prep Time
*	Doughball 4 OZ	0 minutes	1.4353	20.00%	7	4.00	3 BALL	0 minutes
*	Family Doughball	0 minutes	24.7588	30.00%	120	88.00	32 BALL	0 minutes
*	Family Thick Doughball	0 minutes	0.0449	30.00%	1	0.00	1 BALL	0 minutes
*	Family Thin Doughball	0 minutes	4.3954	40.00%	23	32.00	0 BALL	0 minutes
*	Large Doughball	0 minutes	42.1151	40.00%	220	95.00	125 BALL	0 minutes
*	Large Thick Doughball	0 minutes	0.0897	30.00%	1	0.00	1 BALL	0 minutes
*	Large Thin Doughball	0 minutes	10.8987	30.00%	53	31.00	22 BALL	0 minutes
*	Medium Doughball	0 minutes	19.6455	30.00%	95	67.00	28 BALL	0 minutes
*	P - Bars - S'mores Bars	0 minutes	0.9571	0.00%	2	0.00	2 TRAY	0 minutes
*	P - Cheesy Bread - 5 Chz	0 minutes	5.3321	0.00%	7	6.00	1 EA	0 minutes
*	P - Cheesy Bread - Original	0 minutes	0.2734	30.00%	1	0.00	1 EA	0 minutes
*	P - Cinnamon Wheel	0 minutes	0.9571	30.00%	2	2.00	0 EA	0 minutes

► For more information, refer to the *Prep Lists* module of the [NBO/MenuLink Utilization eLearning program](#) via FRESHnet or the BOH server, or the POS System Manual.



Recommended Sequence for Prep

As you complete your Prep List, there is a recommended sequence.

- [1] Set up 3-compartment sink.
- [2] Take out garbage and cardboard from previous night.
- [3] Pull the Prep List from NBO/MenuLink and make adjustments. The Prep List will only be accurate if waste was entered and daily inventory was completed and entered before pulling the report.

► **Note:** The order your store completes the remainder of these tasks may differ based on what is best for product quality and time of day.



When your store receives a distribution order, check it in and put it away before the prep shift starts.

- [4] Mix and roll dough before noon.

This allows the dough to set for the 12-hour minimum (24 hours is preferred) before sheeting.

Ensure enough dough totes are available if mixing dough before sheeting.

- [5] Pull dough totes to warm for one hour before sheeting.

- [6] Shred cheese while the dough is warming up.

- [7] Sheet dough mixed previous day.

Stores can only do sheeting this late if they have enough crusts in the walk-in to handle the number of Fresh-makes being prepared.

- [8] Slice and dice vegetables.

- [9] Prepare AOS items for the day.

The Front of House (FOH) person or the Store Manager can prepare the AOS items on the Makeline while the prep person is doing other tasks in the back of the house.

- [10] Clean BOH, wash dishes, take out garbage and cardboard, sweep, and mop.



Complete prep early and ensure Back of House is clean before the rush: dishes done, sinks changed, garbage and cardboard taken out, backroom swept and mopped, and equipment cleaned and covered.



PEOPLE
Rush Ready



Complete a Pre-Shift Checklist every day.

Pre-Shift Readiness

Pre-Shift Checklist

You may know what needs to be done to get ready for the rush, but does the rest of your team? The Pre-Shift Checklist on the following page works as a reminder to get all of the little things taken care of before they become huge problems mid-rush. You can use the one provided or use your own if you've developed one.

Even pilots use a Pre-Flight Checklist before every flight. It doesn't mean they don't know what they are doing; it means they are ensuring the safety of their passengers.

Ensure the highest quality service for your customers by checking that everything is ready before the peak period begins.

Pre-Shift Checklist

Building a High Volume Mentality Culture

Completed by: _____

Date: _____

Shift Readiness

- Goals/targets set for shift
- Schedule is reviewed (sick calls are replaced)
- Team members are assigned on Positioning Chart
- Pre-Shift Huddle talking points and goals
- Food Safety Checklist is complete
- Deposit taken to the bank/back up bank is stocked
- Administration tasks are complete

Outside/Parking Lot

- Lights working and signs are on
- Windows clean/free of fingerprints
- Window clings correct, straight, free from tape
- Sidewalk/parking lot free of debris
- Dumpster area clean
- A-Frame/Readerboard correct
- Team member cars parked away from entrance

Drive-up Pick-up Window if applicable

- Lane/pad clean
- Windows clean
- Cash drawer set up

Back of House

- Prep completed by 3:00 p.m.
- Equipment clean and put away
- All products dated and rotated
- Fresh-makes/AOS items complete
- Laundry done and put away, if applicable
- New water and sanitizer in three-compartment sink
- Sanitizer buckets changed and stocked with towels
- Hand washing station stocked (soap/towels)
- Garbage/cardboard taken out
- BOH floor swept & mopped
- Back door locked & not open after dark

Cashier Stations

- Cash drawers set up and stocked with bills/coins
- Gift cards are stocked and near the terminal

Phone Stations

- Telephone procedure job aids posted/accurate specials
- Clock visible with current time

Front of House

- Grab 'n' Go and/or Murphy's Market stocked
- Retail items stocked
- Wrap station stocked (film, baking instructions, bouncebacks)
- OLO pick-up area stocked
- Bottom of Makeline fully stocked
- Top of Makeline inserts fully stocked
- Crusts/Fresh-makes/AOS pulled for proofing
- Makeline is clean and free of food debris
- Measuring cups, pie servers in place
- Sanitizer bucket changed and stocked with towels
- Hand washing station stocked (soap/towels)
- All printers stocked with full roll of paper
- Garbage cans emptied and floor swept
- Sampling oven set up for sampling if applicable

Team Members

- Team members' appearance is checked
- Pre-Shift Huddle has been facilitated
- Team members know the goals/target for the shift
- Team members have been assigned secondary duties
- Team members are inspired to deliver WOW Service

Other To-Do Items or Notes

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>



Goal Setting

Setting goals is important to achieving results. Goal setting helps the team stay focused on items that help drive traffic, sales, and profit. When they are part of the goal-setting process, team members tend to take ownership in achieving the goals.

Daily pre-shift huddles are a perfect time to set goals with your team. When setting goals, the Franchise Owner or Store Manager should know how the store is performing and what their ultimate target is.

For example, if a store wants to achieve a 5% increase in comp sales, the Franchise Owner or Store Manager should know by period how many dollars equal 5%.

If that store did \$44,000 in net sales in Period 5 last year, a 5% increase in sales would be \$2,600 ($\$44,000 \times 105\% = \$46,200$). If you divide \$2,600 by four weeks in a period, it equals \$650 per week or \$92 per day. \$92 divided by an average check of \$15 equals approximately six additional orders. The goal could be: We want to bring in six additional customers per day and then talk about how to do that.

Use your specific data in this equation to determine the daily targets to help you achieve your store's overall period or annual goals. Once you have a breakdown of the daily target, it is much easier to determine the actions you can take to achieve your overall period or annual goal.

► **Tip:** Here are some examples of what a store can do to achieve six additional orders per day:

- Schedule a Shakerboarding shift to drive traffic during peak volume.
- Suggestive sell AOS items or an additional pizza to increase average check. (Goal setting is the same for increasing AOS percentage. Break down the percentage by how many additional AOS items the store would need to sell to meet the target.)
- Execute a CBM or LSM plan: Business to Business certificates, Street of the Day, sampling higher priced menu items, fundraisers, etc.
- Be ready for the rush to get the customer in and out quickly and encourage repeat visits.
- Network with other stores to share best practices among each other.
- And more!





Consider setting goals for:

- ◆ Sales
- ◆ Transactions
- ◆ Units
- ◆ AOS percent
- ◆ Food Cost Variance
- ◆ Labor percent
- ◆ Speed of Service

The most effective goals follow a SMART process.

S **Specific:** State exactly what you want to accomplish. (Who? What? Where? Why?)

M **Measurable:** How will you demonstrate and evaluate the extent to which the goal has been met?

A **Achievable:** Stretch and challenging goals within ability to achieve outcome. What is the action-oriented verb?

R **Relevant:** How does the goal tie into your key responsibilities? How is it aligned to objectives?

T **Time-bound:** Set one or more target dates to guide your goal to successful and timely completion. (Include deadlines, dates and frequency.)

You can use the “Our Daily Goals” chart to track the goals each day/week. If you set a goal for the store and you don’t achieve it, determine what you have to do to “make up” the amount by which you missed it.

Coach team members during the order taking process regarding pre-selling, suggestive selling, and inviting the customer back, all components of the Service Steps outlined in the Customer Service section.

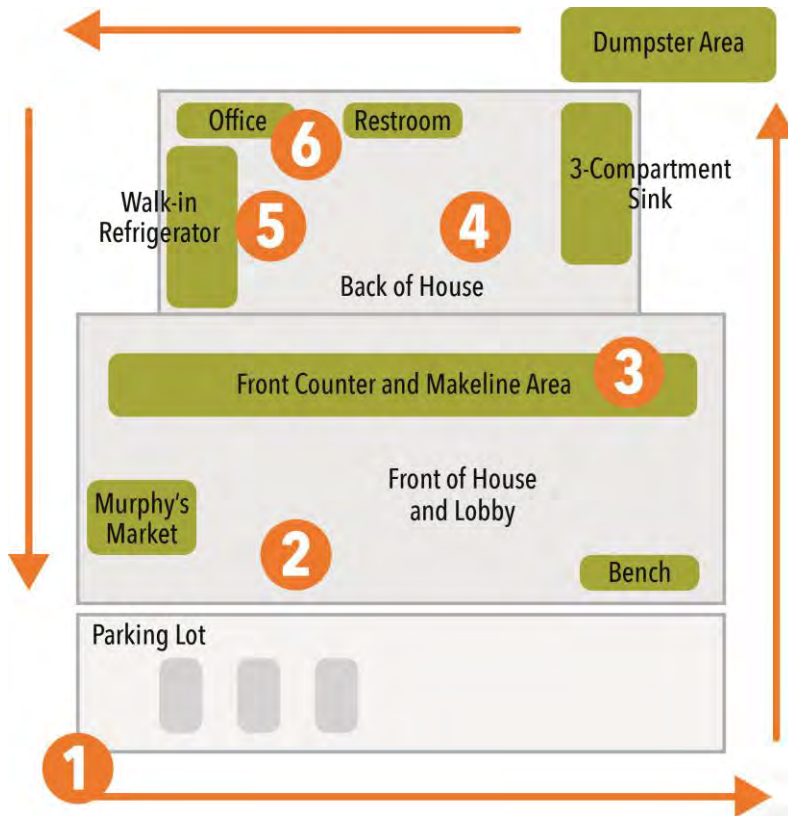
Monitor the results throughout the shift and communicate with the team. This will keep the team motivated towards achieving the goal.

And don’t forget to celebrate successes with the team! Consider recognizing team members or a full shift when a goal you set is achieved.

Travel Path



The following travel path diagram helps the shift manager ensure cleanliness and safety of your team members and customers and for the store to be prepared for the rush. It is recommended the travel path be done at the start of the shift and once per hour during the shift.



1 Store Exterior

- ◆ Parking lot
- ◆ Signage/reader board
- ◆ Landscaping
- ◆ Lighting
- ◆ Sidewalks
- ◆ POP
- ◆ Dumpster area

2 Lobby

- ◆ Windows, window sills, and door glass
- ◆ Floors
- ◆ Bench
- ◆ Lighting
- ◆ Grab 'n' Go / Murphy's Market
- ◆ Beverage display
- ◆ Exterior Makeline glass

Stores with customer restrooms

- ◆ Fixtures
- ◆ Floors
- ◆ Supplies stocked

3 Front of House (FOH)

- ◆ Team member appearance
- ◆ Makeline (stocked and clean)
- ◆ Garbage cans
- ◆ Hand wash sink
 - Soap, towels, gloves
- ◆ Enough crusts proofing
- ◆ Counters (clutter-free and clean)
- ◆ Wrap station clean and stocked
- ◆ Sanitizer buckets

4 Back of House (BOH)

- ◆ Equipment (clean)
- ◆ Garbage and cardboard
- ◆ Prep tables clean and sanitized
- ◆ 3-compartment sink
- ◆ Floors
- ◆ Lighting
- ◆ Stock levels and organized
- ◆ Sanitizer buckets
- ◆ Laundry area
- ◆ Team member restroom
 - Toilet, sink, mirror, floor
 - Soap, towels, garbage

5 Walk-in Refrigerator

- ◆ Temperature
- ◆ Stock levels
- ◆ Floors
- ◆ Dough and prep qualities

6 Manager Office

- ◆ Organized
- ◆ Desk area
- ◆ Floors

Sauced and Cheesed Crusts and Fresh-Makes

Fresh-makes are fully made pizzas, made fresh, and ready to sell. They are used to expedite speed of service during peak volume periods. Sauced and Cheesed Crusts are the base of the pizza ready for toppings. These are helpful for Half and Half pizzas, CYO, and special requests. Sauce and Cheese crusts are also used to expedite service times.

A good rule of thumb regarding Fresh-makes is to prepare 50% of your projected four or five top-selling pizzas including advertised or promoted specials, Limited Time Offers, new product offers, and customers' favorites.

To determine the number of Fresh-makes for the day, use the Sales Mix Forecast-Pizza report in NBO/MenuLink. The Store Manager should pull the report for the same day, previous week to determine the number and type of pizzas that were sold, and make adjustments to the number and type of pizzas if a promotion has changed. If there is an event set up with specific menu items pulled in, the Store Manager can look up those specific pizzas to determine the Fresh-make list.

Stores with a high mix of Create Your Own pizzas and/or Half and Half pizzas should prepare Sauce and Cheese crusts to expedite service, but should not replace full Fresh-make pizzas.



Check with your local Health or Agricultural Department for local regulations. Always comply with whichever standards are most strict.

Using Cold Crusts: Sauced and cheesed crusts and Fresh-makes to be refrigerated and used later in the day are made on cold crusts.

- ◆ After preparing no more than four sauced and cheesed crusts or Fresh-makes, put them in the walk-in refrigerator immediately and then take the next four crusts to the Front of House.
- ◆ When taken out of the walk-in refrigerator for use, the time must be marked on the rack or tower using Pull, Use, Toss tags.
- ◆ Sauced and cheesed crusts and Fresh-makes must sit at room temperature for 1 hour to proof before being used.
- ◆ After proofing, sauced and cheesed crusts and Fresh-makes can be sold for 1 hour. Total time of 2 hours at room temperature (1 hour to proof, 1 hour to sell). After 2 hours, discard and record as waste.

Using Proofed Crusts

- ◆ When a pizza can be sold immediately or within 1 hour, sauced and cheesed crusts and Fresh-makes are made on proofed crusts.
- ◆ Write time made on rack or tower using Pull, Use, Toss tags. If not sold within 1 hour, discard.

Any Sauced and Cheesed Crusts or Fresh-Makes left over at closing must be discarded. Absolutely no carryover!

When preparing Fresh-makes:

- ◆ Only assemble four Fresh-makes at a time to minimize the amount of time crusts and ingredients are out of refrigeration.
- ◆ Return Fresh-makes to the walk-in refrigerator promptly so crusts don't start the proofing process.
- ◆ Consider building staged racks or blended racks with a variety of pizza types for pulling at different intervals during the peak volume period.



Example of a Pull-Use-Toss tag. Also, refer to Ingredient Preparation section.

Pull: _____:_____
Use: _____:_____
Toss: _____:_____

For example, if the Fresh-make list is:

- ◆ 20 Large Pepperoni
- ◆ 10 Large Chicken Garlic
- ◆ 10 Large Cowboy
- ◆ 10 Herb Chicken Mediterranean
- ◆ 10 Chicken Bacon Artichoke
- ◆ For a total of 60 pizzas

Consider using two racks with half of each pizza flavor on each rack.

When pulling racks, you can then stagger the pull time based on your peak volume. An example of this is:

- ◆ Rack 1 — Pull at 4:00, Use at 5:00, Toss at 6:00
- ◆ Rack 2 — Pull at 5:00, Use at 6:00, Toss at 7:00

This will ensure that Fresh-makes are used within their shelf life, minimizes waste, and upholds food safety standards in regards to refrigerated product at room temperature.

Sauce and Cheese crusts are handled like Fresh-makes when being prepared. Sauce and Cheese crusts can be blended on racks with plain crusts. When staging racks, place a Sauce and Cheese crust on every other bagel board and a plain crust on every other bagel board. This will help expedite service during peak periods. Team members can pull a Sauce and Cheese crust and immediately begin topping the pizza. Sauce and Cheese crusts are helpful in stores that have a high mix of Half and Half pizzas, CYO pizzas, or special requests.

Use the following guidelines for Sauce and Cheese quantities based on the forecast.

- ◆ 100 pizzas — minimum of 20 Sauce and Cheese crusts
- ◆ 200 pizzas — minimum of 40 Sauce and Cheese crusts
- ◆ 300 pizzas — minimum of 60 Sauce and Cheese crusts
- ◆ 400 pizzas — minimum of 80 Sauce and Cheese crusts

A good rule of thumb is approximately 20-25% of your total forecasted units.



Pre-Shift Huddles

A great way to set the mood, pace, and the goals for the evening is to hold a pre-shift huddle. If you choose to do this, it's a great way for the shift manager to rally the entire team around common goals and key focus items and influence teamwork. It is a great time for the manager to:

- ◆ Set goals with the team
- ◆ Check uniform standards and appearance of team members
- ◆ Communicate process/procedure changes
- ◆ Communicate changes in promotions or advertised specials (for example, coupon drops, text blasts, TV and radio campaigns)
- ◆ Role play suggestive selling techniques
- ◆ Review food cost and labor opportunities
- ◆ Assign secondary duties

► **Tip:** Pre-shift huddles should take only three to five minutes, and can be done as a whole group or in small groups. Store Managers challenged with bringing the entire shift team together can hold brief, two to three minute one-on-one discussions with each team member to communicate the above information when there aren't customers awaiting service.

Shift Management Excellence

Even during the rush, taking care of the customer is top priority. Working with a sense of urgency while doing prep, Fresh-makes, paperwork, etc., helps to get the job done faster so the focus can be on the customer. During the rush everyone should be up front helping expedite orders. This will help ensure you meet the 3-minute service standard.



When team members stay in assigned positions, productivity and efficiency improve.

Work Positions and Duties

Using positions limits confusion and increases speed and efficiency. The position method is almost always the most effective way of working on the Makeline.

► **Note:** The alternative is called the scramble method. In the scramble method, one or two team members share the responsibility of taking the order, ringing it up, making the pizza(s), wrapping, giving verbal baking instructions, and presenting the pizza(s) to the customer. This method is really only effective for non-peak parts of the day when there are a limited number of team members on shift.

In the position method, team members are assigned a specific area on the Makeline or a specific station to work during the rush.



Assign secondary duties to each team member.

► **Tip:** There are a few things to remember in order for the position method to work.

- Team members should stay in their assigned position during peak periods.
- They must communicate to each other while passing pizzas to ensure accuracy.
- If a team member does not have a pizza to work on, they can work on their assigned secondary duties or they can float left or right to assist other team members.

There are many positions and each has its own tasks. Listed below are the different positions used in the store, especially during peak periods. The three main positions are: Cashier, Sauce and Cheese, and Wrapper.

- ◆ Cashier
- ◆ Sauce and Cheese
- ◆ Toppers or Pizza Makers
- ◆ Wrapper
- ◆ Phones
- ◆ Runner(s)
- ◆ Online Order Station
- ◆ Lobby Greeter/Expeditor

Recommended duties for each position follow. You may have additional or different tasks you require in your organization for each position. Final decisions regarding the duties for each position are the responsibility, and in the discretion of, the Franchise Owner or Store Manager.



LOBBY SERVICE

**LOBBY
HOSPITALITY**

**PHONE-IN
SERVICE AND
HOSPITALITY**



Each terminal should have only one Cashier assigned.



Have enough terminals available and open to meet 3-minute service times.

Cashier

- ◆ Follows Steps for Excellent Service
- ◆ Completes register operations, with only one person assigned per terminal

Any team member handling cash should have a drawer assigned. The team member assigned to the cash drawer should have sole accountability for the cash and the drawer should not be shared with other team members.

The starting amount of the cash drawer is set by the Franchise Owner/CSD Supervisor. When a team member accepts their drawer after it is assigned to them, they should leave the starting funds listed on Aloha POS at zero. The system will use the amount set up when reconciling the drawer. Most Franchise Owners/CSD Supervisors have the starting drawer amount set to \$100.

- ◆ Follows proper cash handling procedures, including cash drops
 - When putting cash in the cash drawer, always unfold, straighten and place the bills in the drawer facing in the same direction. This makes it easier to count the bills, give change, and spot counterfeit money.
 - Do not put money in the terminal until transaction is completed and change provided to customer.
 - Always close the cash drawer after every transaction, even if it is several transactions with the same customer.
 - Keep a minimal amount of cash in the terminal at all times.
 - Never count money openly in the cashier area.
 - Check large bills for counterfeit.

When the drawer exceeds a certain amount of cash, a cash drop is required. Cash drop amounts are set by the Franchise Owner/CSD Supervisor of the store but are typically set to suggest a cash drop at \$100 and require a cash drop at \$200. Team member drops the cash in the safe and enters the information in POS. The cash drop amount will show on the Cashier Checkout.

- ▶ **Note:** For stores that also assign a **Cashier's Assistant**, that position:

- Assists cashier by greeting customers
- Tells customers about specials
- Suggestive sells
- Stamps club cards

Sauce and Cheese

- ◆ Sauce and cheeses crusts
- ◆ Monitors cashier and customer interaction
- ◆ Prioritizes Makeline tickets
- ◆ Observes cashier's cash handling
- ◆ Monitors and directs team members to pull additional crusts, AOS, sauce and cheese crusts, and Fresh-makes for proofing
- ◆ Directs team members to make more Fresh-makes as needed
- ◆ Catches any declined credit card orders (OLO)

Topper

- ◆ Listens for special instructions for a pizza from Sauce and Cheese person
 - ◆ Reads Makeline ticket carefully
 - ◆ Follows portion charts and applies toppings to the pizzas in the correct order
 - ◆ Communicates with other Topper(s) and Runner(s)
 - ◆ Ensures even distribution of toppings
- **Note:** For stores that also assign team members to a Second Makeline, that position:
- Prepares pizzas using correct portions
 - Ensures even distribution of toppings
 - Follows other Topper duties listed above

Wrapper

- ◆ Checks Makeline ticket and pizza for accuracy
- ◆ Wraps pizza following proper wrapping procedures
- ◆ Double checks order with customer and presents order
- ◆ Reviews baking instructions with customers
- ◆ Gives each customer a sincere thank you
- ◆ Invites the customer to return

Phones

- ◆ Answers telephones
- ◆ Assists where needed or assigned

Runner

- ◆ Pulls crusts, Fresh-makes, sauce and cheese crusts, and any AOS products that require proofing as directed by Sauce and Cheese person
- ◆ Re-stocks Makeline(s) and reach-in refrigerators
- ◆ Answers telephones
- ◆ Washes dishes
- ◆ Carries pizzas to customer's car when needed
- ◆ Fills in for other positions as needed
- ◆ Helps maintain general cleanliness of store

Online Order

- ◆ Monitors future orders and releases them to printer – for stores that are not on Auto-Release
- ◆ Assembles OLO orders to include AOS items
- ◆ Helps customers at Quick Pick-up Station
- ◆ Reviews baking instructions with customer
- ◆ Gives customer a sincere thank you
- ◆ Invites customer to return
- ◆ Backs up the phone-in cashier
- ◆ Stocks display cases when not helping OLO customers



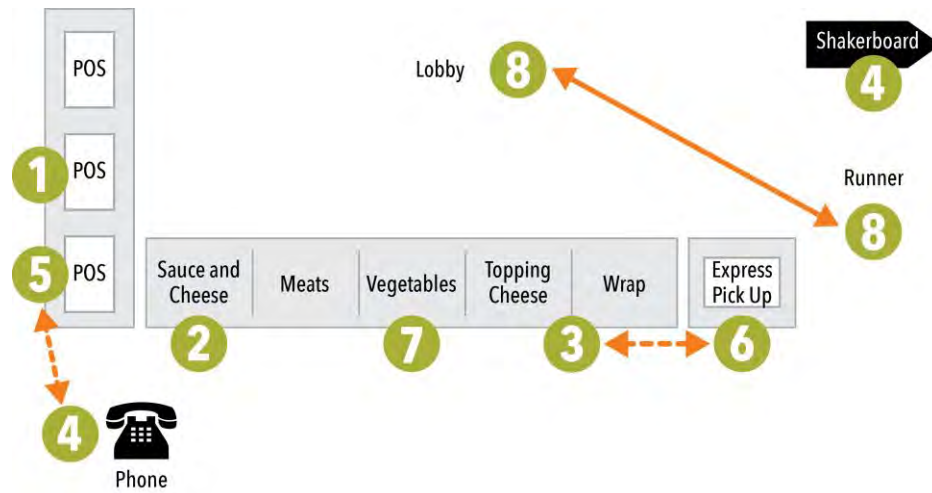
Restock based on menu mix. Stock using First In First Out (FIFO) rotation. Fully stock Makelines with sauce, cheese, meats, and vegetables.

Lobby Greeter (Expeditor)

- ◆ Greets every customer
- ◆ Directs customer traffic in lobby
- ◆ Helps customers with the menu and answers questions
- ◆ Opens the door and helps customers to the car
- ◆ Helps expedite OLO orders
- ◆ Thanks every customer and reminds them to take the survey
- ◆ Maintains lobby cleanliness
- ◆ Stocks display cases
- ◆ Monitors line times
- ◆ Samples new products

Have a designated pickup area for phone-in and online orders.

To assign positions, you first need to know who your key team members are and what each team member excels at in the store. Use and fill in the Positioning Chart, considering the following as a starting point:



Have a Lobby Greeter expedite lines, greet customers, answer questions, and start orders.

	Primary Duty	Secondary Duty
1	Cashier	
2	Sauce and Cheese	
3	Wrap	Phones when fifth person added
4	Phones	Shakerboarder ¹
5	Cashier	
6	Quick Pick Up	Stock/re-stock display case and Makeline
7	Vegetables	
8	Runner	Shakerboarder, Lobby Expeditor, etc.

¹ The fourth person added can be placed on phones or shakerboarding. Either way, we recommend shakerboarding be scheduled as a regular position.



Position the shift manager as a Lobby Greeter to observe the rush, react to any issues, and ensure a great customer experience.

The shift manager or Person in Charge (PIC) should be in a floating position if possible. If the PIC is assigned to a position, it should be a position that is easy to get in and out of — such as the wrap station or as a Lobby Greeter — so they can:

- ◆ Greet customers
- ◆ Complete a final quality and accuracy check of product
- ◆ Be the final point of contact with the customer to:
 - Ensure verbal communication of baking instructions
 - Sincerely thank the customer
 - Invite them to return
 - Easily deliver an “above and beyond” experience by helping customers with opening the door, out to their car, and carrying large orders

POS Clocking In and Out

Aloha POS requires that all team members, including Franchise Owners and Store Managers must clock in to enable them to place orders on any Aloha POS terminal. Access to functions in Aloha POS is determined by the Access Level for jobs assigned, also referred to as security level.

- ▶ **Tip:** Aloha POS uses the schedule created in NBO/MenuLink Labor to enforce when a team member can clock in. If a team member tries to clock in or out beyond the thresholds set by the Franchise Owner/CSD Supervisor, or tries to clock in when not on the schedule, manager approval is required. This function can be disabled for one team member or for the day. See the POS system manual for step-by-step instructions.

Multiple job codes can be set up for any team member. For example, a team member can have a Crew job code and a Shift Supervisor job code to allow for a different wage based on the job code.

- ▶ **Note:** There can only be one security level per team member regardless of how many job codes they may have assigned.

Different wage amounts can also be determined by job code. For example, a team member can have a Shift Supervisor job code with a certain wage rate per hour and a Shakerboard job code with a different wage rate per hour. When the team member clocks in, it is important they choose the correct job code for their specific daily job duties if they are assigned multiple codes. The job code a team member is set up with will determine where on the schedule they will appear. For example, team members in the Crew job code group will appear at the top of the schedule and employees in the Store Manager job code group will appear at the bottom of the schedule.

- ▶ **Note:**
 - It is important team members clock in and are paid for all hours worked.
 - Team members should not clock in for anyone other than themselves. POS ID numbers and passwords should not be shared.

Clocking out ensures proper labor tracking. All team members, including Franchise Owners and Store Managers must clock out using any Aloha POS terminal. A receipt will print with the hours worked for the day and for the week.

- ▶ **Note:** It is important to complete a Cashier Checkout before clocking out (if a team member was assigned to a cash drawer). The system will not allow a team member assigned to a cash drawer to clock out before completing a Cashier Checkout.



Check and comply with your state's laws about minimum hours.

Team Member Sick Calls, No-Shows, or when your store is over or understaffed. It is the responsibility of the Franchise Owner to provide policies and guidance to their team members on sick calls, no-shows, and when to call a team member off due to overstaffing or add a team member when understaffed.



Plan for breaks.

Managing Lunches and Breaks

It is important to track unpaid lunches and paid rest breaks. Break management is part of shift management. It is important to know not only that team members are taking their breaks, but also when and for how long. It is recommended that breaks are tracked and the records kept.



Follow federal, state, and county labor laws about breaks. Have team members clock in and out for all breaks, paid and unpaid, for record keeping and documentation.

Breaks are a good practice to take care of your team members — and in many states, cities, and counties, giving breaks to team members may also be the law. It is the responsibility of the Franchise Owner to research the break laws pertaining to the state, city, or county the store is located in. Many states, cities, and counties have requirements on when during a shift a team member must take a break, specific break lengths by age, and other requirements/laws pertaining to breaks.

Breaks given to team members should always be documented. Breaking in and out is performed on an Aloha POS terminal. It is important to Break Out when leaving for a break and Break In when returning. The length of the break determines whether or not the break is paid or unpaid.



Team members should not leave work in uniform.

The Franchise Owner programs their specific breaks (paid and unpaid) in Configuration Center (CFC) according to their state's break laws.

Clocking in and out (or breaking in and out) is completed on a POS terminal and automatically tracked.



Breaks should be planned by the shift manager as part of shift management. Some best practices when planning for team member breaks:

- ◆ Consider rotating breaks with no more than one or two team members on break at the same time.
- ◆ Determine if there are customers who need to be taken care of before sending someone on break.
- ◆ Ensure stations are clean and stocked before breaks are given.
- ◆ Team members should always clock in and out when taking a break.
- ◆ Remind team members that they are still representing the Papa Murphy's brand while on break. Encourage them to refrain from inappropriate language and other actions in customer view. You may also want to ask team members not to smoke in customer view (near entrance doors or in the parking lot) while on break.
- ◆ When a team member is sent on break, the shift manager should reassign that team member's duties to another team member.
- ◆ Do not send team members home early in place of their break. For example, the team member should not be sent home 10 minutes early rather than taking a 10 minute break.

POS Shift Management Reports

You may find the following shift management reports to be particularly helpful:

- ◆ Daily Summary Report
- ◆ Sales Summary
- ◆ Labor Report

These reports show the sales, pizza units, transactions, and hourly labor for a day in real time.

Crash Kit for Manual Order Taking

In the event of a power outage or the POS system is unable to take orders and the store remains open, manual order taking is required. Online ordering will not be available during a power outage. Stores will need to ensure they have a crash kit available that includes:

- ◆ Current taxing information and menu with menu prices
- ◆ Calculator, red pens, access to cash (coins and bills) to make change
- ◆ Spiral notebook or paper customer checks to take manual orders

▶ Refer to [Power Outage](#) in the [Store Crisis Manual](#) on FRESHnet for more details.



Post-Shift Debrief

A great way to engage your team in a recap of how the shift/rush was executed is to hold a post-shift debrief. If you choose to do this, it's a great way for the shift manager to celebrate the successes, identify opportunities, and discuss solutions for improvement with the entire team.

A Post-Shift Debrief should take about five minutes, addressing three key questions:

- ◆ What went right?
 - Reinforce the shift readiness practices
 - Celebrate successes
- ◆ What didn't go right?
 - Ask why
 - What would have prevented the situation from happening
- ◆ What can we do tomorrow to make it better?
 - Holds everyone on the team accountable for improving every rush

A Post-Shift Debrief is a great time to review the results of the goals that were set at the beginning of the shift, discuss any customer feedback or complaints, discuss product quality opportunities, discuss service and cleanliness opportunities, and recognize team members who went above and beyond in delivering an outstanding customer experience or helping the team.



Additional Best Practices

In addition to the items outlined throughout this section, following are additional best practices for you to consider in shift management.

- ◆ Complete an accurate weekly forecast and daily inventory to have a more accurate suggested order and accurate data for writing a work schedule based on forecasted sales/units.
- ◆ Complete a daily review of forecasted units and Prep List items.
- ◆ Make sure job aids are current and posted.
- ◆ Have enough smallwares to support the volume you want.
- ◆ Stage rolling racks with crusts for proofing.
- ◆ Follow effective labor management practices:
 - Enough trained and cross- trained team members
 - Positioning Chart in use with aces in their places
 - Enough people scheduled to deliver a great customer experience
- ◆ Analyze hourly sales and make labor adjustments you determine are needed:
 - Call off a shift (cancel a shift), extend a shift, or start time delay
- ◆ Regularly check product quality to ensure it meets brand standards.
- ◆ Address customer feedback and communicate to team members.
- ◆ Follow-up on product to ensure there is enough prepared to meet the demand.
- ◆ Complete regular travel paths using the travel path diagram



Build a High volume Mentality culture in your store.

High Volume Mentality

High Volume Mentality is an attitude, a way of thinking. It's a culture that's built inside each store and embraced by every team member. It's following best practices each and every day no matter how many pizzas go out the door. It's being ready all the time for every customer and delivering a WOW experience through rush readiness.

A High Volume Mentality helps you achieve results, creates an atmosphere that embraces high volume, WOWS the customers, and helps you become the employer of choice in your community. When everything is in place and everyone working as a team, you will WIN at executing the rush and reaching your goals.

As you build volume in your store, it is important to ensure that practices are in place to manage speed of service, customer service, customer flow, optimal pizza making, and overall operational execution at a high level. Building a High Volume Mentality culture in your store will help you and your team execute store operations at a higher level and build sales.

Work smart, be prepared, have a sense of urgency, take care of the customer, and clean as you go! These HVM best practices are tried and true recommendations that have been proven to execute store operations and manage and build increased volume while giving WOW service.

To get the store set up for the most effective and efficient shift, it all begins with an accurate forecast — leading to an accurate suggested order, dough production and prep list levels, Fresh-make quantities, and accurate scheduling. Stores should also complete the Pre-Shift Checklist and ensure:

- ◆ Everything has a place
- ◆ Makeline set up correctly, stocked and re-stocked
- ◆ Enough staffing
- ◆ Assigned positions
- ◆ Enough terminals open
- ◆ Towers labeled

To create an efficient operation means multi-tasking and minimizing steps — or working smart. Do the work in the back to minimize the work in the front during the rush. Use equipment to its fullest capacity. Pull a full rack of crusts from the walk-in instead of a few stacks. Do multiple things in the same trip to save time. Stage and blend racks and pull before the rush. Re-stock the Makeline before the rush. Use the cart to re-stock multiple inserts at the same time. And clean as you go!

Executing operations and the rush at a high level takes:

- ◆ Procedures in place to handle volume
- ◆ Prep done
- ◆ The right tools (pie servers, inserts, product, stock, terminals, phones, etc.) and enough of them to handle the flow of business
- ◆ The right people hired and trained
- ◆ Everyone working with a sense of urgency
- ◆ Aces in their places
- ◆ Everyone working as a team — not only during the rush but helping set up the next shift for success

At all times, every team member should have a sense of urgency in everything they do. Taking care of the customer is number one; however, working with a sense of urgency when doing prep, Fresh-makes, paperwork, etc. helps to get the job done faster so that the focus can be on the customer. And during the rush everyone should be up front helping to expedite the orders and get customers out quickly.

Also consider:

- ◆ Conducting a Pre-Shift Huddle to set the mood, set the pace, and set goals.
- ◆ Using blended racks for Fresh-makes to expedite the service on the Makeline and also minimize the number of racks the store needs to have up front.
- ◆ Maximizing pick-up/online orders to expedite speed of service and encourage customers to come more often.
 - For example, label proofing towers/rolling racks by Single/Multi or by numbers for expedited search of phone-in and online orders.
- ◆ Conducting a Post-Rush Debrief to review what went well and how the team can strive to do even better.

Having a High Volume Mentality means having a winning store — one with more customers who come more often and spend more money!



Set up the next rush for success by restocking, ensuring store cleanliness, and reviewing the schedule for holes in coverage.



At least weekly, pour a gallon of water with a sanitizing agent into the Makeline rail and drain. Use the valve in the compressor area to sanitize the drain. Using the drain for cleaning won't damage it.

Closing

Closing Procedures

Every store has general cleaning and sanitizing duties that are completed as a part of the "closing procedures". These jobs are typically completed during the last 90 minutes of business each day. Due to the various layouts of Papa Murphy's stores, some closing procedures may not apply to your store. There may also be some jobs missing from the list for your store. Consider using the Closing Checklist in this section or use one you have developed for your store specifically.

▶ Refer to the [Closing Checklist](#) later in this section.

Closing the Makeline

Makelines (all models) must be cleaned out and inserts stored in the reach-in refrigerator or walk-in refrigerator at closing. Otherwise, ice build-up will occur and prevent the airflow necessary to ensure proper cooling.

- [1] 20 minutes before closing, turn RAIL switch to OFF.
- [2] At closing, remove inserts from Makeline
- [3] Place inserts in refrigerated area.
 - ▶ **Tip:** Walk-in cooler or base of Makeline are good options.
- [4] Allow 15 to 20 minutes for frost to melt off the Makeline.
- [5] Wipe out the interior and rails of the Makeline with a damp cloth.
- [6] Close the lids.

Closing POS

Closing the POS system and checking for open orders is an important part of closing. There are fundamental tasks required for closing the POS system at the end of the day; these help to ensure data is captured and accurate.

Completing the End of Day Workflow will guide the shift manager through the end of day POS procedures when closing your store, including but not limited to:

- ◆ Checking for open orders
- ◆ Verifying cashier checkouts are complete
- ◆ Printing Daily Inventory Worksheets so the opening team can get right to work in the morning
- ◆ Entering waste

Any call in orders left in Aloha Takeout (ATO) or any other terminal queue at the end of the day will close to cash and cause a cash shortage. Therefore open orders in all queues must be deleted, a void reason selected, and the check closed. This includes any future orders with the current business date that are still open.

► **Note:** Do not void any future orders with a future date.

If the End of Day procedure is not followed and an order is accidentally left in the queue and closes to cash, perform a refund the next day to fix the cash shortage.

► **Note:** This will fix the cash shortage, but will not add the items refunded back into inventory.

For step-by-step procedures for closing open orders in all queues, refer to the POS System Manual.

Closing Checklist

A minimum guideline of closing procedures for every store

Completed by: _____

Date: _____

Back of House (BOH)

Walk-in Refrigerator

- Sweep and mop
- Wipe door handles
- Clean door glass (glass cooler doors)

Bathroom

- Clean toilet
- Clean sink
- Refill soap/paper towels
- Clean mirror
- Empty garbage
- Sweep and mop

Backroom/Back Sink Area

- Wash all dishes
- Wipe down all prep tables top/bottom
- Break down cardboard
- Tie garbage bags (morning takeout)
- Clean sink floor drain
- Wash towels if applicable
- Sweep and mop (deck brush weekly)
- Empty and clean mop bucket
- Rinse out mop/wash if needed
- Drain and clean sinks

Manager's Office

- Wipe down desk
- Empty garbage
- Sweep and mop

Closing Administration

- Complete Cashier Checkouts and drop money in safe
- Place cash drawers in safe
- Write down all wasted items
- Complete End of Day Workflow

Front of House (FOH)

Lobby

- Turn off "Open" sign
- Clean door glass (outside door glass before close)
- Wipe down door thresholds
- Spot clean windows/wipe window sills
- Wipe down seating bench
- Re-stock, rotate, face beverage cooler
- Clean beverage cooler glass/wipe down
- Empty and clean Grab 'n' Go cooler
- Wipe down and close Murphy's Market screen
- Wipe down all lobby area counters
- Clean Makeline glass (lobby side)
- Shake and sweep logo mat
- Sweep and mop

Makeline Area (behind counter)

- Remove ingredient inserts (top)
- Wipe down top of Makeline
- Wipe down inside of Makeline
- Wipe down door gaskets
- Repeat on back Makeline (if applicable)
- Clean inside Makeline glass
- Wipe down scales including cords
- Wipe down magnetic portion charts
- Wipe down bagel boards, racks, proofing towers
- Empty garbage

Front Counter

- Wipe down all counters
 - POS terminals including under the terminals
 - Under cling film holder
 - Underneath all counters

Hand Wash Sink/FOH Floors

- Clean sinks
- Wipe down sink counter
- Re-stock soap/paper towels
- Sweep and mop FOH floors

LAST BUT NOT LEAST

- Turn off lights
- All team members leave together
- Person in Charge locks door

Notes

Inspections and Visits

Store Visitation Reporting

Each year, every store will have scored and unscored visits from their Regional Business Director/District Business Leader as part of the Operational Excellence Program. These assist the Franchise Owner/Store in identifying how to improve sales and profitability. These visits also ensure compliance with the standards established by Papa Murphy's International LLC. The exact number and types of visits are determined by Papa Murphy's and may vary.

Outside Agency Visits

- ▶ **Note:** Outside agencies may include federal, state or local government, department of labor, an immigration and naturalization representative, EEO, OSHA, health/agriculture department, or fire department.

The following procedures are recommended when you are contacted by an outside agency.

- [1] If the agent appears in the store, ask to see their identification and ask for a business card.
 - **Note:** Health Department officials and some state labor department offices do have rights to immediate access to information. Some (for example, OSHA, department of labor) will allow an extension if business would be disrupted by this visit.
 - Contact Franchise Owner/Store Manager immediately. If you receive an advance warning by phone of an impending visit, contact your Franchise Owner/Store Manager immediately.
- [2] Be courteous and friendly.
 - Many, if not most, investigators are courteous and pleasant; however, the natural inclination of an investigator is to find violations.
 - Attitude may be the single most important aspect of these matters. Any investigator should be treated with courtesy, and his/her reasonable requests should be granted. Your attitude should reflect a desire to comply with the law and your conduct should indicate that there is nothing to be hidden.
- [3] The investigator may ask to interview team members. Request a list of all team members he/she wishes to interview. You do not have the right to be present at the interviews, but you do have the right to schedule in such a manner as not to disrupt operations.
- [4] If any violations are identified:
 - Make a copy of the violation.
 - Write down the inspector's name and contact information (phone and e-mail).
 - If the violation is in regards to a brand standard, the Franchise Owner should contact their Regional Business Director/District Business Leader and the Quality Assurance department for direction.
- [5] Fix any violation immediately, if possible, or else make a note to get it taken care of as soon as possible.



Additional tips for how to handle outside agency visits:

- ◆ If OSHA, accompany the inspector on his/her inspection or inquiry.
- ◆ Do not say to the investigator that a particular discrepancy or item noted at a store is related to an established policy.
- ◆ Do not volunteer information or assume the burden of bringing relevant information to the attention of an investigator.
- ◆ Do not allow an investigator to remove records from your premises.
- ◆ Do not attempt to keep an investigator away from team members.
- ◆ Do not admit liability.

Immediate Access Visits

Fire Marshall, Agriculture, and Health Department have the right to immediate access.

Every food operation is inspected by either the Agriculture Department or the Health Department. Most Papa Murphy's will receive two to three inspections per year. The inspections are unannounced. It is the job of these two departments to ensure that you are complying with food handling regulations, thus ensuring that a safe food product is being served to the public. Any violations found by these departments should be corrected as soon as possible.

Deferred Access Visits

Visits from EEO, federal, state, or local government inspector (including OSHA and department of labor) can be deferred.

- [1] If an agent appears in your store, courteously explain to the agent that you cannot see him/her at this time.
- [2] Suggest a specific time, in the next 2 or 3 days, for them to come back.
- [3] Contact Franchise Owner/Store Manager immediately.

What if the media arrives at the store?

Refer to the "Crisis Hot Sheet" in your store and follow steps outlined.

Never allow them into your store. Do not answer reporter questions; instead, refer the reporter to Papa Murphy's Communications Department.

Call Franchise Owner/Store Manager.

Ingredient Preparation

- Core Menu Ingredients 3
- Equipment 4
- Smallwares 4
 - ◆ Preparation Tools (Required) 4
 - ◆ Production Tools (Required)..... 7
 - ◆ Ecolab Smallwares (Required) 9
 - ◆ Ecolab Safety and Communication Program (Req,d) . 11
 - ◆ Optional Smallwares 11
- FIFO Inventory Rotation 13
- Dough 14
 - ◆ Dough Ingredients 14
 - ◆ Process and Procedures Overview 15
 - ◆ Dough Mixing 17
 - ◆ Original Dough Mixing 17
 - ◆ Thin Crust Dough Mixing 18
 - ◆ Doughballing 19
 - ◆ Using a Dough Rounder 20
 - ◆ Sheeting 21
 - ◆ Fresh Pan Sheeting 23
 - ◆ Proofing 24
 - ◆ Gluten Free Crusts 25
 - ◆ Handling Gluten-Free Crusts 25
- Sauces 26
 - ◆ Pizza Sauce 26
 - ◆ Creamy Garlic Sauce 26
 - ◆ Sauce Swirls 27
- Cheeses 28
 - ◆ Feta and Parmesan 29
- Meats 30
 - ◆ Canadian Bacon 30
 - ◆ Chicken 30
 - ◆ Sausage(s), Ground Beef, and Crispy Bacon 30
 - ◆ Pepperoni 30
 - ◆ Salami 30
 - ◆ Anchovies (Optional) 31
- Vegetables and Fruits 32
 - ◆ Artichoke Hearts 32

CUSTOMER FOCUS

- ◆ Mushrooms 32
- ◆ Olives and Pineapple 33
- ◆ Green Onions 33
- ◆ Yellow and Red Onions 34
- ◆ Onion Mix..... 34
- ◆ Green Peppers..... 35
- ◆ Roma Tomatoes..... 35
- ◆ Sun-Dried Tomatoes 35
- ◆ Spinach 36
- ◆ Zucchini 36

- Other Required Ingredients 36
 - ◆ Chopped Garlic:..... 36
 - ◆ Chopped Romaine:..... 36

- Optional Ingredients 37
 - ◆ Banana Peppers (Optional) 37
 - ◆ Green Chiles (Optional) 37
 - ◆ Green Olives (Optional)..... 37
 - ◆ Jalapenos (Optional) 38

- Paper and Packaging Items..... 38

- Ingredient Specifications 39
 - ◆ Required Ingredients 39
 - ◆ Optional Ingredients 49
 - ◆ Limited Time Offer (LTO) Ingredients 51



This section includes instructions for prepping ingredients. The instructions here and on Job Aids are considered brand standards. Follow them to ensure quality and food safety.

Core Menu Ingredients











	Required		Optional	Limited Time Offer
Dough Mix and Crust	Original Dough Mix Thin Crust Dough Mix	Gluten Free Crust		
Sauces and Spreads	Cinnamon Spread White Sauce (used for Creamy Garlic Sauce) Marinara Sauce	Pizza Sauce Herb and Garlic Spread Margarine	BBQ Sauce Sweet Chili Sauce	Buffalo Sauce Mustard Ketchup Salsa Refried Beans
Cheese	Mozzarella Cheddar Feta	Herb & Cheese Blend Parmesan		
Meat	Ground Beef Canadian Bacon Chicken Crispy Bacon	Pepperoni Salami Italian Sausage	Anchovies	
Vegetables and Fruits	Artichoke Hearts Black Olives Chopped Garlic Green Onions Green Peppers Mushrooms Pineapple	Red Onions Roma Tomatoes Romaine Chopped Spinach Sun-Dried Tomatoes Yellow Onions Zucchini Onion Mix (made with yellow, red, and green)	Banana Peppers Green Chiles Green Olives Jalapenos	Dill Pickles
Dry Ingredients	SAF-Instant® Yeast Flour			
Oils and Sprays	Soy Oil Savory Oil	Olive Oil Pan Release Spray		
Spices and Seasonings	Zesty Herbs Sea Salt	Crushed Red Pepper		Taco Seasoning
Salad Dressings and Condiments	Thousand Island Balsamic Vinaigrette Blue Cheese	Caesar Italian Ranch Croutons		
Dessert Ingredients	Crisp Topping Marshmallows Cream Cheese Frosting	Chocolate Chips Cookie Dough Mix Brown Sugar		

► **Note:** All optional items must be carried by the entire DMA/Co-op.
















Equipment













► For the most up-to-date information on required and optional equipment, refer to the [Used Equipment Requirements page](#) and the [Store and Equipment Specifications topic](#) on FRESHnet.















Smallwares














Description	Image	Used For
Preparation Tools (Required) Used in Back of House (BOH)		
ECOLAB - 2"x2" DISSOVABLE UNIVERSAL DAY OF THE WEEK LABEL Ordered from your Designated Distribution Center.		Marking the prep date and use by date of all prepared foods used in Papa Murphy's
THERMOMETER,REF/FREEZER,-40/60		Thermometers used in all display cases and refrigerated units
CONTNR,20 GL,WHITE,		Used for flour storage
LID,F/2620,WHITE,F/2620 CONTAINER,		Lid for flour storage container
SCOOP,ICE,24OZ,CLEAR,SCP24CW		Used to scoop flour
CONTAINER,18 QT,CLEAR,ROUND Referred to as water bucket		Used for water when mixing dough Water is weighed on a scale in the bucket.
LID,F/12,18,22 QT,CLEAR,ROUND		Lid for water bucket
SCALE,PORTION,32OZ X1/4 OZ, Referred to as spring scale		Used to weigh yeast for dough mix and to weigh portions of dough when doughballing. Not for use on the Makeline.
SCALE,DIAL,50LB X 4OZ Referred to as a pound scale or a pound spring scale		Used to weigh water for mixing dough and used in the inventory process when weighing ingredients that are heavier than the ounce spring scale
BRUSH,PASTRY,3",HIGH HEAT Pastry brush		Used with Savory Oil in the bottom of aluminum pans for Fresh Pan crusts and used in the Scratch-made 5-Cheese Bread trays



















Description	Image	Used For
BRUSH,PASTRY,3",NYLON,WHITE HANDLE, Referred to as dough brush.		Used to oil dough totes and doughballs before placing in the walk-in refrigerator
BOX,DOUGH,TOTELINE,18X26X6,WHT Referred to as dough totes.		Used to store doughballs in the walk-in refrigerator before sheeting into crusts  Damaged totes that have chipped or broken corners should be removed to prevent possible foreign material contamination.
LID,F/DOUGH BOX,WHITE		Lid for dough totes One per stack of eight Dough Totes used when closing or downloading dough after it reaches 50°F (10°C).
DOLLY,F/DOUGH BOX,18"X 26",GRAY,W/3" Referred to as dough dolly		Used to hold the dough totes filled with doughballs
CUTTER,BISCUIT,3",ANNODIZED		Used to cut the center of Classic Cheesy Bread and Cinnamon Wheel AOS items
BUS BOX,GRAY,15"X20"X7",NSF Referred to as a bus tub		Used to store sliced Mushrooms, prepped Tomatoes, drained Olives and Pineapple before they are placed in inserts
BUS BOX,GREY,15X20X5,DELUX,NSF Shallower bus tub		Used to fit inside of the larger bus tub <i>Store must drill holes in the bottom to allow for additional draining of wet vegetables.</i>
LID, F/15X20 BUS BOX,FDA		Lid for bus tubs
OPENER,CAN,#1,PLATD STEEL BASE		Can opener used to open any ingredients that are delivered in cans
GEAR,F/#1 CAN OPENER		Can opener gear that periodically needs to be replaced
KNIFE,F/#1 CAN OPENER		Can opener knife that periodically needs to be replaced
CUTTER,DOUGH,6"X3",SANI-SAFE		The only approved utensil used to cut dough portion when doughballing a batch of dough


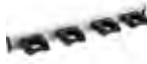

Description	Image	Used For
KNIFE,CHEESE,14",ROSEWOOD HNDL		Used to cut blocks of cheese when store does not have a cheese cutting wire (n optional smallware)
HOLDER,KNIFE,MAGNABAR, 12"		Magnetic bar to store knives
TOMATO CORE-IT		Used to core the stem from tomatoes before prepping
DICER,3/8",INSTACUT,3.5 Tabletop dicer		Used to dice Onions, Green Peppers, and Roma Tomatoes
BLADE,ASSEMBLY F/ 3/8INSTA CUT		Replacement dicer plate for the dicer
COLANDER,13 QT,S/S		Used to drain and rinse fruits and vegetables before and after prepping them
PAN,SHEET,18X26,ALUM,18 GA		Sheet pans used to dry vegetables before being placed in inserts Used for Onions and Green Peppers
DISHER, #12, THUMB-ACTION, GRN HL		Used to scoop sauce into cups.
DISHER, #16, THUMB-ACTION, BLU HL		Sometimes used to scoop sauce (creamy garlic or marinara) into the side cups for AOS items
DISHER, #30, THUMB-ACTION, BLACK		Used to portion out Herb Garlic Spread for Classic Cheesy Bread and Cinnamon Spread for Cinnamon Wheels
DISHER, #60, SQUEEZE TYPE 1/2 ounce disher		Used for portioning Herb Garlic Spread on the Scratch-made 5-Cheese Bread
PUMP, 1 OZ, FIXED NOZZLE DISPENSER		Pump used with the Savory Oil
SHAKER, 10 OZ, CLEAR W/BEIGE LID		Used for spices and Herb & Cheese blend, and salt used on Scratch-made 5-Cheese Bread Lids can be interchanged to accommodate different hole sizes
BASKET, SINK, FLOOR, PLASTIC,		Floor drain basket to catch food debris from the 3-compartment sink from going down the pipes
SCRAPER, BOWL, PLASTIC, 5.25X3.5		Used to scrape the cookie dough out of the mixing bowl Also used to scrape the dough totes when a tote is emptied of doughballs that have been sheeted

Description	Image	Used For
BOARD,BAGEL,HVY DUTY PLASTIC Referred to as bagel boards		Fit on the rolling racks (20 per rack) and hold sheeted crusts, Sauce & Cheese crusts, and Fresh-makes
CONTNR,32 GL,GRAY,		Garbage can used for Back of House garbage
LID,F/2632,GRAY,		Lid used for Back of House garbage can
DOLLY,CONTNR,BLACK,		Garbage or flour container dolly
WASTEBASKET,28 QT,BLACK,RECT,		Garbage cans used for Front of House, handwash sinks, or office area
WASTEBASKET, SLIM JIM, BLACK		Used by sauce and cheese station for wrap and garbage
CART, UTILITY, ECON.PLATINUM, 200# CAP.,		Utility cart used for restock.
STEPSTOOL,BLACK		Used for safety when reaching top shelves
Production Tools (Required)		
Used in Front of House (FOH)		
SCALE,PIZZA,12LB X .01 OZ, SEE NOTE BELOW REGARDING SCALES		Digital scale that is placed at the Sauce & Cheese station to weigh Traditional Red sauce and base cheese
LEGAL FOR TRADE: CERTAIN STATES REQUIRE A CLASS III COMMERCIAL SCALE TO WEIGH PRE-PACKAGED FOODS FOR RETAIL SALE. STORES MUST RESEARCH THEIR STATE REQUIREMENTS AND PURCHASE A SCALE THAT IS CLASS III CERTIFIED.		
PEDAL,TARE FOOT,R SERIES		Foot pedal that can be added to the digital scale in order to tare the scale with foot instead of pushing the button
POUCHMATE		Used to open sauce bags and empty into an insert
MEASURE SPOON SET, S/S		Used to measure chopped garlic when portioning as part of a sauce or when ordered as an additional topping
KNIFE,PIE,5",SANI-SAFE Referred to as pie server		The only approved utensil for spreading sauce on the crust










Description	Image	Used For
PIE SERVER, SERRATED EDGE		The only approved utensil for spreading sauce on the top crust of a stuffed pizza and used to cut the slits for venting on stuffed
MEASURE, 1 CUP, CLEAR, 25MCCW-135 Referred to as portion cup		Used to portion ingredients when preparing pizzas and products on the Makeline
BAR, ADAPTER, 12X3/4", S/S		Used in the Makelines to allow for different size inserts These bars eliminate the gaps between inserts and work well when using 1/6 or 1/9 size inserts.
PAN, FULLX6, CLR		Insert used mainly for shredded Mozzarella Cheese (base cheese).  Damaged inserts that have chipped or broken corners should be removed to prevent possible foreign material contamination
LID, FULL, CLR		Lid for full size inserts
PAN, 1/2X6, CLR Referred to as 1/2 size insert		Used mainly for Pizza Sauce, Topping Cheese, and ingredients with high usage — for example, Pepperoni or Mushrooms
LID, W/HANDLE, 1/2 SZ, CLR		Lid for 1/2 size inserts
PAN, 1/3X6, CLR Referred to as 1/3 size insert		Used for most of the ingredients on the Makeline.
SHELF, DRAIN, 1/3, CLEAR Referred to as a drain tray		These fit in the bottom of the 1/3 size inserts and are required for products that have a high liquid content — for example, Pineapple, Olives, Artichokes, Jalapeños, etc.
LID, 1/3, CLR		Lid that fits the 1/3 size insert.
PAN, 1/6X6, CLR Referred to as 1/6 size insert		Used for ingredients on the Makeline with lower usage — for example, Onions, Green Peppers, Roasted Garlic, Beef, Bacon, etc.
SHELF, DRAIN, F/1/6 SZ PAN, CLEAR Referred to as a drain tray		These fit in the bottom of the 1/6 size inserts
LID, 1/6, CLR		Lid for 1/6 size inserts









Description	Image	Used For
SPATULA,9.5",WHITE,		Used to scrape inserts
RING,DOUGH CUTTING,12",S/S		Used to cut down a Large crust to a Medium crust if a store runs out of dough
RING,DOUGH CUTTING,14",S/S		Used to cut a Family crust down to a Large crust
CUTTER,PIZZA,1HEART SHAPE		Cutting ring used for HeartBaker pizzas. There is only one size. The ring is used to cut down a Family Size Crust into a heart-shaped crust.
SCALE,PORTION,DIGITAL,10LBS,		Small digital scale used at the end of the Makeline to weigh topping cheese Can be plugged in or operated by battery
BOWL,MIXING,S/S,1/2 QT,		Small stainless bowl used in conjunction with the small digital scale Cheese is weighed in the bowl on top of the small digital scale.
SHAKER,CHEESE,12 OZ,LEXAN,		Used for spices and Herb & Cheese blend
BOTTLE,SQUEEZE,24OZ,WIDE MOUTH,		Used for Olive Oil and other sauces that are swirled as part of the recipe
BRUSH, COUNTER/BENCH		Used to brush food off of the Makeline so it doesn't stick to the bottom of the tray
SIGN,WET FLOOR,YELLOW,SPAN/ENG		Used to warn customers and employees of wet floor
RACK,PIZZA PAN,11 SLOTS,		Used to display Classic Cheesy Bread, S'mores Dessert Pizza, and Cinnamon Wheel AOS items Depending on space, sometimes also used to display FAVES® pizzas
Ecolab Smallwares (Required)		
THIN-TIP DIGITAL THERMOMETER		Used to take and record temperatures of ingredients and prepared foods for food safety. Also used for temping water and dough. Note: Thin-tip thermometers of other brands are acceptable if they can be calibrated.
LARGE GREEN ANTI-SLIP CUTTING BOARD		Used for cutting and preparing vegetables and produce for pizza

Description	Image	Used For
LARGE WHITE ANTI-SLIP CUTTING BOARD		Used for preparing and cutting dough for pizza
10" GREEN CHEF KNIFE		Cutting, slicing, and chopping all produce
3" GREEN PARING KNIFE		Cutting and slicing tomatoes and vegetables
3" BLACK PARING KNIFE		Cutting and slicing tomatoes and vegetables
SMALL LIGHTWEIGHT CUT GLOVE - RED		To be used when cutting and slicing food items for Papa Murphy's customers
MEDIUM LIGHTWEIGHT CUT GLOVE - RED		To be used when cutting and slicing food items for Papa Murphy's customers
LARGE LIGHTWEIGHT CUT GLOVE - RED		To be used when cutting and slicing food items for Papa Murphy's customers
8" POT SCRUB BRUSH - GREEN		Used for scrubbing floors and baseboards
8" POT SCRUB BRUSH - RED		Used for scrubbing all surfaces including pots, tables and equipment
EXTREME SPONGE		Used to wipe and clean all surfaces
6 QUART SANITIZER PAIL - RED		Used to hold sanitizer solution for all surfaces in kitchen and lobby
STAINLESS STEEL PAIL HANGAR		Mounts on wall to hold sanitizer pail when not in use. Complies with food code guidelines keeping pail off floor or surfaces
SANITIZER TEST STRIPS — 1 SECOND QUAT		Used to verify the proper quaternary concentration in the sanitizer solution
FIBERGLASS INTERLOCKING HANDLE — GREEN		Single handle is designed to fit all floor cleaning tool heads
9" FLAGGED BROOM - GREEN		Used to sweep floors of debris before deck scrubbing or mopping
DUAL SURFACE DECK SCRUB - GREEN		Used to deck scrub hard to get food debris from floors before mopping
17 OUNCE BLENDED LOOPED END FLOOR MOP - GREEN		Blended looped end mop designed to clean all hard floors. Can be rinsed or laundered
OUTDOOR FLOOR SWEEP - GREEN		Used to sweep sidewalks and parking areas

Description	Image	Used For
UPRIGHT DUST PAN		Used to pick up and dump debris during floor sweeping
4 POSITION TOOL HOLDER		Wall mounted to securely hold and store 4 floor tools
Ecolab Safety and Communication Program (Required)		
BIOHAZARD RESPONSE KIT		OSHA approved kit to safely clean up and dispose of biohazard human waste — (blood, urine, vomit etc.)

Optional Smallwares

Description	Image	Used For
Preparation Tools for BOH		
ROLLER DOCKER, 3.5" WIDE, PLASTIC		Used to dock two crusts together for a thicker crust
PAN, 1/9th Referred to as 1/9 size insert		Used in stores with smaller Makelines to accommodate ingredients with minimal usage
SHELF, DRAIN, F/1/9 SZ PAN, CLEAR Referred to as a drain tray		These fit in the bottom of the 1/9 size inserts
LID FOR 1/9 INSERT		Lid for 1/9 size inserts
FOOD BOX, WHT, 26X18X6, 8.5 GAL,		Used for bulk storage of shredded base cheese and topping cheese in higher volume stores Also may be used to store mushrooms before placing them in inserts
LID, F/26X18 FOOD BOX, WHITE,		Lid for above container
CUTTER, CHEESE, BLOCKBUSTER Wire cheese cutter		Used to cut blocks of cheese into smaller portions before shredding
SLICER, GREEN ONION, PLUS Wall mounted Green Onion slicer		Dicing green onions
CUTTER, POTATO, 3/8", EASY FRY Wall mounted Dicer		Used to dice Onions, Green Peppers, and Roma Tomatoes <i>Stores order either a table top version listed above or the wall mounted version.</i>

Description	Image	Used For
BRACKET,WALL MOUNT,F/WEDGER		Back plate for wall mounted dicers
BLADE,3/8",F/EASY CHOPPER		Additional blades for the wall mounted green onion dicers
CONTAINER,FOOD,8 QT,CARB-X,		Can be used to store flour, chocolate chips, herb and cheese blend, etc.
LID,DUR-X,F/2,4,6,8 QT,SQ CONTAINER,		Lid that fits the above container.
MAT,3'X5',RED,TEK-TOUGH JR Sink floor mat		Optional: Used for safety when the floor near the sink gets wet
APRON,BIB,FULL,VINYL		Can be worn when doing dishes
CURTAIN,STRIP DOOR,40"X80",8" Referred to as walk-in curtains		Used inside the doorway of the walk-in refrigerator doors to keep the walk-in refrigerator at temperature when going in and out
DUAL CAVITY MOP BUCKET & DOWN PRESSURE WRINGER - GREEN		Designed to separate cleaning solution and dirty water to provide safe and clean floors

FIFO Inventory Rotation

First In First Out (FIFO) refers to inventory rotation for both receiving and usage in order to ensure food safety and quality, as well as to minimize spoilage and loss (waste).

- ◆ Receiving
 - When putting away received ingredients, inventory items should be rotated in order so the oldest ingredients are used first. New ingredients should be to the right or left (depending how your walk-in is set up) of the oldest ingredients, stacked under the oldest ingredients, or placed behind the oldest ingredients depending on how your shelves allow you to stock ingredients. Always keep the oldest product visible and easiest to pull to ensure it is used first.
 - Inventory should be dated on the day it was received by labeling the date on the box. If bags/packs/cans are removed from the individual box, each bag/pack/can should be labeled with the received date. Produce that is removed from the delivered packaging and placed in another storage container must be labeled with the date received.
 - ▶ For example: If whole/unprepped Green Peppers are removed from the box they are delivered in and placed in an insert or bus tub, the insert or bus tub would need to be labeled with the received date.
- ◆ Usage
 - When pulling inventory from shelves, team members should be trained on pulling those items with the oldest dates first. This includes all food or product with an expiration date, for example, items used for prepping, sheeted crusts for proofing, inventory items used for re-stock, meats, sauce, canned fruits, and other vegetables.
 - If items are removed from their original packaging and placed in another storage container, a clean and sanitized container will need to be used for any new ingredients received and proper date recorded.
 - ▶ For example: When brown sugar is removed from the original packaging and placed in an insert and another delivery of brown sugar is received, do not pour the newly-received brown sugar on top of the existing brown sugar. Either use a clean and sanitized insert for the newest received brown sugar or leave the brown sugar in the original packaging until all of the oldest brown sugar has been used. Wash, sanitize, and air dry the insert before placing the next case of brown sugar in the insert. Be sure to label the insert with the received date and the use by date.

Additional information on FIFO for sheeted crusts. It is important to teach team members to look at the dates on sheeted crusts before taking them out of the walk-in to proof. This means looking at both sides of the rolling rack to ensure the side holding the oldest dated crusts are used first. If this does not happen, there is the risk that you may use all of the newest sheeted crusts meant for tomorrow's business and the oldest crusts will have expired before you can use them.



Dough

Our dough is the foundation for our products and therefore is very important. Properly mixed, portioned, and proofed dough is the beginning of a great pizza and the foundation that our business is built on. Years of testing and refinement have gone into the development of our dough recipe and its proper handling procedures. It is critical that the procedures are followed. Our dough tastes great and has a distinctive light and airy texture. The dough helps make a pizza that you should be proud to serve to your customers.

- ◆ Characteristics of our dough:
 - Appearance: All ingredients thoroughly mixed
 - Color: Light cream/white to light cream/ yellow
 - Aroma: Bread-like, yeast-like, no off odors
 - Texture: Makes smooth doughballs, slightly tacky to the touch, and somewhat elastic

It is helpful to know exactly what goes into the dough and what each of the ingredients contributes to the overall make-up of the crust. Pizza doughs are all made with the same basic ingredients — flour, salt, sugar, oil, yeast, and water. What makes our dough unique is the amount of these ingredients and how we handle the dough before, during, and after it is mixed.

Skipping any of these steps or trying to take shortcuts will result in an inferior, unacceptable product and, ultimately, a loss of customers and business.

Dough Ingredients

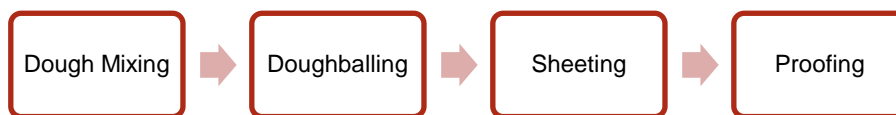
Flour	When mixed with water, the proteins in flour form gluten. Gluten is the elastic substance that retains the gas produced by the yeast. It is responsible for the structure, texture, and volume of our dough. At Papa Murphy's, we use a high protein, high gluten wheat flour. It is the best that money can buy.
+	
Salt	Salt enhances the flavor of the dough and controls the yeast activity. It also strengthens the dough.
+	
Sugar	Sugar enhances the flavor of the dough and provides food for the yeast. It also helps with the browning of the crust.
+	
Oil	Oil lubricates the dough, preventing stickiness. It also helps prevent moisture from sauce being absorbed into the crust, and makes the crust tender.
+	
Yeast	The yeast gives the dough its rise and flavor through fermentation. Fermentation is the process of the yeast producing carbon dioxide gas. The gas is trapped by the gluten, which causes the dough to rise.
+	
Water	Using the correct amount of water at the right temperature is critical. The wrong amount of water can ruin the dough. Water that is too hot will kill the yeast. Water that is too cold will not activate the yeast.

Process and Procedures Overview

By following the proper procedures and using the best ingredients in the proper amounts, we can ensure we are serving a great product on a great crust!



All processes of dough mixing, doughballing, sheeting, and proofing are Brand Standards.



As the dough mixes, the gluten begins to develop. If the dough is under-mixed, the gluten will not develop. If it is over-mixed, the gluten will be overworked and the dough will be tough. If the water is the right temperature, the yeast consumes the sugar and begins the fermentation process.

- ▶ **Caution:** If we do not follow the proper mixing, doughballing, sheeting, and proofing procedures, we risk the foundation Papa Murphy's is built on. Shortcuts, carelessness, or inattentiveness to the needs of the dough will compromise the quality of the dough.

As the dough is doughballed, the fermentation process continues. A properly made doughball will be smooth and round and have the air removed from it. This allows the doughball to rise equally in all directions and produces a terrific crust.

- ▶ **Caution:** Uneven, loose doughballs make for poor crusts. Sheeting of the crust will be compromised and one side will proof faster and more than the other resulting in an inferior product.

When the tote is filled with doughballs, lightly oil them: Dip a brush in oil one time and remove excess oil by rubbing brush against side of the oil insert. Brush the tops and sides of each doughball.

Put the tote into the walk-in refrigerator immediately, cross-stacked. Leave the totes open until the doughballs cool to 50°F (10°C). Allowing the doughballs to rest 12 to 24 hours allows the flavor to develop and slows fermentation.

- ▶ **Caution:** Dough that has not rested for the correct amount of time will be bland, flat, and hard to chew.

Warming the dough before sheeting is an important step. Not only is it much easier to sheet the dough, it is better for the end product. As the doughball warms, it becomes more pliable; the gluten becomes more elastic.

- ▶ **Caution:** Sheeting a cold doughball breaks down the gluten and often tears the crust. The dough should be out at room temperature for 1 hour before sheeting.

It is important that the crusts be wrapped right away and that they are never stacked more than four high. The weight of too many crusts causes the crust to stick to the tray when baking. Crusts should be put in the walk-in as soon as they are wrapped and dated.

The next step is to make sure that the crusts are properly proofed. Before we can use the crust to make a pizza, it must be allowed to proof. Generally, crusts should be left at room temperature for a minimum of 1 hour before making a pizza on them.

**Note:**

- ▶ Proofing time
 - Original and Thin Crust: 1 hour to proof + 3 hours to sell = 4 hours
 - Fresh Pan: 1 hour to proof + 1 hour to sell = 2 hours
- ▶ Dough shelf life
 - Dough (overall): 3 days including the day it was mixed
 - Crusts (proofed): use the same day (within 4 hours of being removed from the walk-in refrigerator)

Crusts must be used within 3 days, including the day the dough was mixed. Past this time, the yeast has consumed all of the available sugar. It begins to feed on the gluten breaking down the structure of the dough. The crust also develops a sour, yeasty taste as the fermentation process expires. Old crusts taste bad, won't proof or bake properly, and are poor quality for our customers.

It is unacceptable to refrigerate and re-use a crust that has already proofed. The crust will stick to the tray. The proof will collapse causing it to be flat and tasteless.

Crusts that have been fully proofed (or sauced and cheesed crusts or fresh-made pizzas) should never be refrigerated and used the next day — even if the dough is less than 3 days old. The crusts stick to the tray and become soggy. Crusts or pizzas left over at the end of the day must be thrown out.



Dough Mixing

It is important that our dough is mixed exactly as the job aid outlines to guarantee a consistent, high quality product for customers.

You will need the following for making dough:

- ◆ Dough mixing job aids (Original and Thin dough)
- ◆ Dough bags
- ◆ Yeast
- ◆ Pomace olive oil for Thin dough
- ◆ Digital thermometer
- ◆ Large NSF plastic container for water
- ◆ Pound and ounce scales

Original Dough Mixing

To mix a batch of Original dough, there are six main steps to follow:

- [1] Weigh instant dry yeast in a small container and set aside.
- [2] Weigh the correct amount and temperature of water
- [3] Add ingredients to mixing bowl in the following order:
 - Water (must always be added first)
 - Dough mix
 - Yeast
- [4] Attach dough hook and raise bowl to highest position. Close the safety cage, set mixer speed to 1 and timer to 10 minutes, and press the Start button.
- [5] When mixer stops, open safety cage, lower mixing bowl and remove hook.
- [6] Place dough on cutting board to doughball immediately.

▶ Refer to the Original Dough Mixing [Job Aid](#) on FRESHnet for step-by-step detailed instructions.

Note:

- ▶ A double batch of dough requires two team members to lift. If only one team member is working, make single batches or cut the double batch of dough in half before removing from mixing bowl.
 - Double batch = 2 bags of dough mix
 - Single batch = 1 bag of dough mix
- ▶ It is extremely important that the water be the exact weight. To determine weight, touch the dough after mixing is complete. It should be slightly tacky, but not sticky. If needed, adjust the water amount up or down in 1/4 lb. increments until it feels right.
- ▶ Mixed dough must be between 78 to 82° F (26 to 28° C) for Original dough. Adjust water temperature within acceptable range to achieve this.

Thin Crust Dough Mixing

To mix a batch of Thin Crust dough, there are seven main steps to follow:

- [1] Weigh instant dry yeast in a small container and set aside.
- [2] Weigh pomace olive oil in a small container and set aside.
- [3] Weigh the correct amount and temperature of water.
- [4] Add ingredients to mixing bowl in the following order:
 - Water (must always be added first)
 - Dough mix
 - Yeast
 - Pomace olive oil
- [5] Attach dough hook and raise bowl to highest position. Close the safety cage, set mixer speed to 1 and timer to 8 minutes. Then press the Start button.
- [6] When mixer stops, open safety cage, lower mixing bowl and remove hook.
- [7] Place uncut dough in a clean dough tote. Loosely cover dough with cling film, write time on film, and let stand at room temperature for 1 hour.

► Refer to the [Thin Dough Mixing Job Aid](#) on FRESHnet for step-by-step detailed instructions.

Note:

- Mixed dough must be between 80 to 84° F (27 to 29° C) for Thin Crust dough. Adjust water temperature within acceptable range to achieve this.
- If making a double batch, split mass in half and place in separate totes.
- If making a triple batch, split mass in half and place in separate totes.

Doughballing

You will need the following for doughballing:

- ◆ Doughballing [Job Aid](#)
- ◆ Cutting Board
- ◆ Ounce scale (spring-type)
- ◆ Dough cutter (only approved smallware to cut dough)
- ◆ Dough totes
- ◆ Soy oil
- ◆ Pastry brush (for oil)
- ◆ Dissolvable Ecolab labels



Forming smooth, tight doughballs gives the Papa Murphy's crust its distinctive light and airy texture. There are four main steps to doughballing.

- [1] Weigh correct portions of dough.
- [2] Make doughballs using two-handed method or use a dough rounder.
- [3] Place doughballs in a lightly oiled tote and oil each dough ball.
- [4] Date and store totes, cross-stacked, in walk-in refrigerator.

► Refer to the [Doughball Job Aid](#) on FRESHnet for step-by-step detailed instructions to include two-handed doughballing instructions.



When doughballing, be aware of the following:

- ◆ Original dough should be doughballed immediately after it is done mixing. Thin crust has a 1-hour rest period before doughballing
- ◆ Doughball weights must be +/- 1/2 ounce for original dough, +/- 1/4 ounce for Thin Crust dough.
- ◆ Cut and weigh no more than six dough pieces and then doughball them immediately. Weighing out too many doughballs results in the dough drying out. If the doughballs are exposed to the air too long, a hard, scaly crust forms, making them unusable.
- ◆ Close dough totes (download) as soon as the dough reaches 50°F (10°C). Approximately 3 to 4 hours for Original dough and 90 minutes for Thin Crust dough.
- ◆ Dough must rest in doughball form for 12 hours minimum; 24 hours is preferred.



For speed, efficiency and to reduce the chance of injury, the two-handed method shown in the video and job aids (or use of a dough rounder for original dough) are the only approved methods. The goal is a smooth and tight doughball.



Some additional best practices for creating doughballs:

- ◆ After reviewing the Prep List for the number of batches and number of each size crust needed, lightly oil the bottoms and sides of the totes while the first batch of dough is mixing. Do not over oil.
- ◆ While the first batch of dough is mixing. Set up clean and sanitized work table with cutting board, ounce scale, and dough cutter.
- ◆ When a tote has been properly filled with doughballs, lightly oiled, and labeled, immediately put the tote in the walk-in refrigerator. It is important that the doughballs begin cooling as soon as possible.
- ◆ Cross-stacking of the totes at right angles in the walk-in refrigerator allows for maximum air circulation. (See photo.) It should take between 3 to 4 hours to adequately cool Original doughballs (60 to 90 minutes for Thin Crust).



The doughballs must rest at least 12 to 24 hours before being sheeted. This allows the gluten (the texture providing protein) to develop.

The dough is at its best if used the following day after it has been mixed and doughballed. The dough must be used within 3 days, including the day it was mixed. Therefore, the dough you make today can be used tomorrow and the following day, but must be thrown out after the end of business on the third day.



Don't use a dough rounder for Thin Crust dough, which is lighter and more delicate.

Using a Dough Rounder

A dough rounder is an optional piece of equipment that allows a single person to weigh, doughball, oil and store a double batch of dough. There are four main steps when using a dough rounder:

- [1] Raise the oiled tote to the correct height by setting it on other non-oiled totes on a dolly. Totes should be elevated to minimize the distance the doughball falls when it exits the rounder.
- [2] Drop weighed dough directly into funnel.
 - ▶ **Tip:** To keep the dough rounder working properly and to prevent dough from getting stuck, spray clean water into the funnel to moisten after every four to five doughballs.
- [3] After the machine has taken the doughball, drop the next weighed dough portion into funnel. After a few seconds, the first doughball will fall into oiled tote.
- [4] Arrange doughballs in the dough tote, lightly oil, and place tote in walk-in to cool.

Count the doughballs carefully or stop the machine between totes to prevent doughballs from dropping out unexpectedly.

When using a dough rounder, remember:

- ◆ All dough procedures must be followed. If too many dough pieces are cut at once, the dough begins to dry out and stick in the dough rounder.
- ◆ Two people are still needed to lift a double batch of dough from the mixer. No exceptions!

Recommended: Start with conventional doughballing. The dough rounder is only recommended for high-volume stores.



Sheeting

There are six main steps to sheeting dough.

- [1] Purse and flour doughballs.
- [2] Run through sheeter.
- [3] Arrange crusts to fit trays.
- [4] Wrap.
- [5] Date.
- [6] Store crusts in stacks of four in the walk-in.
 - ▶ 16/17 year-olds may operate the sheeter, but cannot set up, adjust, repair, oil, or clean it. Check with your state and local laws.

▶ Refer to the [Sheeting Job Aid](#) on FRESHnet for detailed instructions.



A crust should need only minimal stretching on the tray; the sheeter should do most of the work. Set the sheeter to the correct settings to minimize hand stretching.

- Sheet Original crusts to the indent of the tray.
- Sheet Thin crusts to between the indent and edge of the tray.

Perfect sheeting in the BOH reduces dough handling and stretching in the FOH, helping speed of service and quality.

When sheeting, be aware of the following:

- ◆ The doughballs need to warm up at room temperature for one hour before they can be sheeted. Pull up to eight totes of dough from the walk-in to warm up for **1 hour** before you begin sheeting.
- ▶ **Note:** If the dough is at room temperature for longer than 2 hours, it becomes difficult to work with and shortens the shelf life.
- ◆ Because dough can easily dry out and affect quality, it is important not to pound and flour too many doughballs before sheeting.
 - When one team member is prepping, only one tote of doughballs should be pounded and floured at a time. Pound, flour, sheet, wrap, date, and store in walk-in, one tote of dough before moving to the next tote.
 - When two team members are prepping, two totes can be pounded and floured at a time. Typically the second team member will pound and flour and then wrap and date as the first team member sheets the dough.
- ◆ Flouring the doughballs before sheeting is important as it helps prevent the crust from sticking to the tray and sheeter rollers, especially Thin Crust. Lightly flour the sticky side of the doughball.
- ◆ If the dough seems to shrink back after sheeting, then it is probably too cold to be sheeted and needs to warm up longer.

Minimize the amount of time the dough is out of refrigeration to minimize the dough starting to proof. The dough should warm up in the totes for one hour before sheeting. Then the prep team member should work with one tote at a time (or two totes if two people are sheeting), returning the sheeted crusts in stacks of four to the walk-in as soon as they are wrapped and dated.

Procedures for handling dough, sheeted crusts, and proofed crusts are important to the quality of the finished pizza. If dough is not handled properly from the time it is mixed until the time it is topped and sent home with a customer, the pizza quality is impacted.

Bridging is the stacking process used when handling sheeted crusts. It is the only approved method for stacking or handling sheeted crusts.

- ▶ **Note:** When crusts are stacked too high, the weight of the crusts will impact proofing and baking. The crust can actually stick to the tray and cause burning in the oven.

Bridging allows crusts to be transported from the sheeting area to the walk-in cooler or from the walk-in cooler to the proofing racks either on a cart or by openly carrying them, without smashing the bottom trays of crusts.





Fresh Pan Sheeting

When sheeting and panning Fresh Pan crusts:

- ◆ Sheet the Family Size doughball to cover the entire large tray — crust should extend past the indent (used for Original and Thin Crust) to the edge of the tray. This gives you a crust that is large enough to fit tightly in the pan and does not leave gaps where oil is exposed.
- ◆ When panning, crusts should not ride up the sides. It should lie flat in the pan. This creates a tight fit which helps “seal” the Savory oil beneath the crust.
- ◆ Once the crust is in the pan, keep the pan flat and do not tilt. This will prevent the oil from spilling over the edge of the crust or over the side of the pan.
- ◆ Pan crusts should not proof for more than 2 hours — 1 hour of proof time before topping and 1 hour to sell. This will help keep the dough from becoming too soft, allowing the Savory oil to seep from under the crust.
- ◆ Pans cannot be reused once the oil has been added. If pan crusts are wasted, the oiled pan must be discarded because:
 - The Savory oil is very difficult to remove completely from the pan.
 - Cross contamination between dough and Savory oil will cause food safety issues.
 - If Savory oil builds up on the outside of the pan, it could cause burning and baking issues in the customer’s oven.



Some additional best practices when sheeting and panning Fresh Pan crusts:

- ◆ Once pans are oiled, pull two or three stacks of sheeted pan crusts from the walk-in refrigerator, depending on counter space.
- ◆ Do not pan crusts in front of customers. Panning should be done in the Back of House.



You must comply with all local regulations. If the Agriculture or Health Department regulations in your area vary from Papa Murphy's standards, comply with whichever is most strict.



"Let it rise until it doubles in size."



Crusts must be used the same day, within 4 hours of being removed from the walk-in refrigerator. Fresh Pan crusts must be used same day, within 2 hours of being removed from walk-in refrigerator.

Don't stack crusts during or after proofing.

Proofing

It is critical to the quality of our pizzas that the crusts be properly proofed before using them to make pizzas. Proofing is the process of letting the pizza dough warm up to room temperature and increase in thickness. A properly proofed crust will rise in the oven and the bottom will be crunchy. If the dough is not properly proofed, the pizza will not rise and the crust will be soggy. The combination of proper proofing and giving verbal baking instructions to the customer are crucial to assuring quality.

For proper proofing:

- ◆ Make sure that the crusts are being properly rotated using First In, First Out (FIFO) rotation. Check the dates on the crusts. If they are more than 3 days old or have already been fully proofed, then they must be thrown away.
- ◆ Before using crusts to make a pizza, allow to proof at room temperature at least 1 hour before they will be needed (depending on the temperature in the store).
 - Original and Thin Crust: 1 hour to proof + 3 hours to sell = 4 hours
 - Fresh Pan: 1 hour to proof + 1 hour to sell = 2 hours
- ◆ When a crust has proofed, it is ready for use.
- ◆ Once proofed for 1 hour or more, the crust cannot be returned to the walk-in refrigerator for later use.

For proofed Fresh-makes, use Pull, Use, Toss chart and sell within 1 hour after proofing. Example: Pull 4:00, Use 5:00, Toss 6:00.

Pull: _____:_____

Use: _____:_____

Toss: _____:_____



Even though Gluten Free crust is gluten-free, our stores are not. Never persuade customers to order if they are unsure how ingredients will affect them.

Never tell customers, “You will be okay.” They need to make that decision for themselves.

If customers reveal a gluten sensitivity or intolerance, explain the following:

- The final product may contain trace amounts of gluten because the product is prepared in a store with ingredients containing gluten.
- If they are unsure whether they can consume our product safely, they should check with a healthcare professional.

Gluten Free Crusts

In response to the growing consumer demand for Gluten Free foods, Papa Murphy’s has partnered with Udi’s (a well-known Gluten Free brand) to provide our customers with another crust option that promotes a healthy lifestyle.

What is Gluten?

Gluten is a protein created during the mixing process of our dough. It is also found in wheat, rye and barley. Gluten gives our dough strength, and elasticity.

Why do some customers request Gluten Free dough?

Some customers may be sensitive, or have an intolerance to gluten, which requires specific dietary restrictions.

Some customers simply choose Gluten Free for a healthy lifestyle option.

Our Gluten Free pizza crusts from Udi’s are made with tapioca starch and brown rice flour. They come in a Medium size only and can be topped with any of our pizza recipes and toppings using the Medium size portions.

Why does the Gluten Free crust look baked?

The Gluten Free crust is *parbaked*, or partially baked, before arriving in store. The crust will finish baking in the customer’s oven.

Handling Gluten-Free Crusts

1. Pull crusts from case and place on a medium baking tray.
2. Wrap as you would sheeted Original or Thin crusts.
3. Date with expiration date (21 days from the date of receipt)

When pulling crusts for the rush, pull the number of Gluten Free crusts you expect to sell.

Customers may ask team members to change their gloves or use clean utensils when making a pizza on a Gluten Free crust.

Sauces

For pizza sauce and other sauces packaged in bags or pouches, proper handling begins with the procedures for taking sauce out of the pouch to put into inserts. Never use the insert lid to remove the sauce (food safety issue), a sauce pouch tool should be used to cut open the bag and remove the sauce from the pouch.

Pizza Sauce

- [1] Remove sauce pouch from box. Push sauce down from top area of bag. Using sauce pouch, cut the bag open.
- [2] Starting at the top of one side of the pouch, slide the sauce pouch tool down the pouch, emptying all of the sauce into the insert.
- [3] Move the tool to the other side of the pouch and repeat step 2.
- [4] Repeat with other pouches until insert is full to the fill line.



- **Note:** 2 bags of sauce for half size insert. Use a 1/3 size insert when only stocking 1 bag of sauce at a time.

As with all food items, be sure to mark containers with the dissolvable labels.

- For more information, refer to the [Operational Excellence](#) manual section, *Product Flow Overview — Holding*, on FRESHnet.



Rotate food items properly. The first product in is always the first product out. FIFO — First In, First Out.

No additional prep is required for Pizza Sauce, Marinara, Olive Oil, BBQ, and Sweet Chili Sauce. Simply portion them into the appropriate container (insert or squeeze bottle) based on the pizzas your store offers, and label.

Creamy Garlic Sauce

- [1] Measure out Chopped Garlic.

Double Batch	Single Batch
2-2/3 cups Chopped Garlic	1-1/3 cups Chopped Garlic

- [2] Pour White Sauce into appropriate size insert or container.

Double Batch	Single Batch
1 gal. White Sauce	1/2 gal. White Sauce

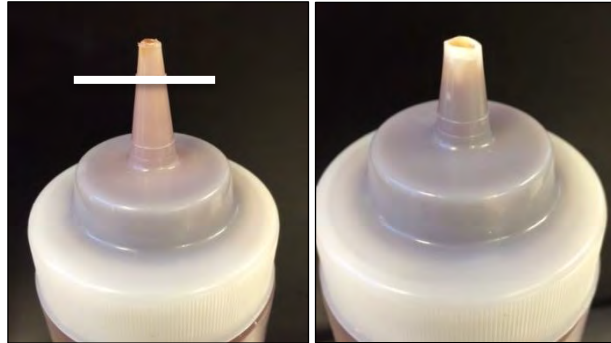
- [3] Add Chopped Garlic to White Sauce and mix well.
- [4] Cover, date, and refrigerate. Use within 2 day shelf life (including day of prep).

Sauce Swirls

Some pizzas are finished with a swirl of sauce, for example Thai Chili and BBQ sauce. To accurately attain the sauce swirl pattern, prep the sauce into a squeeze bottle — the same type of bottle used for Olive Oil. This squeeze bottle will also need to be labeled correctly.



To assist the sauce flow, cut the top of the squeeze bottle to the first line of the tip.





PREP PROCEDURES



Rotate properly when working with any food items. The first product in is always the first product out. FIFO – First In, First Out.

Cheeses

Stores can shred cheese using the Hobart mixer with the shred attachments or using a Palazzolo power cheese shredder.

When shredding cheese with the Hobart mixer, there are five main steps.

- [1] Remove wrappers from blocks of cheese.
- [2] Cut blocks according to the job aid.
- [3] Push cheese through shredder.
- [4] Label.
- [5] Store in walk-in refrigerator.

When shredding cheese with the Palazzolo power cheese shredder (an optional piece of equipment), there are four main steps.

- [1] Remove wrappers from blocks of cheese.
- [2] Push cheese through power shredder.
- [3] Label.
- [4] Store in walk-in refrigerator.

▶ Refer to the [Mozzarella Cheese and Topping Cheese Job Aids](#) on FRESHnet for detailed instructions. If using a Palazzolo power shredder, refer to the [Palazzolo Cheese Shredding Job Aid](#).



When shredding cheese, be aware of the following cautions.

- ◆ Only put one piece of Mozzarella into the hopper at a time.
- ◆ Cheese that has been at room temperature for too long is soft and hard to shred. It wears the machine down and causes more frequent and costly repairs to the equipment as well as shortens the shelf life and causes more cheese remnants when shredding.
- ◆ If using the Hobart mixer: Use the pusher, not your hand, to run the cheese through the shredder with moderate, even pressure.
- ◆ If using the Palazzolo power cheese shredder:
 - Lower plunger arm and apply moderate pressure so pusher holds cheese into place.
 - Turn shredder on and increase pressure on the plunger arm, maintaining pressure while shredding the cheese.
 - ▶ **Note:** The plunger will leave about a 1-inch piece of cheese in the hopper. Put the next loaf of cheese in on top of it and continue shredding.
- ◆ Shred cheese with moderate, even pressure to produce a cheese that is light and fluffy. This will ensure even coverage, resulting in the perfect appearance.
- ◆ Avoid overfilling the cheese insert. Too much cheese will compress and become hard to work with. Only fill to the fill line of the insert.



Palazzolo does some in-house customizing of shred plates. If your store has a Palazzolo shredder, do not purchase stock shred plates.



Also, be aware that the shredder blades are different for each piece of equipment. It is important to use the correct shred plate with the correct piece of equipment.

- ◆ The Hobart shred plate has 3/16-inch grates.
- ◆ The Palazzolo has a 9.25-inch shred plate with 1/4-inch grates that is ordered directly from Palazzolo.
 - ▶ **Note:** Use only PMI approved shred plates through either the designated smallwares vendor or Palazzolo.

Some additional best practices for shredding cheese:

- ◆ Only prep enough cheese for two business days to prevent the cheese from drying out and only one case of cheese at a time. The shelf life of cheese is 3 days including the day it's prepped.
- ◆ Open loaves by cutting an "X" through the wrapper and removing. Only open and cut one case at a time.
- ◆ When shredding Cheddar and Mozzarella to make Topping Cheese:
 - For 10 pounds of Mozzarella and 4 pounds of Cheddar, cut into five pieces each for Hobart or four equal pieces each for Palazzolo.
- ◆ For the most efficiency, shred Mozzarella first followed by Topping Cheese (Mozzarella and Cheddar). Shredding Mozzarella first and then Topping Cheese also helps ensure there is no Cheddar in the base cheese (Mozzarella) inserts.
- ▶ **Note:** Clean the hopper and equipment between prepping cheese and other ingredients.
- ◆ Thoroughly clean all equipment once the prep is complete.

Feta and Parmesan

- [1] Place contents into an insert.
- [2] Fill insert to the fill line.
- [3] Cover, label, and refrigerate.



Meats

- ▶ For case pack size, yields, and shelf life details, refer to the [Ingredient Specifications](#) in this section or in the Quick Reference Guide.

Canadian Bacon

- [1] Drain excess moisture, if any.
 - ▶ **Note:** Canadian Bacon will have excess moisture if your designated distribution center needed to store it frozen for a period of time. This is an approved practice by some distribution centers.
- [2] Fill insert to the fill line.
- [3] Cover, label, and refrigerate.

Chicken

- [1] Open bag.
- [2] Fill insert to the fill line.
- [3] Cover, label, and refrigerate.

Sausage(s), Ground Beef, and Crispy Bacon

- [1] Open bag.
- [2] Fill insert to the fill line.
- [3] Cover, label, and refrigerate.

Pepperoni

- [1] Open bag.
- [2] Fill insert to the fill line.
- [3] If not putting all pepperoni into inserts immediately, close the bag and store in the original box or date the bag with the received date and the use by date for opened product per the shelf life chart.
- [4] Cover, label, and refrigerate.

Salami

Salami discolors quickly, so don't over-prepare.

- [1] Open bag.
- [2] Fill insert to the fill line.
- [3] Cover, label, and refrigerate.

Anchovies (Optional)

An Anchovies portion is one can regardless of the size of pizza ordered.

- [1] Place one can of anchovies on top of wrapped pizza to hand to customer. Or if stored in the Grab 'n' Go case, direct customer to take a can of Anchovies during the ordering process.

Vegetables and Fruits



Gently mixing Artichokes in Step 2 ensures the marinade/herb mixture is distributed evenly.



On the Makeline, check often for excess liquid and drain as needed.



Fill hopper half full with mushrooms. Place no more than 10 pounds (1 flat of sliced mushrooms) in a bus tub.



Store Mushrooms uncovered in the walk-in refrigerator for 24 hours to allow the air to dry them. If your local Health Department requires them to be covered, use paper towels or other clean, reusable, food-safe cloths. Once dried and placed in inserts, mushrooms can be covered.

Artichoke Hearts

- [1] Place colander in prep sink. Open artichoke can and empty contents into colander.
- [2] Gently mix artichokes, with gloved hands, to ensure the herbs are distributed evenly.
- [3] Allow artichokes to drain thoroughly for 15-30 minutes. Do not rinse.
- [4] Cut any pieces larger than 3/4 inch in half lengthwise.
- [5] Place artichokes in an insert with a drain tray.
- [6] Cover, label, and refrigerate.

▶ Refer to the Artichoke [Job Aid](#) on FRESHnet for step-by-step instructions.

Mushrooms

- [1] Adjust S-blade to 1/16 inch (about the thickness of a penny).
- [2] Assemble Hobart with slicer and hopper. Place bus tub under hopper.
- [3] Set Hobart to highest speed. Fill hopper with Mushrooms, press the Start button, and using the metal handle, push gently through the slicer.
- [4] Label Mushrooms and store uncovered in the walk-in.

Typically Mushrooms do not need to be washed. If there is excessive debris, rinse under cold, running water (or clean with soft vegetable brush) two days before needed. Store washed whole mushrooms in walk-in for 24 hours before slicing. Washed Mushrooms still need 24 hours to dry after slicing.

▶ **Note:** On delivery day, mushrooms should be whole with their caps attached. Mushrooms must be sliced the proper thickness. Too thin will clump together not allowing the air to dry the Mushrooms. Too thick will retain too much moisture and will cause soggy pizzas. In addition, not slicing Mushrooms to the correct thickness will cause food cost variance and yield opportunities.

▶ Refer to the Mushroom [Job Aid](#) on FRESHnet for step-by-step instructions.



Olives and Pineapple have too much moisture if not allowed to drain properly, causing a soggy pizza.



Never store food in an open metal can or leave opened Olives or Pineapple in the can while draining.



On the Makeline, check often for excess liquid and drain as needed.



Sanitize work surfaces and utensils before beginning prep work. If using a tabletop dicer, make sure the legs are sanitized.



Wear a cutting glove with a vinyl glove over the top when using sharp tools.

Olives and Pineapple

- [1] Place colander in prep sink. Open bag/can and empty contents in colander.
- [2] Allow to drain thoroughly. 30 minutes for Olives and 2 hours for Pineapple.
- [3] Store in a double bus tub with drainage holes, or in an insert with a drain tray.
- [4] Cover, label and refrigerate.

▶ Refer to the Olives and Pineapple [Job Aid](#) on FRESHnet for step-by-step instructions.

Green Onions

- [1] Working with one bundle at a time, remove rubber bands and any brown or damaged stems.
- [2] Rinse under cold water until water runs clean. If using pre-diced green onions, skip directly to step 6.
- [3] Cut root tip off. Remove first layer of skin. If stem is thicker than a pencil, slice lengthwise.
- [4] Gather several stems at once and slice crosswise. Slices should be 1/4 inch in length.
- [5] Rinse in colander.
- [6] Use several paper towels to cover sheet pan. Place diced onions (1/2 inch deep) on paper towels. Air dry in walk-in for 4 hours (no longer than overnight).
- [7] Place green onions in insert. Cover, label and refrigerate.
 - ▶ **Note:** If your store uses pre-prepped green onions, cover sheet pan with paper towels. Open bag of pre-prepped green onions and spread evenly on tray. Cover with paper towels and place in walk-in refrigerator for 4 hours. Transfer to an insert, label and refrigerate.
 - ▶ **Note:** Once green onions are mixed with yellow and red, the mix has a 2 day shelf-life including day of prep.

▶ Refer to the Green Onion [Job Aid](#) on FRESHnet for step-by-step instructions.



Sanitize work surfaces and utensils before beginning prep work.

If using a tabletop dicer, make sure the legs are sanitized and place dicer in a bus tub of cold water.

Always check dicer blades for damage.



Wear a cutting glove with a vinyl glove over the top when using sharp tools.

Yellow and Red Onions

Prepare yellow and red onions together using the following steps.

- [1] Gather equal weights of red and yellow and slice root ends off.
- [2] Remove core with Tomato Shark and then peel papery layer away.
- [3] On a clean cutting board, cut onions in quarters, remove any blemishes, and rinse under cold running water.
- [4] Fill bus tub half full with cold water. (If using table-top dicer, place sanitized dicer in bus tub.) Place one onion quarter, flat side down on dicer blades. Lower plunger with enough force to dice onion with one push.
- [5] When all onions are diced, rinse under cold running water until water runs clear and drain for at least 15 minutes.
- [6] Use several paper towels to cover sheet pan. Place drained, diced onions on paper towels. Cover with a second layer of paper towels and air dry in walk-in for 4 hours (no longer than overnight).
- [7] Place onions in insert. Cover, label and refrigerate.

► **Note:** Only prep onions during non-business hours to avoid bothering customers.

► **Note:** Before using, mix green onions into the red and yellow onion mix: 2 cups green onions and 8 cups red and yellow onions.

Once green onions are mixed with red and yellow, the shelf life is **2 days** including day of prep, not to exceed the original onion shelf life. Label and refrigerate.

► Refer to the Red/Yellow Onion [Job Aid](#) on FRESHnet for step-by-step instructions.

Onion Mix

Onion Mix ratio is 2 cups of green onions mixed with 8 cups of red and yellow onions.

Once green onions are mixed with red and yellow, the shelf life is 2 days including day of prep, not to exceed the original onion shelf life. Label and refrigerate.

► Refer to the Mixed Onions [Job Aid](#) on FRESHnet for step-by-step instructions.



Sanitize work surfaces and utensils before beginning prep work. If using tabletop dicer, sanitize feet and legs and place dicer in the tub of cold water. Always check dicer blades for damage.



 Wear a cutting glove with a vinyl glove over the top when using sharp tools. No knife is needed for prepping green peppers, but the dicer is sharp.



Sanitize work surfaces and utensils before beginning prep work. Make sure the legs of the tabletop dicer are sanitized. Always check dicer blades for damage.



Wear a cutting glove with a vinyl glove over the top when using sharp tools.



On the Makeline, check often for excess liquid and drain as needed.

Green Peppers

Prepare Green Peppers using the following:

- [1] Rinse Green Peppers individually under cold running water.
- [2] Using thumbs, push in stem and remove with seeds. Break each pepper into quarters and remove blemishes.
- [3] Fill bus tub half full with cold water. Place pepper quarter on dicer blade and lower plunger with enough force to dice pepper with one push.
- [4] Drain Green Peppers in colander and rinse under cold running water until water runs clear.
- [5] Use several paper towels to cover sheet pan. Place drained, diced peppers on paper towels. Air dry in walk-in for 4 hours (no longer than overnight).
- [6] Place Green Peppers in insert. Cover, label and refrigerate.

► **Note:** Place one piece of pepper at a time on top of the dicer blades, insides down.

► Refer to the [Green Pepper Job Aid](#) on FRESHnet for step-by-step instructions.

Roma Tomatoes

Prepare Roma Tomatoes using the following:

- [1] Rinse tomatoes individually under cold running water.
- [2] Remove core with tomato shark and cut in half lengthwise.
- [3] Place table-top dicer in bus tub and place tomato half, flat side down, on dicer blade. Lower plunger with enough force to dice tomato with one push.
- [4] Drain in colander in sink or in drainable bus tub in walk-in for 4 hours or overnight.
- [5] After 4 hours of draining, place tomatoes in insert with drain tray. Cover, label, and refrigerate.

► Refer to the [Tomato Job Aid](#) on FRESHnet for step-by-step instructions.

Sun-Dried Tomatoes

- [1] Fill an insert (with drain tray) 3/4 full with Sun-Dried Tomatoes.
- [2] Fill the insert with cool water ($\leq 70^{\circ}\text{F}$) until the sun-dried tomatoes are completely covered.
- [3] Record the hydrate time of the Sun-Dried Tomatoes on the expiration tag of insert, cover insert, and place in the walk-in.
- [4] Hydrate for 1-hour then drain
- [5] Re-place Sun-Dried Tomatoes in walk-in, covered, to cool to 41°F within 4 hours.
- [6] Date and refrigerate

► Refer to the [Sun-Dried Tomato Job Aid](#) on FRESHnet for step-by-step instructions.



Baby spinach tends to be more expensive than regular spinach, but it needs very little prep. Regular spinach is prep-intensive.



Do not use an S-blade to cut by hand.

Spinach

Pre-Washed Baby Spinach — make sure spinach is clean and fresh. Place in insert, cover, label, and refrigerate.

► **Note:** Do not tear baby spinach in pieces.

Pre-Washed Spinach — make sure spinach is clean and fresh. Pull off any stems and tear into bite-sized pieces. Place in insert, cover, label, and refrigerate.

► Refer to the Spinach [Job Aid](#) on FRESHnet for step-by-step instructions.

Zucchini

Prepare Zucchini using the following:

- [1] Adjust S-blade to 1/8 inch (thickness of two pennies).
- [2] Assemble Hobart with slicer and hopper. Place insert under hopper.
- [3] Rinse Zucchini under cold, running water.
- [4] Using a clean, sanitized, green cutting board and knife, remove ends of Zucchini and cut in half.
- [5] Set Hobart to the highest speed and place one cut Zucchini piece in hopper.
- [6] Using the metal push handle, press Zucchini firmly and evenly through the slicer.
- [7] Store in an insert, cover, label, and refrigerate.

► Refer to the Zucchini [Job Aid](#) on FRESHnet for step-by-step instructions.

Other Required Ingredients

Chopped Garlic:

- [1] Open container.
- [2] Label.
- [3] Keep refrigerated in Makeline for use with Olive Oil and Garlic sauce or when customers order extra garlic.

Chopped Romaine:

- [1] Open bag.
- [2] Portion correct amount into salad bases.
- [3] Cover, date, and refrigerate any remaining salad lettuce (either in an insert or by closing the bag and labeling the use by date directly on the bag).

► Refer to the Salad [Job Aids](#) on FRESHnet for step-by-step instructions.

Optional Ingredients

UPDATE

Banana Peppers (Optional)

- [1] Drain in prep sink in colander/bus tub until drained thoroughly.
- [2] Place into an insert with a drain tray.
- [3] Cover, label, and refrigerate.

► **Note:** To increase shelf life:

1. Open a can and drain half for immediate use on the Makeline (5-day shelf life).
2. Store the remaining half in the brine, stored in the original container, placed in the walk-in, for up to 30 days.
3. When drained for use on the Makeline, the new shelf life is 5 days — not to exceed the 30 day stored in brine shelf life.

Green Chiles (Optional)

- [1] Thaw, sealed, under refrigeration until completely thawed (24 to 48 hours.)
- [2] Drain in prep sink in colander/bus tub until drained thoroughly.
- [3] Place into an insert with a drain tray.
- [4] Cover, label, and refrigerate.

Green Olives (Optional)

- [1] Place colander in prep sink. Open bag/can and empty contents in colander.
- [2] Allow to drain 20 minutes.
- [3] Store in a double bus tub with drainage holes, or in an insert with a drain tray.
- [4] Cover, label and refrigerate.

► **Note:** To increase shelf life:

1. Open a can and drain half for immediate use on the Makeline (3-day shelf life).
2. Store the remaining half in the brine from the can, in an insert in the walk-in, for up to 10 days.
3. Recommended: To avoid spilled brine, cover the insert with cling film before placing a lid on it.
4. When drained for use on the Makeline, the new shelf life is 3 days — not to exceed the 7-day total shelf life.

UPDATE



On the Makeline, check often for excess liquid and drain as needed.



Jalapenos (Optional)

Jalapenos need to be either portioned on the pizza when ordered, according to the portion chart, or put in a marinara sauce cup container to give to customers on the side.

- [1] Drain in prep sink in colander/bus tub until drained thoroughly.
- [2] Place into an insert with a drain tray.
- [3] Cover, label, and store in walk-in or Makeline.

► **Note:** To increase shelf life:

1. Open a can and drain half for immediate use on the Makeline (5-day shelf life).
2. Store the remaining half in the brine from the can, in an insert in the walk-in, for up to 10 days.
3. Recommended: To avoid spilled brine, cover the insert with cling film before placing a lid on it.
4. When drained for use on the Makeline, the new shelf life is 5 days — not to exceed the 7-day total shelf life.

► **Note:** Jalapenos can be a source of problem moisture if not allowed to drain properly, making the pizza soggy.

Paper and Packaging Items

Only PMI-approved paper and packaging items are to be used. Items may include:

- ◆ Pizza trays, including Fresh Pan trays
- ◆ Sauce cups and lids
- ◆ Mini Murph® box and black 8" paper trays
- ◆ Cling film
- ◆ Cookie dough containers/lids
- ◆ Salad bowls and lids

► **Note:** A full list of items is available in your designated distribution center's Order Guide.

Ingredient Specifications

For quality ingredients, Papa Murphy’s stores are required to order from approved distributors. To assure quality products are prepared for your customers, the following tables list specifications for required and optional ingredients.

- ▶ Yields are based on Multi-Item Portion Charts and are approximate to the nearest pizza.
- ▶ Secondary shelf lives *include* the day of prep.

Required Ingredients

Dough Mix and Crust

Ingredient	Supplier	Case size/ pack count	Yield	Receiving temperature	Storage temperature	Primary shelf life	Primary storage location	Stack height	Secondary shelf life (prepped)*	Secondary storage location
Original Dough Mix	CH Guenther	1 / 22 lbs.	21 Family, 28 Large, 39 Medium	Ambient	Ambient	6 months	Dry storage	6 cases	3 days	Walk-in
Thin Crust Dough Mix	CH Guenther	2 / 12.75 lbs.	56 Family, 78 Large	Ambient	Ambient	6 months	Dry storage	6 cases	3 days	Walk-in
Gluten Free Crust	Boulder Foods (Udi’s)	2 / 10 ct.	20 pizzas	Frozen	Refrigerated	21 days	Walk-in	4 cases	21 days	Walk-in

*Secondary shelf life must not exceed primary shelf life.

CUSTOMER FOCUS Ingredient Preparation

Sauces and Spreads

Ingredient	Supplier	Case size/ pack count	Yield	Receiving temperature	Storage temperature	Primary shelf life	Primary storage location	Stack height	Secondary shelf life (prepped)*	Secondary storage location
Cinnamon Spread	Gelsingers	2 / 8.5 lbs.	90 Cinnamon Wheels	Refrigerated	Refrigerated	6 months	Walk-in	2 tubs	30 days	Walk-in
White Sauce	Ken's	4 / 1 gal.	261 Large pizzas	Refrigerated	Refrigerated	4 months	Walk-in	4 cases	14 days (2 days mixed)	Makeline
	Litehouse	4 / 1 gal.	261 Large pizzas	Refrigerated	Refrigerated	4 months	Walk-in	4 cases	21 days (2 days mixed)	Makeline
	Ventura	4 / 1 gal.	261 Large pizzas	Refrigerated	Refrigerated	4 months	Walk-in	4 cases	21 days (2 days mixed)	Makeline
Marinara Sauce	Neil Jones	6 / 107 oz.	214 3-oz. cups	Ambient	Ambient	2 years	Dry storage	3 cases	7 days	Makeline
Pizza Sauce	Neil Jones	6 / #10 bag	128 Large pizzas	Ambient	Ambient	2 years	Dry storage	3 cases	7 days	Makeline
Herb & Garlic Spread	Gelsingers	2 / 8.5 lbs.	272 Classic or Scratch-Made cheese breads	Refrigerated	Refrigerated	6 months	Walk-in	2 cases	30 days	Walk-in
Margarine	Gelsingers	36 / 1 lbs.	6.5 single batches of cookie dough	Refrigerated	Refrigerated	9 months	Walk-in	2 cases	10 days (mixed in cookie dough)	Grab 'n' Go

*Secondary shelf life must not exceed primary shelf life.

CUSTOMER FOCUS Ingredient Preparation

Cheese

Ingredient	Supplier	Case size/ pack count	Yield	Receiving temperature	Storage temperature	Primary shelf life	Primary storage location	Stack height	Secondary shelf life (prepped)*	Secondary storage location
Mozzarella	Agropur	40 lbs.**	68 Large pizzas	Refrigerated	Refrigerated	35 days	Walk-in	5 cases	3 days	Makeline
Cheddar	Agropur	43 lbs.**	1,088 Large pizzas	Refrigerated	Refrigerated	6 months	Walk-in	5 cases	3 days	Makeline
Feta	Atalanta	2 / 5 lbs.	74 Large pizzas	Refrigerated	Refrigerated	4 months	Walk-in	3 cases	14 days (Oregon 7 days)	Makeline
Herb & Cheese (bulk)	Caputo Cheese	5 lbs.	160 Large pizzas	Ambient	Ambient	6 months	Dry storage	3 cases	2 months	Walk-in
Herb & Cheese (retail)	Caputo Cheese	24 / 2.75 oz.	24 shakers	Ambient	Ambient	6 months	Dry storage	5 cases	2 months	FOH Display
Parmesan	Atalanta (Tipico)	5 / 2 lbs.	107 Large pizzas	Refrigerated	Refrigerated	3 months	Walk-in	3 cases	7 days	Makeline
	Caputo Cheese	5 / 2 lbs.	107 Large pizzas	Refrigerated	Refrigerated	3 months	Walk-in	3 cases	7 days	Makeline

*Secondary shelf life must not exceed primary shelf life.

CUSTOMER FOCUS Ingredient Preparation

Meat

Ingredient	Supplier	Case size/ pack count	Yield	Receiving temperature	Storage temperature	Primary shelf life	Primary storage location	Stack height	Secondary shelf life (prepped)*	Secondary storage location
Ground Beef	Burke	2 / 5 lbs.	43 large pizzas	Frozen	Refrigerated	10 days	Walk-in	3 cases	7 days	Makeline
	Fontanini	2 / 5 lbs.	43 large pizzas	Frozen	Refrigerated	10 days	Walk-in	3 cases	7 days	Makeline
Canadian Bacon	Atalanta (Olymel)	4 / 3 lbs.	58 large pizzas	Refrigerated	Refrigerated	2 months	Walk-in	3 cases	3 days	Makeline
	Atalanta (Roses)	4 / 3 lbs.	58 large pizzas	Refrigerated	Refrigerated	2 months	Walk-in	3 cases	3 days	Makeline
	Hormel	4 / 2.5 lbs.	48 large pizzas	Refrigerated	Refrigerated	65 days	Walk-in	3 cases	3 days	Makeline
Chicken	John Soules	2 / 5 lbs.	40 large pizzas	Frozen	Refrigerated	10 days	Walk-in	3 cases	2 days	Makeline
Crispy Bacon	Hormel	2 / 5 lbs.	26 large pizzas	Refrigerated	Refrigerated	6 months	Walk-in	3 cases	7 days	Makeline
	Kraft Foods	2 / 5 lbs.	57 large pizzas	Refrigerated	Refrigerated	6 months	Walk-in	3 cases	7 days	Makeline
Pepperoni	Hormel	2 / 12.5 lbs.	133 large pizzas	Refrigerated	Refrigerated	4 months	Walk-in	3 cases	14 days (Oregon 7 days)	Makeline
Salami	Hormel	12 / 1.5 lbs.	144 large pizzas	Refrigerated	Refrigerated	4 months	Walk-in	3 cases	14 days (Oregon 7 days)	Makeline
Italian Sausage	Burke	3 / 5 lbs.	61 large pizzas	Frozen	Refrigerated	10 days	Walk-in	3 cases	7 days	Makeline
	Fontanini	3 / 5 lbs.	61 large pizzas	Frozen	Refrigerated	10 days	Walk-in	3 cases	7 days	Makeline

*Secondary shelf life must not exceed primary shelf life

CUSTOMER FOCUS Ingredient Preparation

Vegetables and Fruit

Ingredient	Supplier	Case size/ pack count	Yield	Receiving temperature	Storage temperature	Primary shelf life	Primary storage location	Stack height	Secondary shelf life (prepped)*	Secondary storage location
Artichoke Hearts	Atalanta (Del Destino)	6 / #10 cans	75 Large pizzas	Ambient	Ambient	3 years	Dry storage	2 cases	5 days	Makeline
Black Olives	Bell-Carter	6 / #10 cans	60 Large pizzas	Ambient	Ambient	4 years	Dry storage	2 cases	3 days	Makeline
	Bell-Carter	10 / 33-oz. pouches	100 Large pizzas	Ambient	Ambient	2 years	Dry storage	2 cases	3 days	Makeline
	Musco	6 / #10 cans	60 Large pizzas	Ambient	Ambient	4 years	Dry storage	2 cases	3 days	Makeline
Chopped Garlic	California Garlic King	2 / 4 lbs.	8/1-gal. batches of creamy garlic sauce	Refrigerated	Refrigerated	4 months	Walk-in	7 cases	30 days	Makeline
Green Onions	Varies	4 / 2 lbs. or by the pound	22 Large pizzas per pound	Refrigerated	Refrigerated	2 to 3 weeks	Walk-in	N/A	3 days	Makeline
Green Peppers	Varies	By pound	6 Large pizzas per pound	Refrigerated	Refrigerated	2 weeks	Walk-in	N/A	3 days	Makeline
Mushrooms	Varies	10-lb. flat	48 Large pizzas	Refrigerated	Refrigerated	5 days	Walk-in	N/A	3 days	Makeline
Pineapple	Dole	6 / #10 cans	78 Large pizzas	Ambient	Ambient	3 years	Dry storage	2 cases	5 days	Makeline
Red Onions	Varies	25-lb. bag	333 Large pizzas	Refrigerated	Refrigerated	2 to 3 weeks	Walk-in	N/A	3 days	Makeline

*Secondary shelf life must not exceed primary shelf life.

CUSTOMER FOCUS Ingredient Preparation

Vegetables and Fruit, continued

Ingredient	Supplier	Case size/ pack count	Yield	Receiving temperature	Storage temperature	Primary shelf life	Primary storage location	Stack height	Secondary shelf life (prepped)*	Secondary storage location
Roma Tomatoes	Varies	25-lb. case	60 Large pizzas (based on prepped and drained tomatoes)	Refrigerated	Refrigerated	5 days	Walk-in	N/A	2 days	Makeline
Chopped Romaine	Varies	6 / 2 lbs.	24 salads	Refrigerated	Refrigerated	5 days	Walk-in	N/A	2 days	Makeline
Spinach	Varies	4 / 2.5 lbs.	107 Large pizzas	Refrigerated	Refrigerated	7 days	Walk-in	N/A	3 days	Makeline
Sun-Dried Tomatoes	Atalanta (Del Destino)	4 / 5 lbs.	97 Large pizzas	Refrigerated	Refrigerated	2 years	Walk-in	3 cases	4 months (open), 3 days (re-hydrated)	Makeline
Yellow Onions	Varies	50-lb. bag	667 Large pizzas	Refrigerated	Refrigerated	2 to 3 weeks	Walk-in	N/A	3 days	Makeline
Zucchini	Varies	By the pound	8 Large pizzas per pound	Refrigerated	Refrigerated	2 weeks	Walk-in	N/A	2 days	Makeline
Onion Mix	In-Store	N/A	Based on amount of prepared onion mix	N/A	Refrigerated	2 days	Makeline	N/A	2 days	Makeline

*Secondary shelf life must not exceed primary shelf life.

CUSTOMER FOCUS Ingredient Preparation

Dry Ingredients

Ingredient	Supplier	Case size/ pack count	Yield	Receiving temperature	Storage temperature	Primary shelf life	Primary storage location	Stack height	Secondary shelf life (prepped)*	Secondary storage location
SAF-Instant® Yeast	Lesaffre	20 / 1 lb.	Original dough: 64 single batches, 32 double batches Thin Crust dough: 160 single batches, 80 double batches	Ambient	Ambient	2 years	Dry storage	4 cases	2 years	Dry storage
Flour	CH Guenther or DC Stock	1 / 25 lbs.	As needed (no recipe)	Ambient	Ambient	6 months	Dry storage	6 cases	N/A	Dry storage
Sea Salt	Distribution Center	5 / 1 lb.	2 shakes per Scratch-Made 5-Cheese Bread	Ambient	Ambient	3 years	Dry storage	4 cases	3 years	Dry storage

*Secondary shelf life must not exceed primary shelf life.

CUSTOMER FOCUS Ingredient Preparation

Oils and Spray

Ingredient	Supplier	Case size/ pack count	Yield	Receiving temperature	Storage temperature	Primary shelf life	Primary storage location	Stack height	Secondary shelf life (prepped)*	Secondary storage location
Soy Oil	Ventura or DC Stock	1 / 35 lbs.	As needed (no recipe)	Ambient	Ambient	9 months	Dry storage	2 cases	2 months	Dry storage
Savory Oil	Ventura	1 / 17.5 lbs.	140 Large pan pizzas, 560 Scratch-Made 5-Cheese Bread	Ambient	Ambient	6 months	Dry storage	2 cases	6 months	Dry storage
Olive Oil	Atalanta (Del Destino)	6 / 1 gal.	Thin Crust dough: 96 single batches, 48 double batches	Ambient	Ambient	3 years	Dry storage	3 cases	1 year	Dry storage
Pan Release Spray	Ventura	6 / 20.5 oz.	3,600 Large pan pizzas	Ambient	Ambient	2 years	Dry storage	3 cases	2 years	Dry storage

*Secondary shelf life must not exceed primary shelf life.

CUSTOMER FOCUS Ingredient Preparation

Spices and Seasonings

Ingredient	Supplier	Case size/ pack count	Yield	Receiving temperature	Storage temperature	Primary shelf life	Primary storage location	Stack height	Secondary shelf life (prepped)*	Secondary storage location
Zesty Herbs	Oregon Spice	1 / 5 lbs.	400 Large pizzas	Ambient	Ambient	1 year	Dry storage	5 cases	1 year	Dry storage
Crushed Red Pepper (retail)	Caputo Cheese	24 / 2 oz.	24 shakers	Ambient	Ambient	2 years	Dry storage	5 cases	9 months	FOH Display
Crushed Red Pepper (bulk)	DC Stock Item	1 / 13 oz.	173 Large pizzas	Ambient	Ambient	9 months	Dry storage	5 cases	9 months	Dry storage

Salad Dressings and Condiments

Ingredient	Supplier	Case size/ pack count	Yield	Receiving temperature	Storage temperature	Primary shelf life	Primary storage location	Stack height	Secondary shelf life (prepped)*	Secondary storage location
Thousand Island	Litehouse	60 / 1.5 oz.	48 packets	Refrigerated	Refrigerated	6 months	Walk-in	5 cases	6 months	Grab 'n' Go
Balsamic Vinaigrette	Litehouse	60 / 1.5 oz.	48 packets	Refrigerated	Refrigerated	6 months	Walk-in	5 cases	6 months	Grab 'n' Go
Blue Cheese	Litehouse	60 / 1.5 oz.	48 packets	Refrigerated	Refrigerated	125 days	Walk-in	5 cases	125 days	Grab 'n' Go
Caesar	Litehouse	60 / 1.5 oz.	78 packets	Refrigerated	Refrigerated	5 months	Walk-in	5 cases	5 months	Grab 'n' Go
Italian	Litehouse	60 / 1.5 oz.	78 packets	Refrigerated	Refrigerated	1 year	Walk-in	5 cases	1 year	Grab 'n' Go
Ranch	Litehouse	60 / 1.5 oz.	78 packets	Refrigerated	Refrigerated	4 months	Walk-in	5 cases	4 months	Grab 'n' Go
Croutons	Marzetti	200 packets	200 packets	Ambient	Ambient	6 months	Dry storage	5 cases	6 months	Dry storage

*Secondary shelf life must not exceed primary shelf life.

CUSTOMER FOCUS Ingredient Preparation

Dessert Ingredients

Ingredient	Supplier	Case size/ pack count	Yield	Receiving temperature	Storage temperature	Primary shelf life	Primary storage location	Stack height	Secondary shelf life (prepped)*	Secondary storage location
Crisp Topping	HC Brill	1 / 20 lbs.	160 Cinnamon Wheels or 80 S'mores Dessert pizzas	Ambient	Ambient	8 months	Dry storage	2 cases	30 days	Dry storage
Marshmallows	Kraft Foods or DC Stock	12 / 1 lb.	96 S'mores Dessert pizzas	Ambient	Ambient	182 days	Dry storage	3 cases	2 months	Dry storage
Cream Cheese Frosting	Gelsingers	1 / 14 lbs.	75, 3-oz. cups (for dipping)	Refrigerated	Refrigerated	6 months	Walk-in	2 cases	2 months	Walk-in
Chocolate Chips	Barry Callebaut	1 / 22 lbs.	4.5 single batches of cookie dough	Ambient	Ambient	1 year	Dry storage	5 cases	1 year opened, 10 days mixed	Grab 'n' Go
Cookie Dough Mix	Pizza Blends	2 / 14.25 lbs.	2 single batches (60 to 62 tubs)	Ambient	Ambient	1 year	Dry storage	3 cases	10 days (mixed)	Grab 'n' Go
Brown Sugar	Distribution Center (stock item)	1 / 25 lb. bag	5.5 single batches of cookie dough	Ambient	Ambient	6 months	Dry storage	3 cases	6 months opened, 10 days mixed	Grab 'n' Go

*Secondary shelf life must not exceed primary shelf life.

Optional Ingredients

Sauces

Ingredient	Supplier	Case size/ pack count	Yield	Receiving temperature	Storage temperature	Primary shelf life	Primary storage location	Stack height	Secondary shelf life (prepped)*	Secondary storage location
BBQ Sauce	Clorox (KC Masterpiece)	4 / 158 oz.	126 Large pizzas	Ambient	Ambient	9 months	Dry storage	3 cases	6 months	Walk-in
Pesto Sauce	Atalanta (Virus)	12 / 28 oz.	224 Large Thin Crust pizzas	Ambient	Ambient	1 year	Dry storage	8 cases	5 days	Walk-in
Sweet Chili Sauce	Neil Jones	12 / 53 oz.	116 Large Thin Crust pizzas	Ambient	Ambient	2 years	Dry storage	3 cases	10 days	Walk-in

Meats

Ingredient	Supplier	Case size/ pack count	Yield	Receiving temperature	Storage temperature	Primary shelf life	Primary storage location	Stack height	Secondary shelf life (prepped)*	Secondary storage location
Anchovies	Atlanta (Martel)	25 cans	25 pizzas	Refrigerated	Refrigerated	1 year	Walk-in	2 cases	1 year	Grab 'n' Go

*Secondary shelf life must not exceed primary shelf life

CUSTOMER FOCUS Ingredient Preparation

Vegetables

Ingredient	Supplier	Case size/ pack count	Yield	Receiving temperature	Storage temperature	Primary shelf life	Primary storage location	Stack height	Secondary shelf life (prepped)*	Secondary storage location
Banana Peppers	Atalanta (Casa Diva)	4 / 1 gal.	46 cups	Ambient	Ambient	2 years	Dry storage	2 cases	7 days in brine; 5 days drained (not to exceed brined shelf life)	Makeline
Green Chiles	Bueno Foods	5 / 5 lbs.	24 cups	Frozen	Refrigerated	3 years	Walk-in	5 cases	3 days	Makeline
Jalapeños	Atalanta (Casa Diva)	6 / #10 cans	60 cups	Ambient	Ambient	18 months	Dry storage	2 cases	7 days in brine; 5 days drained (not to exceed brined shelf life)	Makeline
	Bay Valley	Pouch / 2 qts.	13 cups	Ambient	Ambient	1 year	Dry storage	5 cases		Makeline
	Heinz	8 / 1.56 lbs.	18 cups	Ambient	Ambient	3 months	Dry storage	3 cases		Makeline
Green Olives	Bell-Carter	6 / #10 can	60 Large pizzas	Ambient	Ambient	3 years	Dry storage	2 cases	7 days in brine; 3 days drained (not to exceed brined shelf life)	Makeline

*Secondary shelf life must not exceed primary shelf life.

Limited Time Offer (LTO) Ingredients

Toppings, Spreads, and Sauces

Ingredient	Supplier	Case size/ pack count	Yield	Receiving temperature	Storage temperature	Primary shelf life	Primary storage location	Stack height	Secondary shelf life (prepped)*	Secondary storage location
Buffalo Sauce	French's Foodservice	2 / 1 gal.	64 Large pizzas	Ambient	Ambient	15 months	Dry storage	2 cases	30 days	Walk-in
Mustard	Heinz	16 / 13 oz.	247 Large pizzas	Ambient	Ambient	15 months	Dry storage	3 cases	15 months	Walk-in
Ketchup	Heinz	6 / 7 lbs. 2oz.	164 Large pizzas	Ambient	Ambient	15 months	Dry storage	3 cases	15 months	Walk-in
Dill Pickles	Bay Valley	4 / 1 gal.	83 Large pizzas	Ambient	Ambient	12 months	Dry storage	3 cases	7 to 10 days	Makeline
Salsa	Litehouse	2 / 1 gal.	64 Large pizzas	Refrigerated	Refrigerated	5 months	Walk-in	3 cases	5 months (open) 5 days (mixed)	Makeline
Taco Seasoning	Oregon Spice	1 / 5 lbs.	240 Large pizzas	Ambient	Ambient	1 year	Dry storage	5 cases	9 months (open) 5 days (mixed)	Makeline
Refried Beans	Distribution Center (Stock)	6 / #10 can	192 Large pizzas	Ambient	Ambient	1 year	Dry storage	2 cases	10 days (open), 5 days (mixed)	Makeline

*Secondary shelf life must not exceed primary shelf life.

Product Preparation

- Makeline 3
 - ◆ Recommended Layouts 3
 - ◆ Makeline Set Up 4
 - ◆ Back Makelines 5
 - ◆ Restocking the Makeline 5
- Pizza Preparation Basics 6
 - ◆ Crusts 7
 - ◆ Saucing 8
 - ◆ Portioning 8
 - ◆ Cheesing 11
 - ◆ Topping 11
 - ◆ Wrapping 13
- Preparation by Crust Type 15
 - ◆ Original Crust 15
 - ◆ Thin Crust 15
 - ◆ Fresh Pan 15
 - ◆ Stuffed 16
 - ◆ Gluten Free 16
 - ◆ Crustless 16
 - ◆ Sauced and Cheesed Crusts and Fresh-Makes 17
- Core Menu Products 18
- Signature Pizzas 19
- Gourmet Delite® Pizzas 21
- Stuffed Pizzas 23
- Non-Menuboard Products 24
 - ◆ Signature Pepperoni 24
 - ◆ Hawaiian 25
 - ◆ XLNY x3 **Error! Bookmark not defined.** 25
- C.Y.O. Create Your Own® 26
- Mini Murph® 27
- Appetizers 28
 - ◆ Scratch-Made 5-Cheese Bread 28
 - ◆ Classic Cheesy Bread (Optional) 28

CUSTOMER FOCUS

Salads	29
Desserts	30
◆ Chocolate Chip Cookie Dough.....	30
◆ Cinnamon Wheel.....	31
◆ S'mores Bars	31
Beverages	32

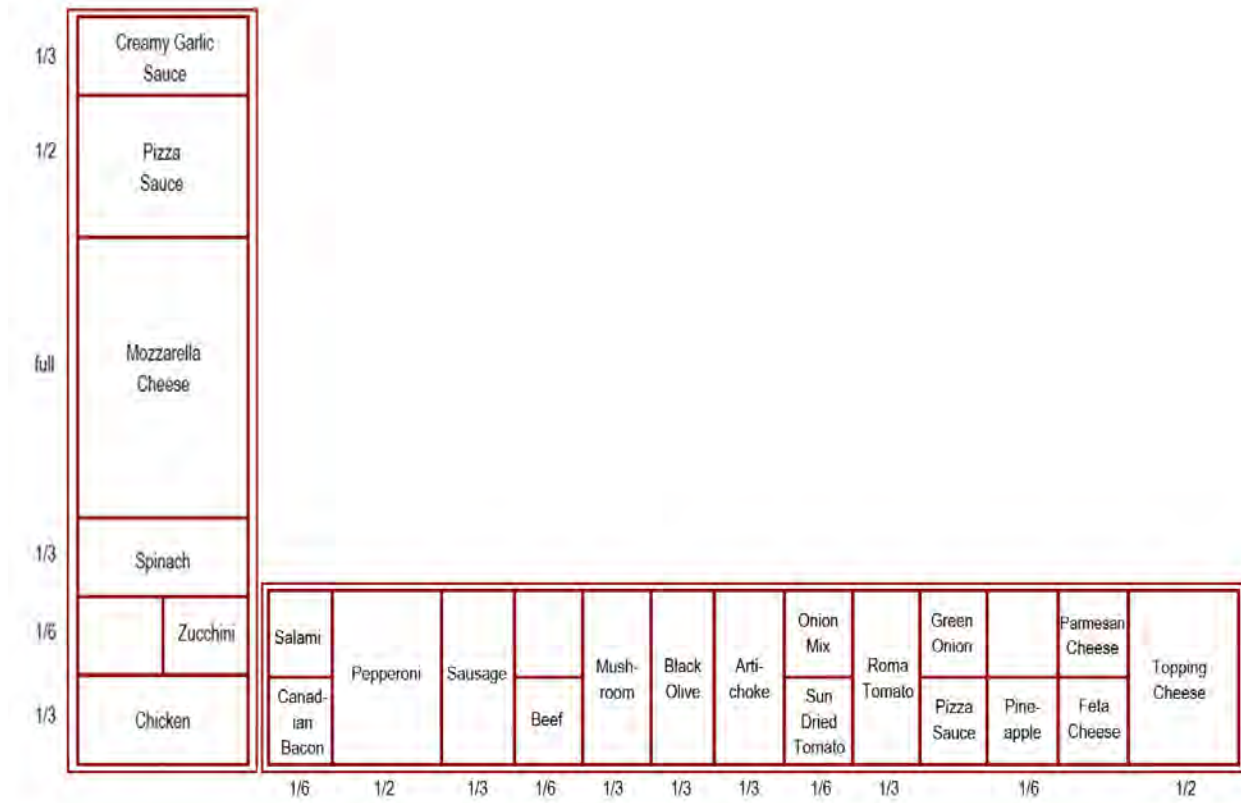
Makeline

The following diagrams are recommended Makeline ingredients placement layouts for various configurations available. Stores should make adjustments based on monthly specials, LTOs, and menu mix.

To maximize efficiency, place ingredients on the Makeline in the order they are placed on the pizza. Make sure all ingredients are kept below the insert's fill line. Not all Makelines are the same length. Adjustments may be necessary for the size and placement of inserts.

Recommended Layouts

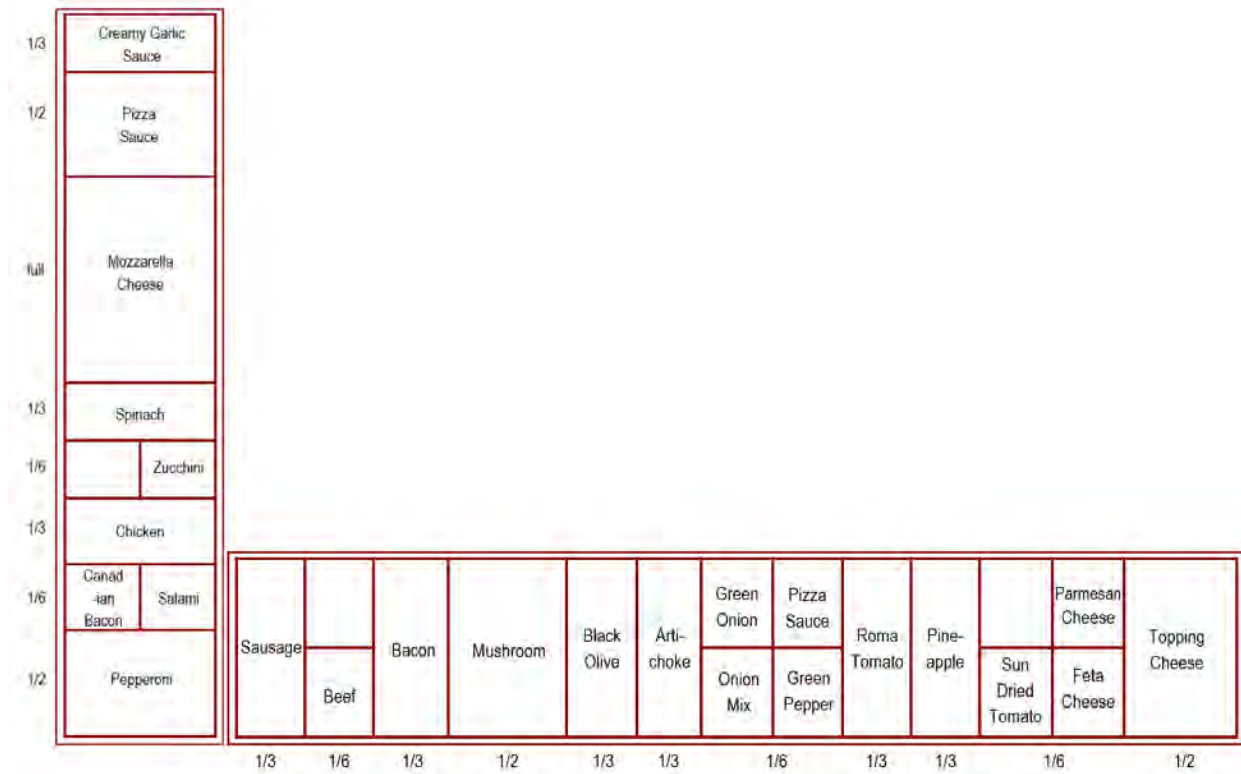
68-inch and 109-inch Makeline Configuration



88-inch and 88-inch Makeline Configuration



88-inch and 109-inch Makeline Configuration



Makeline Set Up

► **Note:**

- ◆ Not all Makelines are the same length. Some adjustments may need to be made on the size and placement of inserts.
- ◆ Adapter bars are needed to hold 1/6-size inserts into place on the Makeline. Make sure enough adapter bars are available to set up your Makeline.
- ◆ Specials/promotions may alter the way you set up your Makeline. For example, if the Gourmet Vegetarian is on special, you may want to reduce the insert size for some toppings to make room for Zucchini, Artichoke Hearts, and/or Spinach.
- ◆ Menu mix will also change your Makeline setup. For example, if you sell a lot of Ground Beef, but not much Sausage, you may want to put 1/6-size inserts of Ground Beef and Sausage on the Makeline instead of 1/3-size insert for Sausage and keep the Ground Beef underneath the Makeline.
- ◆ No matter how the Makeline is set up, the Herb and Cheese Blend, Crushed Red Pepper, and Zesty Herb shakers always sit at the end of the Makeline in between the Topping Cheese and the wrap position.
- ◆ 1/9-size inserts are shown on some of the Makeline set-ups. This new size option is available to accommodate added ingredients to the menu.
- ◆ When placing portion charts on the Makeline, use the instruction card that outlines the placement included in the portion chart set.



- ◆ Make sure the Makeline is stocked and the proper tools are available — scales, pie servers, measuring cups, shakers, and squeeze bottles.
- ◆ To maximize efficiency on the Makeline, place ingredients in the order they go on the pizza.
- ◆ Artichoke Hearts, Jalapeños, Pineapple, Olives, Sun Dried Tomatoes, and Tomatoes must be stored in inserts with drain trays. Make sure enough drain trays, in the appropriate sizes, are available.
- ◆ Make sure all ingredients are kept below the insert's fill line.

Back Makelines

If a store is utilizing a back Makeline, keep the following in mind.



- ◆ Flow is important. Back Makelines should be stocked and organized to handle types of pizzas or a product line to minimize crossover between front and back Makelines. For example, if you set up a back Makeline with items needed to make the Taco Grande and don't put Roma Tomatoes on the back Makeline, team members will need to use both the front and back Makelines to build the complete pizza.
- ◆ Back Makelines can be used as an additional Sauce and Cheese station, to finish the Stuffed pizzas, or for any LTOs or other specials a store is promoting.
- ◆ Back Makelines must have working scales and all inserts set up with portion cups and utensils.
- ◆ If a store is utilizing a back Makeline, it is recommended to set it up each day. This will minimize the confusion for team members from having ingredients in one place on certain days of the week and in other places the rest of the week.
- ◆ Ensure that a set of portion charts are visible on the back Makeline so team members portion correctly. Neatly affix the portion charts needed for how you set up your line. For example, if you use the back Makeline specific for pizzas with Creamy Garlic Sauce and LTOs, be sure to have those portion charts posted on the back Makeline.
- ◆ If there is room for a wrap station on the back Makeline, ensure there is cling film and baking instructions handy. If not, team members will need to be trained on inserting pizzas made on the back Makeline into the front Makeline for wrapping.



All items in this section are Brand Standards.

Restocking the Makeline

Restocking the Makeline is part of rush readiness. Having a fully stocked Makeline gives team members easy access to ingredients when needed during the rush versus making trips to the walk-in refrigerator to get stock.

When stocking ingredients into inserts:

- ◆ Start with a clean insert.

Allow rotation of remaining product in an insert to be added to a full insert if the dates on both inserts are the same.

This will allow high volume ingredients like sauce, cheese, and pepperoni to be maintained at high levels on the line supporting our service standards while maintaining our high food safety standards.

- ◆ Only fill the insert to the fill line. Overfilling the insert will result in a food safety risk with ingredients not at the right temperature.





- ◆ Drain trays must be used in all inserts as instructed on Job Aids. Drain trays are used on:
 - Olives
 - Pineapple
 - Artichokes
 - Roma Tomatoes
 - Sun-dried Tomatoes
 - Jalapeños
 - Banana Peppers
- ◆ All inserts must be labeled using the approved labels that include:
 - Prep date
 - Use by date
 - Team member’s initials
 - Circle the day of the week the ingredient must be discarded
- ◆ Stock only the amount that will be used within the shelf life of the ingredient.
 - ▶ Refer to Ingredient Specifications in the Ingredient Preparation section for complete shelf-life information for all required and optional ingredients.
- ◆ Once inserts are ready to be stocked under the Makeline, rotate the existing inserts to be used first (FIFO).

Train team members on FIFO rotation practices.

Remember the top of the Makeline is not meant to hold ingredients for an extended period of time. At the end of the day, the inserts on the top of the Makeline should be removed, covered, and placed either under the Makeline or in the walk-in refrigerator to be used the next day. The top of the Makeline should be turned off and cleaned each night as part of the closing tasks.



Pizza Preparation Basics

Following the correct procedures for building pizzas is as important as the amount and quality of the toppings. If these procedures are not followed, the appearance and “bake-ability” of the final product can be affected.

Our goal is to always send the customer home with a consistently terrific looking and tasting pizza, made as fast as possible.



The key steps when preparing pizzas include:



The following provides information about each of these steps.

- ▶ For additional information, refer to the Ingredient Preparation section of this manual.

Crusts

- ◆ Allow crusts to proof before building a pizza. Once crusts have been set out to proof, do not stack them as this will collapse the proof.
- ◆ Use “Pull, Use, Toss” tags to ensure crusts are used properly. Record the pull time, 1-hour proof time (use time), and the 3-hour sell time for Original and Thin Crust or 1-hour sell time for Fresh Pan. This method will ensure there is no confusion about when the crusts need to be used.

UPDATE



Stretch an Original crust only if it was not sheeted to the indentation of the tray. Proper sheeting will prevent the need for stretching.

If there are air bubbles under a sheeted Original crust, gently lift up the dough until the air is released. *Do not pinch or push down*, as this will collapse the proof.

For example: Pull at 4:00, Use at 5:00, Toss at 8:00.

Pull: _____:_____

Use: _____:_____

Toss: _____:_____

- ◆ If an Original crust does not fill the tray out to the indentation, stretch it by gently lifting the dough from the center and pulling it to the indentation.
 - *If sheeted properly, a crust should not need stretching after it is proofed.* You may need to adjust your sheeter (refer to your Manufacturer’s Owner’s Manual) and/or remind team members about proper sheeting.
 - For best results, sheet Thin crusts to fill the tray between the indentation and the edge. *Don’t attempt to hand-stretch Thin crusts.*



It is very important to the quality of the pizza that crusts are properly proofed before using them to make pizzas. Proofing is the process of letting the pizza dough warm up to room temperature and increase in thickness. A properly proofed crust will rise in the oven and the bottom will be a nice, crunchy crust. If the dough is not properly proofed, the pizza will not rise and the crust will be soggy. The combination of proper proofing and giving verbal baking instructions to the customer are crucial to assuring a quality pizza.

- ◆ Make sure crusts are properly rotated. Check the dates on the crusts. If they are past their shelf life or have already been fully proofed, they must be discarded.
- ◆ Crusts should be pulled out and allowed to proof at room temperature a minimum of 1 hour before they are needed. “Let it rise until double in size.” Crusts should never be stacked during or after proofing.
- ◆ When a crust has proofed, it is ready for use.
- ◆ Once proofed for 1 hour or more, the crust cannot be returned to the walk-in refrigerator for later use.

Saucing



- [1] Be sure the scale is fully tared (back to zero) and ready to weigh. Only digital, non-spring scales can be used on the Makeline.
- [2] Weigh the correct amount of sauce. Place in center of the crust. If extra sauce is ordered, apply the Add/Extra amount. If light sauce is ordered, apply 50% less sauce.
 - ▶ **Tip:** If possible, show the customer the sauced crust for their approval when extra or light sauce is requested.
- [3] Using a pie server, spread the sauce in a circular motion as close to the edge as possible. Sauce should evenly cover entire crust to within a 1/2 to 1/4 inch from edge.
 - ▶ **Tip:** The width of a dime is about 1/2 inch.
 - ▶ **Note:** For Fresh Pan pizzas, it's particularly important to keep a clean edge of 1/2 inch. For Fresh Pan, do not sauce to the edge of the crust.

Do not get sauce on the baking tray. It will cause the tray to burn. Wipe any sauce off the tray with a paper towel.



Portioning

Papa Murphy's is known for generous portions of quality toppings. It is an integral part of Papa Murphy's customer's appeal. Portions have been developed to give total coverage and well-balanced flavor. Therefore, ounces must be weighed, slices counted, and measuring cups used for cup portions.

Portioning each topping is critical for a number of reasons:

- ◆ Consistency: customers get the same portions every time they order no matter where they order.
- ◆ Cost control: theoretical food cost is based on toppings being portioned accurately according to the recipe. Over or under portioning affects actual food cost variance.
- ◆ Flavor: the specific portions we use have been developed to give the pizza the best flavor profile possible.
- ◆ Proper baking: our pizzas are specially formulated to bake in a home oven.

Portions are measured in a variety of ways: Weighing, measuring, counting, or swirling. It is important to understand each of these measurements and portion correctly.

When portioning, use the portion cups. Remember, fluffy not stuffy! Do not pack or dredge ingredients into the portion cup. Ingredients should be level, not rounded.



Proper Portioning

Correct measuring of all ingredients is REQUIRED!

Measure!

Weigh!

Count!

Portion cups are required. All portions are counted, weighed or measured in a cup. Cups should be:

- Fluffy NOT Stuffy
- Level ingredients to the correct line
- Cups are used at all times

Do not center load pizzas. Take toppings to the edge.

Portion charts are available for all pizzas.

Portion charts should be placed in the order that they go on the pizza and above the appropriate toppings on the Makeline. Follow the instruction card included with portion charts.

After finding the appropriate chart, reading a portion chart is easy:

- ◆ All ingredients are listed in the order they are placed on a pizza — starting at the top of the portion chart.
- ◆ The size of the pizza is listed at the top of the chart.
- ◆ The topping is listed to the left side followed by the measurement and then the amount to the right.
- ◆ For Combination Pizzas made with both meats and vegetables, two charts are supplied. One should be placed above the meat toppings and the other above the vegetable toppings.

Sauce/ Garlic/Mozzarella portion chart

- ◆ This chart is placed first on the Makeline to determine the sauce and cheese portions for all pizzas.
- ◆ It is also used to determine the correct portion of Chopped Garlic if requested by a customer.
 - ▶ **Note:** Chopped Garlic is always portioned and mixed evenly with the sauce while spreading it on the crust.

Regular, Thin, Pan & Stuffed Pizzas					
Sauce/Garlic/Mozzarella					
		Family	Large/ FTN	Med/ LTN	Add/ Extra
Pizza Sauce 	Oz	7	5	4	3.5
Creamy Garlic 	Oz	3	2.25	1.75	1.5
Olive Oil 	Oz	1.5	1	.75	.75
Chopped Garlic 	TSP	4	3	2	2
Sweet Chili 	Oz	7	5	4	3.5
BBQ Sauce 	Oz	5	3.5	2.5	2.5
Burger Sauce 	Oz	7	5	4	3.5
Mozzarella 	Oz	10.5	8	6	3

CYO Pizzas

- ◆ CYO meat and vegetable charts are used when a non-recipe pizza is ordered, regardless of the number of toppings
- ◆ Portions are used for the specific size on all crust platforms.
- ◆ The Add/Extra column is used when an extra portion is ordered or when a non-included topping is added to a recipe pizza.
 - Cowboy with Extra Sausage — use the Sausage portion in the Add/Extra column on the CYO meat chart.
 - Chicken Garlic with Mushrooms — Use the Mushroom portion in the Add/Extra column for the portion amount to be added to the pizza.
 - Add/Extra columns are included on the following portion charts:
 - ▶ Regular, Thin, Pan, and Stuffed Pizzas: Sauce/Garlic/Mozzarella
 - ▶ CYO Pizza: Meats
 - ▶ CYO Pizza: Vegetables
 - ▶ Signature Pepperoni
 - ▶ Regular, Thin, and Pan Pizzas: Topping Cheese

CYO Pizza: Meats					CYO Pizza: Vegetables						
	Family	Large/ FTN	Med/ LTN	Add/ Extra		Family	Large/ FTN	Med/ LTN	Extra		
Steak	Oz	4	3	2	3	Spinach	Oz	2	1.5	1	1.5
Chicken	Oz	6	4	3	4	Zucchini	Slic	30	20	15	20
Salami	Slic	22	17	12	17	Mushrooms	Cup	2	1-1/2	1	1-1/2
Canadian Bacon	Eli	18	14	10	14	Olives Black/Green	Cup	1	3/4	1/2	3/4
Pepperoni <small>Use for CYO and Extra Pepperoni</small>	Slic	40	30	25	30	Onion Mix	Cup	1/2	1/3	1/4	1/3
All Sausage	Cup	1-3/4	1-1/4	1	1-1/4	Green Onions	Cup	1/2	1/3	1/4	1/3
Beef	Cup	1-1/4	1	3/4	1	Green Peppers	Cup	1	3/4	1/2	3/4
Crispy Bacon	Cup	1-1/4	1	3/4	1	Roma Tomatoes	Cup	1	3/4	1/2	3/4
Anchovies	Can	1	1	1	1	Sun-Dried Tomatoes	Cup	1	3/4	1/2	3/4
						Pineapple	Cup	1	3/4	1/2	3/4
						Artichoke Hearts	Cup	1	3/4	1/2	3/4
						Jalapeños	Cup	1	3/4	1/2	3/4
						Banana Peppers	Cup	1	3/4	1/2	3/4
						Green Chiles	Cup	3/4	1/2	1/3	1/2
						Pickles	Slic	30	20	15	20

Portioning Rules

Extra Portions




Use the extra column when a customer asks for an extra portion on a CYO or recipe pizza (Signature, Thin, Pan or Stuffed) of an included or non-included topping or when a non-included topping is added to a pizza.























Less or Light Portions

Use half the amount of a portion when a customer asks for less or light portion of a topping (including Sauce) on a CYO or recipe pizza (Signature, Thin, Pan or Stuffed).

Portion correctly by counting, weighing or using the portion cup.

- ◆ Extra Sauce — Add/Extra amount located on the sauce/Garlic/Mozzarella chart.

	<ul style="list-style-type: none"> ◆ Light Sauce — 50% less than the recipe portion. ◆ Extra Cheese — Topping Cheese, unless the customer requests Mozzarella Cheese. Use the Add/Extra portion on the Topping Cheese portion card as an additional amount to the recipe portion. ◆ Light Cheese — 50% less of the recipe portion. ◆ Less of a topping — the Less button on POS is used for included toppings on a recipe and is half the recipe portion. ◆ Light of a topping — the add light non-incl. button on POS is used for non-included toppings and is half the Add/Extra amount of the topping. <ul style="list-style-type: none"> ▶ Note: The current OLO Makeline tickets will read “Lite” for both included and non-included toppings. Follow the portioning procedure as if it was rung into Aloha POS. <p>Included Toppings are toppings included on a recipe in Aloha POS.</p> <p>Non-Included Toppings are toppings not included on a recipe in Aloha POS.</p> <ul style="list-style-type: none"> ▶ For specific portioning information for each approved pizza, refer to the individual portion charts. ▶ See Portion Charts on FRESHnet for the most complete collection.
 <p>Always weigh cheese because it is the biggest food cost item.</p> 	<h3>Cheesing</h3> <ul style="list-style-type: none"> ◆ After the crust is sauced, tare the scale (zero out), and weigh the cheese. ◆ Using both hands, fluff the cheese before putting it on the pizza. ◆ Lightly distribute the cheese evenly across the crust and all the way to the edge of the crust. <ul style="list-style-type: none"> – For Fresh Pan: Cheese and toppings are placed within 1/2 inch (width of a dime) from the edge to prevent sticking and burning. – For all other pizzas: Take it to the edge! ◆ Do not push the cheese down into the sauce. The cheese should appear light and fluffy. If the cheese is not light and fluffy to begin with, you need to correct your shredding technique or replace the shred plate if dull or worn.
<p>Place tickets in the upper corner of the pizza so the next person on the line can read the ticket and finish the pizza — right corner if pizza slides left-to-right; left corner if pizza slides right-to-left.</p>	<h3>Topping</h3> <ul style="list-style-type: none"> ▶ For correct portioning information, refer to each pizza’s portion chart throughout this section of the manual. ▶ See Portion Charts on FRESHnet for the most complete collection. <p>Toppings are applied in the order listed on the portion charts; meats first, then vegetables. The order of toppings is important to the final product’s appearance and “bake-ability.”</p> <p>Using the two-hand assembly method, place toppings around the edge and work your way to the center.</p>
	<p>[1] Place ingredients in two hands and start at the top of the pizza.</p> 

	<p>[2] Sprinkle ingredients around the outside edge in a circular direction, with each hand moving in the opposite direction until they meet at the bottom.</p>																																																																
	<p>[3] Continue to sprinkle up the middle with each hand moving toward the top.</p>																																																																
	<p>[4] With the remainder of ingredients, fill in the voids in a zig-zag fashion on both sides simultaneously.</p>																																																																
 <p>To ensure toppings in every bite and correct baking, do not center-load.</p>	<div style="border: 1px solid red; padding: 10px; margin-bottom: 10px;"> <p>Toppings must be evenly distributed all the way out to the edge of the crust (except on Fresh Pan pizzas) for the pizza to bake correctly. Toppings on Fresh Pan pizzas should be within 1/2-inch from the edge (width of a dime) to prevent sticking and burning.</p> </div> <p>[5] After the first topping is on, continue with the next topping in the order of the portion chart.</p>																																																																
	<p>[6] After all toppings have been portioned, add the Topping Cheese. Nearly all pizzas get Topping Cheese. (Topping Cheese is a mixture of Mozzarella and Cheddar cheeses and is weighed and sprinkled across the toppings starting at the outside and working inward.) Some pizzas will be topped with Parmesan or Feta. As always, refer to the portion charts.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="7" style="text-align: center; background-color: #f2f2f2;">Regular, Thin & Pan Pizzas</th> </tr> <tr> <th colspan="7" style="text-align: center;">Topping Cheese</th> </tr> <tr> <th></th> <th></th> <th>Family</th> <th>Large/FTN</th> <th>Med/LTN</th> <th>Add/Extra</th> <th></th> </tr> </thead> <tbody> <tr> <td>Topping Cheese</td> <td></td> <td>Oz</td> <td>3</td> <td>2</td> <td>1.5</td> <td>2</td> </tr> <tr> <td>Parmesan</td> <td></td> <td>Oz</td> <td>2</td> <td>1.5</td> <td>1</td> <td>1.5</td> </tr> <tr> <td>Feta Cheese</td> <td></td> <td>Cup</td> <td>2/3</td> <td>1/2</td> <td>1/3</td> <td>1/2</td> </tr> <tr> <td>Herb & Cheese</td> <td></td> <td>Oz</td> <td>.75</td> <td>.5</td> <td>.25</td> <td>.5</td> </tr> <tr> <td>Zesty Herbs</td> <td></td> <td>Oz</td> <td>.3</td> <td>.2</td> <td>.1</td> <td>.2</td> </tr> <tr> <td>Crushed Red Pepper Flakes</td> <td></td> <td>Oz</td> <td>.1</td> <td>.075</td> <td>.05</td> <td>.075</td> </tr> </tbody> </table> <p style="text-align: center;">Herb & Cheese Shaker</p> <p style="text-align: center;">It's more than you think! Using Shaker no more than 3/4 full, hold at 45° angle and shake: Family - 20 seconds Large/FTN - 13 seconds Med/LTN - 6 seconds.</p>	Regular, Thin & Pan Pizzas							Topping Cheese									Family	Large/FTN	Med/LTN	Add/Extra		Topping Cheese		Oz	3	2	1.5	2	Parmesan		Oz	2	1.5	1	1.5	Feta Cheese		Cup	2/3	1/2	1/3	1/2	Herb & Cheese		Oz	.75	.5	.25	.5	Zesty Herbs		Oz	.3	.2	.1	.2	Crushed Red Pepper Flakes		Oz	.1	.075	.05	.075
Regular, Thin & Pan Pizzas																																																																	
Topping Cheese																																																																	
		Family	Large/FTN	Med/LTN	Add/Extra																																																												
Topping Cheese		Oz	3	2	1.5	2																																																											
Parmesan		Oz	2	1.5	1	1.5																																																											
Feta Cheese		Cup	2/3	1/2	1/3	1/2																																																											
Herb & Cheese		Oz	.75	.5	.25	.5																																																											
Zesty Herbs		Oz	.3	.2	.1	.2																																																											
Crushed Red Pepper Flakes		Oz	.1	.075	.05	.075																																																											
	<p>► Note: Topping Cheese is also used when a customer orders extra cheese. Add together the regular portion and the Add/Extra cheese portion listed on the portion chart to determine the total ounces of Topping Cheese to be applied. For example, a Family Size pizza with extra cheese would receive 3 oz. plus the Add/Extra portion of 2 oz. for a total of 5 oz. of Topping Cheese.</p> <p>[7] If Herb and Cheese Blend is part of a pizza recipe or ordered special by the customer, it is shaken evenly over the entire pizza on top of the Topping Cheese.</p> <ul style="list-style-type: none"> - 45 shakes for Family - 30 shakes for Large/FTN - 15 shakes for Medium/LTN 																																																																



Consider practicing your swirl technique on a blank tray and scale at the start of each shift for calibration. Start from the center and swirl out toward the pizza edge. Swirls should be about one inch apart.

- [8] Some of our pizzas are finished with a swirl of sauce, for example Thai Chicken and BBQ pizzas. It is important to portion the correct weight for the Sauce swirl pattern. Not enough will give the pizza the incorrect flavor profile, and too much will overpower the flavor and cause soggy pizzas.
- Family: 7-8 swirls
 - Large: 6-7 swirls
 - Medium: 5-6 swirls



Wrapping

Proper wrapping is the finishing touch.

- [1] Check the Makeline ticket against the pizza to ensure it was made correctly. This is an opportunity make a final visual check of the pizza for eye appeal. Before wrapping, make sure pizzas have correct portions spread evenly to the edge.
- [2] Carefully wipe any excess sauce off the tray with a paper towel.
- [3] Pull cling film out far enough to cover 3/4 of the top of the pizza.
- [4] Place pizza on cling film and fold the cling film over the top of the pizza away from yourself. Make sure 3/4 of the pizza is completely covered.
- [5] Put bounceback face up on cling film (not on the cheese) and Baking Instructions face up on the bounceback.

For Fresh Pan, fold the cling film to the top of the pizza. Work from the bottom up.
- [6] Pull enough cling film towards you to completely cover the pizza.
- [7] Hold both edges of the cling film close to the box. Pull down and towards the center. With practice, this will cut the cling film cleanly.
- [8] Pull the cling film towards you to cover the baking instructions. Smooth the cling film across the top.
- [9] Tuck opposite corners underneath the pizza towards the center of the tray (not just tucked under the edges). Smooth and tighten the cling film as you do this. For Fresh Pan pizzas, bring opposite corners to the top. This will help contain any oil spill from leaking out of the wrap.

When there is one or more pizza makers, each team member should be assigned to a station. You can be assigned to specific toppings or assigned to a specific location on the Makeline.



The cling film should be smooth, tight, clinging to the top of the pizza, and sealed to itself under the pizza (or sealed at the top for Fresh Pan). Do not pull the film so tight that it curls or bends the tray.



The person in charge should assign each position secondary duties.



Do not cross over!

If your Makelines move from left to right, the team member would pull pizzas from the person on their right.

- ◆ The sauce and cheese team member is responsible for organizing the tickets in the order of customer pick-up time and walk-in time. They should also be responsible for monitoring the amount of crusts that are proofing. When needed, the sauce and cheese person should ask for more crusts to be taken from the walk-in refrigerator. In addition, the sauce and cheese team member can monitor Fresh-makes and use Fresh-makes for pizzas that have been ordered to meet service times. When there is a line at the cashier station, the sauce and cheese team member can also speed up the service time by asking the next customer in line if they had a phone in order or if there is a pizza they can get started.
- ◆ The pizza toppers are responsible for topping the pizzas, monitoring the stocked inserts on the top and underneath the Makeline and ensuring the pizzas are portioned correctly. If the wrapper has to leave their station, the toppers can move down to cover that position until the wrapper is back.
 - When there are no pizzas to make, the pizza toppers can help find phone-in orders for customers who are picking up, hand out online orders, re-stock the Makeline, pull crusts to proof, re-stock the beverage cooler and Grab 'n' Go case, and take dishes back to the back sink.
- ◆ The wrapper is responsible for finishing the pizza with Topping Cheese, checking the quality of the pizza, ensuring the pizza was made correctly according to the Makeline ticket, wrapping the pizza, calling the customer by name and repeating the order, delivering verbal baking instructions, and thanking the customer. The wrapper can also assist the customer with the door or out to the car as needed.

Team members should *slide* within their assigned position. The pizzas should always be moving down the line. In a three-person team, one team member should be assigned to Sauce and Cheese, one team member to toppings, and one team member to wrap. Team members to the left of the pizza should pull the pizza over to them and continue to top the pizza to keep pizzas moving down the line. For example:

- ◆ Pizza has been sauced and cheesed, second team member on the line pulls the pizza from the scale and begins to top.
- ◆ Second pizza is ready to leave the scale, the wrapper pulls the first pizza and continues building the pizza and the middle person on the line, pulls the second pizza and begins to top.
- ◆ Each person continues to pull pizzas from the person on their left so the pizzas are constantly moving down the line.

If a team member needs to leave their station, the rest of the team members can fill in and take over their position. Pizzas should never be taken off the Makeline or taken out of order. Pizzas should always slide on the Makeline.

Preparation by Crust Type

Many of our pizzas can be made on different types of crusts. For each, the preparation varies as well as the baking instructions for our customers.

Original Crust

- [1] Top the pizza on a proofed crust, following the correct portions and procedures.
- [2] Add sauce to the pizza to within a 1/2 inch to 1/4 inch, of the crust edge using a pie server.
- [3] Portion the pizza taking ingredients to the edge for toppings in every bite.
- [4] Wrap the pizza with bounceback and baking instructions.

Baking instructions for Original Crust pizzas:

425°F (218°C) for 12 to 18 minutes

Thin Crust

- [1] Top the pizza on a proofed crust, following the correct portions and procedures.
- **Note:** Thin Crust will not double in size like original crusts.
- [2] Add sauce to the pizza to within a 1/2 inch to 1/4 inch of the crust edge.
 - [3] Portion the pizza taking ingredients to the edge for toppings in every bite.
 - [4] Wrap the pizza with bounceback and baking instructions.

Baking instructions for Thin Crust pizzas:

425°F (218°C) for 12 to 18 minutes

Fresh Pan

- [1] Top the pizza on a proofed Fresh Pan crust (Large size only.)
 - [2] Add sauce to the pizza to a 1/2 inch (or the width of a dime) from the crust edge.
 - [3] Cover the pizza with toppings to within a 1/2 inch from the edge following the correct portions and procedures.
- **Note:** Do not place toppings edge to edge, which can cause sticking to the pan and burning in the oven.
- [4] Wrap the pizza folding the wrap up towards the center of the pizza with a bounceback and baking instructions.

Baking Instructions for Fresh Pan pizzas:

425°F (218°C) for 12 to 18 minutes


**PRODUCT
CONSTRUCTION/
PRESENTATION**

Stuffed Pizzas

Stuffed

There are two sizes of stuffed pizzas.

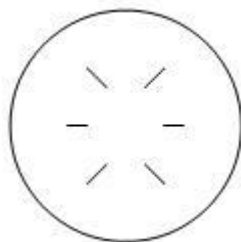
- ◆ The Family Size Stuffed Pizza is made using a Family crust for the bottom layer and a Large crust for the top layer.
- ◆ The Large Size Stuffed Pizza is made using a Large crust for the bottom layer and a Medium crust for the top layer.

Stuffed pizzas can be fresh-made following the same rules that we have for other fresh-made pizzas. They must be used the day they are made.

- [1] Select and unwrap appropriate size crust for bottom layer.
- [2] Stretch the bottom crust a 1/2 inch over edge of tray.

► **Note:** Stretching too much will thin the bottom crust, affects baking, and makes the braid too big.

- [3] Use a pie server to add sauce to the bottom crust pizza by spreading within 1/2 inch of the crust edge.
- [4] Cover the pizza with toppings out to the edge for toppings in every bite, following the correct portions and procedures.
- [5] Place the correct size crust over the toppings, sticky side up.
- [6] Braid the bottom and the top crusts together. Keep the braid small and tight so it won't separate. Large Stuffed pizzas should have 20 to 24 braid loops and Family Stuffed pizzas should have 28 to 32 braid loops.
- [7] Portion and spread sauce using the serrated pie server as close to the braid without touching it.
- [8] Cut six 1 and 1/2-inch slits in the top crust using the serrated pie server.



- [9] Spread garnish toppings out to the braid, without touching the braid and avoid center loading.
- [10] Wrap the pizza with bounceback and baking instructions.




Baking Instructions for Stuffed pizzas:

350°F (177°C) for 32 to 40 minutes

Gluten Free

Gluten Free crusts are delivered from distribution and available in Medium size only. Create each pizza made on a Gluten Free crust with the Medium size portions from the portion charts. For example, if a customer orders a Pepperoni pizza on a Gluten Free crust, follow the Medium portions on the Signature Pepperoni chart. If a customer orders a pizza, such as a Chicken Bacon Artichoke, follow the Medium portions from the Chicken Bacon Artichoke chart.

Before the rush, place the number of Gluten Free crusts you anticipate selling on medium trays, wrap, date, and stage near the sauce and cheese station.

	<p>There are varying degrees of gluten sensitivities. If a customer asks you to change gloves before making their pizza on a Gluten Free crust, honor their request.</p> <p>Remind the customer that we cannot guarantee a pizza made on a Gluten Free crust is completely Gluten free as our pizzas are prepared in stores with products containing gluten.</p>
	<h3>Crustless</h3> <p>Follow the MED/LTN portions from the portion charts. Crustless pizzas do not bake well with extra toppings. If a customer creates their own it should be limited to FIVE toppings.</p> <ol style="list-style-type: none"> [1] Add MED/LTN amount of sauce and cheese into a Scratch-Made 5-Cheese Bread container. [2] Follow the MED/LTN column of the portion chart and spread toppings evenly into the container. [3] Place lid on the container, then place the baking instructions and bouncebacks, and wrap. <div style="border: 1px solid red; padding: 5px; margin: 10px auto; width: fit-content;"> <p>Baking instructions for a Crustless pizza: 425°F (218°C) for 12 to 18 minutes</p> </div> <p>▶ Refer to the Crustless Pizza Job Aid for detailed step-by-step instructions.</p>
 <p>Check with your local Health or Agricultural Department for local regulations. Always comply with whichever standards are most strict.</p>  <p>Consider doing this when you run out of all Fresh-makes and you anticipate another rush.</p>	<h3>Sauced and Cheesed Crusts and Fresh-makes</h3> <p>Sauced and Cheesed crusts are crusts with the sauce and cheese portioned, wrapped and refrigerated. Fresh-makes are completed pizzas.</p> <p>Sauced and Cheesed crusts and Fresh-makes are made on cold crusts, placed in walk-in, and pulled to use during the rush.</p> <ul style="list-style-type: none"> ◆ After preparing no more than four sauced and cheesed crusts or Fresh-makes, put them in the walk-in refrigerator immediately, and then take the next four crusts to the Front of House. ◆ When taken out of the walk-in refrigerator for use, the time must be marked on the rack or tower using “Pull, Use, Toss” tags. ◆ Sauced and cheesed crusts and Fresh-makes must proof at room temperature for 1 hour before using. ◆ After proofing, sauced and cheesed crusts and Fresh-makes can be sold for 1 hour for a total of 2 hours at room temperature. After 2 hours, discard and record as waste (spoilage and loss.) <p>When a pizza can be sold immediately or within 1 hour, sauced and cheesed crusts and Fresh-makes are made on proofed crusts.</p> <ul style="list-style-type: none"> ◆ Write time made on cart or tower using “Pull, Use, Toss” tags. ◆ If not sold within 1 hour, discard and record as waste. <div style="border: 1px solid red; padding: 5px; margin: 10px auto; width: fit-content;"> <p>Any sauced and cheesed crusts or Fresh-makes left over at closing must be thrown away — absolutely no carryover.</p> </div>

Core Menu Products

	Required	Optional	Limited Time Offer
Signature Pizzas (Crustless pizzas, MED/LTN portions only)	Cowboy Chicken Garlic Papa's All Meat Murphy's Combo	Papa's Favorite Pizza Taco Grande Beef Taco Grande Chicken Garden Veggie BBQ Chicken Classic Italian Rancher Chicken Bacon Ranch	Cheeseburger/ Bacon Cheeseburger Buffalo Chicken Bacon, Bacon, Bacon Papa-roni Heartbaker Jack-o-Lantern
Gourmet Delite® Pizzas (Crustless pizzas, MED/LTN portions only)	Chicken Bacon Artichoke Herb Chicken Mediterranean Gourmet Vegetarian	Thai Chicken	Tuscan Chicken and Sausage Chicken Pesto
Stuffed Pizzas	5-Meat Chicago Style Chicken Bacon	Big Murphy	
Non-Menuboard Products	Signature Pepperoni Hawaiian (Follow CYO) Papa's Perfect	XLNY x3	
Desserts	Chocolate Chip Cookie Dough Cinnamon Wheel S'mores Bars		Confetti Cookie Dough Mint Chip Cookie Dough Cowboy Cookie Dough Chocolate! Chocolate! Chocolate!
Salads	Garden Salad Plus two to three salads from Optional list	Club Salad Chicken Bacon Artichoke Chicken Caesar Salad Italian Salad Mediterranean Salad Caesar Salad	
Sides	Mini Murph Scratch-Made 5-Cheese Bread	Classic Cheesy Bread	Scratch-Made 5-Cheese Bread with Bacon

Optional and LTO products require the entire DMA/Market to carry the product.

Signature Pizzas

► For ingredients and portions, see [Portion Charts on FRESHnet](#).

Required

Cowboy					
			Family	Large/ FTN	Med/ LTN
Pepperoni		Slice	40	30	25
Sausage		Cup	1-1/4	1	3/4
Mushrooms		Cup	2	1-1/2	1
Olives		Cup	1	3/4	1/2
Topping Cheese		Ounce	3	2	1.5
Herb & Cheese		Ounce	.75	.5	.25

Chicken Garlic					
			Family	Large/ FTN	Med/ LTN
Creamy Garlic Sauce		Ounce	3	2.25	1.75
Mozzarella		Ounce	10.5	8	6
Chicken		Ounce	8	6	4
Roma Tomatoes		Cup	1	3/4	1/2
Green Onions		Cup	1/2	1/3	1/4
Topping Cheese		Ounce	3	2	1.5
Herb & Cheese		Ounce	.75	.5	.25

All Meat					
			Family	Large/ FTN	Med/ LTN
Salami		Slice	20	15	10
Canadian Bacon		Slice	13	10	7
Pepperoni		Slice	40	30	25
Sausage		Cup	1-1/4	1	3/4
Beef		Cup	3/4	1/2	1/4

Murphy's Combination					
			Family	Large/ FTN	Med/ LTN
Salami		Slice	20	15	10
Pepperoni		Slice	40	30	25
Sausage		Cup	1-1/4	1	3/4
Mushrooms		Cup	2	1-1/2	1
Onion Mix		Cup	1/2	1/3	1/4
Olives		Cup	1	3/4	1/2





Optional

Papa's Favorite					
			Family	Large/ FTN	Med/ LTN
Pepperoni		Slic	40	30	25
Sausage		Cup	1-1/4	1	3/4
Beef		Cup	3/4	1/2	1/4
Mushrooms		Cup	2	1-1/2	1
Onion Mix		Cup	1/2	1/3	1/4
Green Peppers		Cup	1	3/4	1/2
Olives		Cup	1	3/4	1/2

Taco Grande Beef or Chicken					
			Family	Large/ FTN	Med/ LTN
Bean/Salsa Mix		Ounce	10	7.5	5
Mozzarella		Ounce	10.5	8	6
Taco Seasoning		Ounce	.4	.3	.2
Use either beef or chicken, NOT both					
Beef		Cup	2	1-1/2	1
Chicken		Ounce	8	6	4
Black Olives		Cup	1	3/4	1/2
Roma Tomatoes		Cup	1	3/4	1/2
Onion Mix		Cup	1/2	1/3	1/4
Cheddar		Ounce	3	2	1.5





Garden Veggie					
			Family	Large/ FTN	Med/ LTN
Mushrooms		Cup	2	1-1/2	1
Onion Mix		Cup	1/2	1/3	1/4
Green Peppers		Cup	1	3/4	1/2
Olives		Cup	1	3/4	1/2
Roma Tomatoes		Cup	1	3/4	1/2

Optional Continued

Barbeque Pizzas					
		Family	Large/ FTN	Med/ LTN	
Barbeque Sauce 	Ounce	5	3.5	2.5	
Mozzarella 	Ounce	10.5	8	6	
Choose the requested protein from below					
Chicken 	Ounce	8	6	4	
Sausage 	Cup	1-1/4	1	3/4	
Crispy Bacon 	Cup	1	3/4	1/2	
BBQ Sauce Swirl Pattern over the top of protein 	Ounce	2	1.5	1	
Onion Mix 	Cup	1/2	1/3	1/4	
Roma Tomatoes 	Cup	3/4	1/2	1/4	
Topping Cheese 	Ounce	3	2	1.5	

Classic Italian					
		Family	Large/ FTN	Med/ LTN	
Creamy Garlic Sauce 	Ounce	3	2.25	1.75	
Mozzarella 	Ounce	10.5	8	6	
Pepperoni 	Slice	40	30	25	
Sausage 	Cup	1-1/4	1	3/4	
Mushrooms 	Cup	2	1-1/2	1	
Roma Tomatoes 	Cup	1	3/4	1/2	
Green Onions 	Cup	1/2	1/3	1/4	
Topping Cheese 	Ounce	3	2	1.5	
Herb & Cheese 	Ounce	.75	.5	.25	









Chicken Bacon Ranch					
		Family	Large/ FTN	Med/ LTN	
Creamy Garlic Sauce 	Ounce	3	2.25	1.75	
Mozzarella 	Ounce	10.5	8	6	
Grilled Chicken 	Ounce	8	6	4	
Crispy Bacon 	Cup	1	3/4	1/2	
Roma Tomatoes 	Cup	1	3/4	1/2	
Topping Cheese 	Ounce	3	2	1.5	
Herb & Cheese 	Ounce	.75	.5	.25	





Rancher					
		Family	Large/ FTN	Med/ LTN	
Canadian Bacon 	Slice	13	10	7	
Pepperoni 	Slice	40	30	25	
Beef 	Cup	3/4	1/2	1/4	
Onion Mix 	Cup	1/2	1/3	1/4	

Limited Time Offer

Cheeseburger Pizza					
		Family	Large/ FTN	Med/ LTN	
Burger sauce 	Oz	7	5	4	
Mozzarella 	Oz	10.5	8	6	
Beef 	Cup	2	1-1/2	1	
Onion Mix 	Cup	1/2	1/3	1/4	
Roma Tomatoes 	Cup	3/4	1/2	1/4	
Dill Pickles 	Slic	30	20	15	
Cheddar Cheese 	Oz	3	2	1.5	

Bacon Bacon Bacon					
		Family	Large/ FTN	Med/ LTN	
Pizza Sauce 	Oz	7	5	4	
Mozzarella 	Oz	10.5	8	6	
Canadian Bacon 	Slic	13	10	7	
Crispy Bacon 	Cup	1	3/4	1/2	
Pepper Bacon 	Cup	1	3/4	1/2	
Mixed Onions 	Cup	1/2	1/3	1/4	
Topping Cheese 	Oz	3	2	1.5	

Jack-o-Lantern					
Pinch the top of the crust to resemble a pumpkin stem. The stem remains bare of any sauce.					
		Family	Large		
Pizza Sauce 	Ounce	7	5		
Mozzarella 	Ounce	10.5	8		
Pepperoni Outside edge 	Slice	28	24		
Pepperoni Eyes 	Slice	2	2		
Pepperoni Nose 	Slice	1	1		
Pepperoni Mouth 	Slice	5	5		
Otives Eyes 	Pieces	2	2		
Topping Cheese 	Ounce	3	2		

HeartBaker®			
Family Size crust cut into a heart shape			Family
Pizza Sauce 	Ounce		5
Mozzarella 	Ounce		8
Pepperoni 	Slices		55
Topping Cheese 	Ounce		2

Gourmet Delite® Pizzas



These are “light” when compared to our regular pizzas. They have fewer calories and carbohydrates, less fat, etc. However, even though the Thin Crust used in Gourmet Delite®s is “light” and has a lot “less” than our Original Crust, it is still generously portioned and does not meet FDA “low” guidelines.

Some cautions to remember when working with Thin Crust dough:

- ◆ Because the crust is so thin, it is difficult to change the size or shape at the Makeline. Proper sheeting is very important.
 - ◆ Proofing is as important with Thin Crust. Allow crusts to proof for 1 hour at room temperature before making a pizza on them. The proper amount of proofing further develops the flavor, and gives the crust its cracker-like texture.
 - ◆ Crusts with tears or holes should be thrown out. If the sauce goes through a hole in the crust, it could cause the tray to burn or create a mess in the oven if the customer takes it off the tray.
- ▶ For complete dough procedures, refer to *Ingredient Preparation, Dough* in this manual.








The Gourmet Delite® line of pizzas is made on Thin Crust unless a customer requests them on Original or Fresh Pan crusts. To prepare Gourmet Delite® pizzas on Thin Crust:

- [1] Using a sheeted Thin Crust, weigh and distribute the appropriate sauce evenly over the pizza crust.
 - ▶ **Note:** Do not handle Thin Crusts at the Makeline as attempting to do so will cause the crust to tear.
 - [2] Weigh out the appropriate amount of Mozzarella and spread evenly over the sauce.
 - [3] Add and place toppings in the order they appear on the portion chart.
 - ▶ **Note:** Any Original Crust pizza can be made as a Thin Crust upon request. Use the med/LTN portion charts for large Thin Crust, and large/FTN portions for family Thin Crust.
 - [4] Add the appropriate amount of topping cheese. Remember not to center-load toppings.
 - [5] Wrap the Thin Crust pizza as you would any other pizza.
- ▶ For ingredients and portions, see [Portion Charts on FRESHnet](#).

Gourmet Delite® Pizzas

► For ingredients and portions, see [Portion Charts on FRESHnet](#).

Required

Herb Chicken Mediterranean					
Gourmet Delite®					
		Family	Large/FTN	Med/LTN	
Chopped Garlic		TSP	4	3	2
Olive Oil		Ounce	1.5	1	.75
• Put garlic in center of crust. • Pour oil onto garlic. • Use pie server to spread evenly over crust.					
Mozzarella		Ounce	10.5	8	6
Spinach		Ounce	2	1.5	1
Chicken		Ounce	8	6	4
Sun-Dried Tomatoes		Cup	1	3/4	1/2
Feta Cheese		Cup	2/3	1/2	1/3
Zesty Herbs		Ounce	.3	.2	.1









Chicken Bacon Artichoke					
Gourmet Delite®					
		Family	Large/FTN	Med/LTN	
Creamy Garlic Sauce		Ounce	3	2.25	1.75
Mozzarella		Ounce	10.5	8	6
Spinach		Ounce	2	1.5	1
Grilled Chicken		Ounce	8	6	4
Crispy Bacon		Cup	1	3/4	1/2
Artichoke Hearts		Cup	1	3/4	1/2
Parmesan		Ounce	2	1.5	1
Zesty Herbs		Ounce	.3	.2	.1

Gourmet Vegetarian					
Gourmet Delite®					
		Family	Large/FTN	Med/LTN	
Creamy Garlic Sauce		Ounce	3	2.25	1.75
Mozzarella		Ounce	10.5	8	6
Spinach		Ounce	2	1.5	1
Zucchini		Slice	30	20	15
Mushrooms		Cup	1-1/4	1	3/4
Artichoke Hearts		Cup	1	3/4	1/2
Roma Tomatoes		Cup	3/4	1/2	1/4
Onion Mix		Cup	1/2	1/3	1/4
Topping Cheese		Ounce	3	2	1.5
Herb & Cheese		Ounce	.75	.5	.25

Use a “hammer-like” shake to achieve the proper amount of zesty herbs on this pizza.

- ◆ Family: 35 – 40 = 0.3 oz.
- ◆ Family Thin/Large: 30 – 35 = 0.2 oz.
- ◆ Large Thin/Medium: 25 – 30 shakes = 0.1 oz.

Optional










Thai Chicken					
Gourmet Delite®					
		Family	Large/FTN	Med/LTN	
Sweet Chili Sauce		Ounce	7	5	4
Mozzarella		Ounce	10.5	8	6
Zucchini		Slic	30	20	15
Grilled Chicken		Ounce	8	6	4
Onion Mix		Cup	1/2	1/3	1/4
Topping Cheese		Ounce	3	2	1.5
Sweet Chili Sauce		Ounce	3	2	1.5
Crushed Red Pepper		Ounce	.1	.075	.05












Tuscan Chicken & Sausage					
		Family	Large/FTN	Med/LTN	
Olive Oil		Oz	1.5	1	.75
Chopped Garlic		tsp	4	3	2
Mozzarella		Oz	10.5	8	6
Spinach		Oz	2	1.5	1
Chicken		Oz	8	6	4
Sausage		Cup	1-1/4	1	3/4
Roma Tomatoes		Cup	1	3/4	1/2
Parmesan Cheese		Oz	2	1.5	1
Zesty Herb		Oz	.30	.20	.10
Herb & Cheese Blend		Oz	.75	.50	.25











Stuffed Pizzas












► For ingredients and portions, see [Portion Charts on FRESHnet](#).

For descriptions and images of each pizza, refer to the Quick Reference Guide.

5-Meat Stuffed				
Stretch the bottom crust 1/2" over edge of tray				
			Family	Large
Pizza Sauce	 Ounce	7	5	
Mozzarella	 Ounce	10.5	8	
Canadian Bacon	 Slice	13	10	
Pepperoni	 Slice	40	30	
Sausage	 Cup	1-1/4	1	
Crispy Bacon	 Cup	1	3/4	
Top Crust (sticky side up)	Lid	Large	Med	
Tightly braid bottom edges of crust over the top. Using the serrated pie server, spread sauce, then make (6) 1.5" cuts in top crust. Spread sauce & toppings as close to braid as possible.				
Pizza Sauce	 Ounce	1.5	1	
Topping Cheese	 Ounce	4	3	
Ground Beef	 Cup	1/2	1/3	

Chicago-Style Stuffed				
Stretch the bottom crust 1/2" over edge of tray				
			Family	Large
Pizza Sauce	 Ounce	7	5	
Mozzarella	 Ounce	10.5	8	
Salami	 Slice	20	15	
Pepperoni	 Slice	40	30	
Sausage	 Cup	1-1/4	1	
Beef	 Cup	3/4	1/2	
Onion Mix	 Cup	1/2	1/3	
Top Crust (sticky side up)	Lid	Large	Med	
Tightly braid bottom edges of crust over the top. Using the serrated pie server, spread sauce, then make (6) 1.5" cuts in top crust. Spread sauce & toppings as close to braid as possible.				
Pizza Sauce	 Ounce	1.5	1	
Topping Cheese	 Ounce	4	3	
Roma Tomatoes	 Cup	1/2	1/3	
Green Onions	 Cup	1/2	1/3	

Chicken Bacon Stuffed				
Stretch the bottom crust 1/2" over edge of tray				
			Family	Large
Creamy Garlic Sauce	 Ounce	3	2.25	
Mozzarella	 Ounce	10.5	8	
Chicken	 Ounce	8	6	
Crispy Bacon	 Cup	1	3/4	
Roma Tomatoes	 Cup	1	3/4	
Onion Mix	 Cup	1/2	1/3	
Top Crust (sticky side up)	Lid	Large	Med	
Tightly braid bottom edges of crust over the top. Using the serrated pie server, spread sauce, then make (6) 1.5" cuts in top crust. Spread sauce & toppings as close to braid as possible.				
Creamy Garlic Sauce	 Ounce	1	.75	
Topping Cheese	 Ounce	4	3	
Roma Tomatoes	 Cup	1/2	1/3	
Crispy Bacon	 Cup	1/2	1/3	

Big Murphy Stuffed				
Stretch the bottom crust 1/2" over edge of tray				
			Family	Large
Pizza Sauce	 Ounce	7	5	
Mozzarella	 Ounce	10.5	8	
Pepperoni	 Slice	40	30	
Sausage	 Cup	1-1/4	1	
Mushrooms	 Cup	2	1-1/2	
Olives	 Cup	1	3/4	
Top Crust (sticky side up)	Lid	Large	Med	
Tightly braid bottom edges of crust over the top. Using the serrated pie server, spread sauce, then make (6) 1.5" cuts in top crust. Spread sauce & toppings as close to braid as possible.				
Pizza Sauce	 Ounce	1.5	1	
Topping Cheese	 Ounce	4	3	
Roma Tomatoes	 Cup	1/2	1/3	
Green Peppers	 Cup	1/2	1/3	
Herb & Cheese	 Ounce	.75	.5	

Non-Menuboard Products

Signature Pepperoni

Follow the Signature Pepperoni portion chart below.

- ▶ See [Portion Charts on FRESHnet](#) for the most complete collection.
- ▶ For descriptions and images of this pizza, refer to the Quick Reference Guide.

Signature Pepperoni					
NEW RECIPE CARD		Family	Large/FTN	Med/LTN	Extra
Pizza Sauce 	Oz	7	5	4	
Mozzarella 	Oz	10.5	8	6	
Pepperoni 	Slc	70-75	55-60	40	30
Note: Add 30 Pepperoni when a Pepperoni Pizza with extra Pepperoni is ordered.					
Topping Cheese 	Oz	3	2	1.5	

Pattern vs. Counting Pepperoni Slices on the Signature Pepperoni

To help with speed of service and interaction with the customer, the Signature Pepperoni portion amounts are going to a range for Large and Family size.

Large Pattern: 20 slices around the edge (counting) and then 3 more rings of Pepperoni (touching sides) to fill in. (Total count = 55 to 60)



Family Pattern: 26 slices around the edge (counting) and then continue to fill in using rings until the pizza is covered (touching sides) for a total count of 70-75.



Hawaiian

Follow the CYO Meat and Vegetable charts for the specific size when a Hawaiian is ordered.

► See [Portion Charts on FRESHnet](#) for the most complete collection.

For descriptions and images of this pizza, refer to the Quick Reference Guide.

CYO Pizza: Meats						CYO Pizza: Vegetables												
		Family	Large/FTN	Med/LTN	Add/Extra		Family	Large/FTN	Med/LTN	Extra		Family	Large/FTN	Med/LTN	Extra			
Steak		Oz	4	3	2	3	Spinach	Oz	2	1.5	1	1.5	Sun-Dried Tomatoes	Cup	1	3/4	1/2	3/4
Chicken		Oz	6	4	3	4	Zucchini	Slic	30	20	15	20	Pineapple	Cup	1	3/4	1/2	3/4
Salami		Slic	22	17	12	17	Mushrooms	Cup	2	1-1/2	1	1-1/2	Artichoke Hearts	Cup	1	3/4	1/2	3/4
Canadian Bacon		Ea	18	14	10	14	Olives Black/Green	Cup	1	3/4	1/2	3/4	Jalapenos	Cup	1	3/4	1/2	3/4
Pepperoni Use for CYO and Extra Pepperoni		Slic	40	30	25	30	Onion Mix	Cup	1/2	1/3	1/4	1/3	Banana Peppers	Cup	1	3/4	1/2	3/4
All Sausage		Cup	1-3/4	1-1/4	1	1-1/4	Green Onions	Cup	1/2	1/3	1/4	1/3	Green Chiles	Cup	3/4	1/2	1/3	1/2
Beef		Cup	1-1/4	1	3/4	1	Green Peppers	Cup	1	3/4	1/2	3/4	Pickles	Slic	30	20	15	20
Crispy Bacon		Cup	1-1/4	1	3/4	1	Roma Tomatoes	Cup	1	3/4	1/2	3/4						
Anchovies		Can	1	1	1	1												

XLNY x3

The XLNY was created to give our customers an option of getting their choice of three pizzas different from our other pizzas. Available in the Family size on a foldable, New York style crust.

► See [Portion Charts on FRESHnet](#) for the most complete collection.

GIANT PEPPERONI AND SAUSAGE XLNY®				GIANT PEPPERONI XLNY®				THREE CHEESE XLNY®			
Medium Doughball sheeted to a Family Tray			Family	Medium Doughball sheeted to a Family Tray			Family	Medium Doughball sheeted to a Family Tray			Family
Garlic Red Sauce		Oz	5	Garlic Red Sauce		Oz	5	Garlic Red Sauce		Oz	5
If mixing Garlic Red Sauce on the Makeline use 5 ounces Pizza Sauce and 1/2 tsp of Chopped Garlic				If mixing Garlic Red Sauce on the Makeline use 5 oz Pizza Sauce and 1/2 tsp of Chopped Garlic				If mixing Garlic Red Sauce on the Makeline use 5 oz Pizza Sauce and 1/2 tsp of Chopped Garlic			
Mozzarella		Oz	7	Mozzarella		Oz	7	Mozzarella		Oz	9
Giant Pepperoni		Slic	18	Giant Pepperoni		Slic	18	Parmesan		Oz	.5
Ground Sausage		Cup	3/4	Parmesan		Oz	.5	Zesty Herb		Oz	.1
Parmesan		Oz	.5	Zesty Herb		Oz	.1	Herb & Cheese Blend		Oz	.25
Zesty Herb		Oz	.1	Herb & Cheese Blend		Oz	.25				
Herb & Cheese Blend		Oz	.25								







CYO Create Your Own

One of the great benefits to customers is the ability to customize or create their own pizza(s). Papa Murphy's allows most any customization increments, including half-and-half, thirds, and even quarters. A customer can also choose a crust option or choose Crustless (MED/LTN portions, limit 5 toppings), choose a sauce, and choose from any of their favorite Classic or Gourmet Toppings.

- ◆ When building fractional pizzas, ensure the fractions are consistent. For example, if a customer orders a half-and-half pizza, it is important to make sure it is truly half-and-half.
- ◆ Customers may choose a different sauce on each half of the pizza.
- ◆ Customers can choose a mix of Classic and Gourmet Toppings.
- ◆ If a customer orders a fractional stuffed pizza, be sure to put an identifying item on top to show what is on each part.
- ◆ POS will charge for the most expensive fraction of the pizza. For example if a customer orders a half Cowboy and half Pepperoni, the system will charge the Cowboy price.
- ◆ Customers can substitute toppings on a recipe pizza.

When two or more toppings are substituted on a recipe pizza, it no longer is considered a recipe pizza, it is considered a CYO.

For CYO Stuffed, use the following portions.

Create Your Own Stuffed				
		Family	Large	
Follow the sauce/garlic/mozzarella card				
<ul style="list-style-type: none"> • For Family Size: Use Family Size CYO Portions. • For Large: Use Large CYO Portions. • Add the requested items in the same order as the chart. 				
Top Crust (sticky side up)	Lid	Large	Med	
Tightly braid bottom edges of crust over the top. Using the serrated pie server, spread sauce, then make (6) 1.5" cuts in top crust. Spread sauce & toppings as close to braid as possible.				
Pizza Sauce 	Oz	1.5	1	
Creamy Garlic Sauce 	Oz	1	.75	
Olive Oil 	Oz	.75	.5	
Chopped Garlic 	tsp	1	1/2	
Sweet Chili Sauce 	Oz	2	1.5	
Topping Cheese 	Oz	4	3	
No top garnishments are added to CYO Stuffed				



Mini Murph

The Mini Murph is a kid-focused Make 'n' Bake product available in Cheese and Pepperoni. The kit includes a 7-inch sheeted crust on our signature paper tray, three topping cups, a temporary tattoo and baking instructions.

Prepare Mini Murphs as follows:

- [1] Sheet doughball to regular thickness. Crust should fill bottom of tray, but not sides.
- [2] Wrap in cling film and write the use-by date.
- [3] Fill one cup with 1 1/2 oz. Red sauce. and the other two with 1 oz. Mozzarella each.
- [4] Fill two cups with 1 oz. Mozzarella each. For Pepperoni Mini Murphs, place 11 slices of Pepperoni in one of the cheese cups.
- [5] Place a sticker on the bottom of each cup with the shelf-life expiration date for that ingredient.
- [6] Place wrapped crust in Mini Murph box with tattoo, filled cups, and baking instructions.
- [7] Place a sticker in the Use By area on the side of the box, to indicate the expiration date of the crust.
- [8] Check either the Pepperoni or Cheese box on the lid.
- [9] Place entire kit in walk-in refrigerator until contents reach 34° to 38° F. Transfer as needed to display case once temperature is reached.

▶ **Tip:** Prepare the Mini Murph early in the day.

▶ Refer to the Mini Murph [Job Aid](#) for detailed step-by-step instructions.

Replace the crust on its expiration date, along with the sticker on the box. At the same time, check the cups' expiration-date stickers and replace ingredients if needed.





Appetizers

Scratch-Made 5-Cheese Bread

When baked, the Scratch-Made 5-Cheese Bread is thick, buttery, cheesy, and completely irresistible.

Prepare Scratch-Made 5-Cheese Bread using the following:

- [1] Form doughball into a rectangle shape and lightly flour the oiled side.
- [2] Sheet the dough tugging on the corners before the second sheeter pass. Unlike our normal sheeting procedures, DO NOT turn dough 90° before the second pass on sheeter.
- [3] Dip Silicone brush into Savory Oil and without shaking excess off, cover entire bottom of rectangle baking tray.
- [4] Place sheeted dough in tray and gently press into corners.

► **Note:** Dough should be halfway up the tray side.

- [5] Place a level #60 scoop of Herb Garlic Spread on the center of the dough and spread evenly across the dough with the pie server.
- [6] Add Mozzarella, topping cheese, Herb & Cheese Blend, and sea salt.
- [7] Place lid and sleeve on the tray and label with expiration date.

► **Note:** Store in walk-in until below 41° before placing in display case.

► Refer to the [Scratch-Made 5-Cheese Bread Job Aid](#) on FRESHnet for detailed step-by-step instructions.



Sheeting doughballs correctly is important to getting perfectly sheeted dough for the Scratch-Made 5-Cheese Bread.

Classic Cheesy Bread (Optional)

Optional product that must be carried by the entire DMA/Market.

Prepare Classic Cheesy Bread using the following:

- [1] Cut center using a biscuit cutter.
- [2] Spread Herb Garlic spread.
- [3] Add Topping Cheese.
- [4] Shake on Herb & Cheese blend.
- [5] Place Marinara sauce cup in center.
- [6] Wrap with dated baking instructions.

► Refer to the [Cheesy Bread Job Aid](#) on FRESHnet for detailed step-by-step instructions.

When preparing Classic Cheesy Bread, be aware of the following cautions.

- ◆ The shelf life for Classic Cheesy Bread is the same as the dough it is made on. Once the Cheesy Bread is pulled from the walk-in refrigerator, it has 1 hour to proof and 1 hour to sell.

Refer to the job aid for instructions regarding some health department regulations for wrapping sauce cup with the product.





PREP PROCEDURES

Optional salad choices are a DMA decision (entire DMA/Market must carry the same salads.)

When making salads, they should be using ingredients from new inserts, ingredients that have not been cross-contaminated with other ingredients on the Makeline.

Salads

Salads are a terrific way to help increase your lunchtime business. They also make a tasty side dish during dinner when ordered with a pizza.

Papa Murphy's offers six salad combinations and a Create Your Own option. Stores are required to offer the Garden Salad and a minimum of two additional, optional salads. Salads are served with salad dressing and a crouton packet on the side. Many stores also offer customers individually packaged plastic forks with the salads.

Prepare salads using the following:

- [1] Always wear gloves.
- [2] Line up salad containers on Makeline. Place appropriate amount of Romaine into each container.
- [3] Place ingredients on top of the Romaine in the order they appear on the appropriate portion chart.
- [4] Snap lid on tightly.
- [5] Center appropriate salad label on top of container indicating the type of salad and shelf life.

► **Note:** Salads are good for two days including the day they are made (make today, sell by end of day tomorrow).

- [6] Place in the walk-in until the temperature is between 34 to 38°F (1 to 3°C) and then transfer to display case.
- [7] Serve with approved pre-packaged dressings.

► **Tip:** Have a number of fresh-made salads in the display case so finished product is visible to the customer. The type and number of fresh-made salads will depend on your projected sales and menu-mix.

- [8] Refer to the Salad [Job Aids](#) and Portion Charts for detailed step-by-step instructions.

Caesar Salad includes Romaine Lettuce and Parmesan Cheese.

Chicken Bacon Artichoke Salad includes Romaine Lettuce, Spinach, Artichoke Hearts, Chicken, Bacon, and Parmesan Cheese.

Chicken Caesar Salad includes Romaine Lettuce, grilled chicken, and Parmesan cheese.

Club Salad includes Romaine Lettuce, Roma Tomatoes, Canadian Bacon, Bacon, and Topping Cheese.

Garden Salad includes Romaine Lettuce, Roma Tomatoes, Green Peppers, Black Olives, and Topping Cheese.

Italian Salad includes Romaine Lettuce, Roma Tomatoes, Pepperoni, Black Olives, and Topping Cheese.

Mediterranean Salad includes Romaine Lettuce, Spinach, Black Olives, Sun-Dried Tomatoes, Mixed Onions, and Feta Cheese.



Desserts

Chocolate Chip Cookie Dough

Cookies are a great way to top off any order at Papa Murphy's and kids love them!

Prepare cookie dough using the following:

- [1] Measure all ingredients: Butter/Margarine blend, cold water, brown sugar, chocolate chips.
- [2] Attach flat beater and set mixer to speed 2 and mix butter/margarine.
- [3] Add brown sugar and mix.
- [4] Add Cookie Mix and cold water and mix.
- [5] Add chocolate chips and mix.
- [6] Weigh 16 oz. of cookie dough into cookie dough container.
- [7] Place lid on container and affix label. Write the expiration date and store number on the label.
- [8] Place in the walk-in until the temperature is between 34 to 38°F (1 to 3°C) and then transfer to display case.

▶ Refer to the [Chocolate Chip Cookie Dough Job Aid](#) on FRESHnet for detailed step-by-step instructions.

When preparing cookie dough, be aware of the following cautions:

- ◆ When scraping the bowl, be sure mixer is turned off and has completely stopped rotating.

Candy or other chip flavors may not be substituted unless it is an approved optional item.

- ◆ Always use gloves when directly handling cookie dough.
- ◆ Cookie dough has a total shelf life of 10 days.
- ◆ Once mixed and packaged, cookie dough must be placed in the walk-in until the temperature is between 34 to 38°F (1 to 3°C) before stocking in the display case.

If the cookie dough does not sell within the 10-day time frame it must be discarded. Do not sell cookie dough past the 10-day time frame.

Some additional procedures for cookie dough:

- ◆ Butter can be left at room temperature in a clean insert with a cover overnight on the day before mixing cookie dough to ensure the butter is fully softened.
- ◆ When multiple flavors are carried, ring in the correct flavor of cookie dough the customer is purchasing. This will help ensure accurate inventory, Prep List, suggested order, and accurate tracking.

Due to Food Safety Concerns, cookie dough is not an approved product to hand out on Halloween to kids (trick or treaters.)



Do not recommend to or encourage customers to eat cookie dough before baking.

Cinnamon Wheel

Prepare Cinnamon Wheels using the following:

- [1] Cut center using a biscuit cutter.
- [2] Spread Cinnamon Spread on crust.
- [3] Add Crisp Topping.
- [4] Place cream cheese frosting cup in center.
- [5] Wrap with dated baking instructions.

▶ Refer to the **Cinnamon Wheel [Job Aid](#)** on FRESHnet for detailed step-by-step instructions.

▶ **Note:** Cinnamon spread and cream cheese must be kept refrigerated between 34 and 38°F (1 and 3 °C) to maintain product quality.

When preparing Cinnamon Wheels, be aware of the following cautions.

- ◆ The shelf life for a Cinnamon Wheel is the same as the dough it is made on. Once the Cinnamon Wheel is pulled from the walk-in refrigerator, it has 1 hour to proof and 1 hour sell.
- ◆ Evenly distribute the Cinnamon Spread to within 1/4 inch of the edge.

Refer to the job aid for instructions regarding some health department regulations for wrapping sauce cup with the product.

S'mores Bars

Prepare S'mores using the following:

- [1] Place Chocolate Chip Cookie Dough into an Ovenable tray.
- [2] Evenly spread marshmallows, additional chocolate chips, and crisp topping on top of the cookie dough.
- [3] Place lid and sleeve on the tray and label with expiration date

- ◆ The shelf life for a S'more is the same as the Chocolate Chip Cookie Dough (10-days once mixed).

▶ Refer to the **S'mores [Job Aid](#)** on FRESHnet for detailed step-by-step instructions.





Beverages

Pepsi is Papa Murphy's approved beverage supplier. Many stores work through the local Pepsi Bottler.

Stores are required to have a minimum of six flavors — the four required, plus two additional flavors. The maximum a store can offer is 12 flavors — the four required, plus additional flavors.

- ◆ Required beverages
 - Pepsi®
 - Root Beer
 - Mountain Dew®
 - Sierra Mist®
 - Diet Pepsi
- ◆ Optional beverages
 - Pepsi Wild Cherry
 - Crush® Orange
 - Crush Strawberry
 - Crush Grape
 - Crush Berry Punch
 - Dr Pepper®
 - Mountain Dew Code Red
 - Mountain Dew Voltage
 - Diet Mountain Dew
 - Sierra Mist Cranberry Splash with Natural Sweetener
 - Lipton® Brisk Lemonade
 - Lipton Brisk Sweet with Lemon
 - Lipton Iced Tea Peach
 - Lipton Green Tea with Citrus
 - Aquafina® Water

Store Pepsi products in a cool, dry place. When stocking the Pepsi cooler, face product labels toward the front and rotate them using the First In First Out (FIFO) process: Pull the oldest product forward and stock new product behind the oldest product.