

# OPERATIONS ASSESSMENT GUIDELINES



Each store will receive at least two unannounced visits per year. After the assessment takes place, the Operations Specialist will review the results with the Manager-in-Charge and the Franchisee and/or any above-store leader designated by the Franchisee if present.

This assessment form only covers certain specific Domino's Operating, Product, Food Safety, and Pizza Theater Standards and does not alter the store's ongoing obligation to comply with all other applicable Standards, including Operating Standards, Standard Franchise Agreement terms, and/or other operational or product requirements. Any deviation from the Operating Standards requires a written variance approved by Domino's Pizza LLC. Any approved variances must be readily accessible in the store and filed with the store's Operating Standards. Access to digital copies of any approved variances is permissible.

## REFERENCE GUIDE

This guide has been produced to assist with the Operations Assessment form but should not be regarded as all-inclusive.

Scoring Breakdown	Points	Rating
• Product	38	5 Star 90+
• Food Safety	22	4 Star 80-89
• Image and Cleanliness	18	3 Star 70-79
• Equipment and Store Condition	16	2 Star 60-69
• Brand Safety	6	1 Star 50-59
		0 Star <50 points

## ACTION PLANS

Franchisees will be charged \$200 for each 0 and 1 Star (<59 points) assessment and will be offered an optional action plan for completion.

## AWARDS

### Plaques:

- Stores receiving a 5 Star for the first time\* will receive a plaque that can be displayed in the store lobby. Plaques have placeholders for each year a 5 Star is achieved. Plaques will be shipped to the Franchisee after the visit.
- Plaque location: Pizza Theater (Crust-colored wall), Image 2000 (Wing wall)

### 5 Star Hat Clips:

- Stores receiving a 5 Star will receive 5 Star hat clips.

\*Lost or damaged plaque? Contact [Michelle.Koziol@dominos.com](mailto:Michelle.Koziol@dominos.com) for details on ordering a replacement plaque at cost.

## SELF OPERATIONS ASSESSMENTS

Completing self-operations assessments can improve awareness of operational performance. Consider accessing self-operations assessments through Utilities > Self Operations Assessment.

## COMMENTS SECTION

The Comments section of the assessment is very important and does not need to focus exclusively on standards. The comments may also fall into the category of recommended best practices or general advice and guidance.

## NON-TRADITIONAL STORES

Non-traditional stores with limited delivery have an alternative scoring scale. See PieNet > Store Support or check with your Franchise Business Consultant for details.

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## CRITICAL OPERATIONS ELEMENTS

Each Critical results in a total deduction of 10 points on the assessment score. The lowest score possible is a zero. The Critical Operations Elements are as follows:

### Product

- Dough management procedures neglected
  - One or more trays of:
    - Sheeted dough (dough that has flattened and spread beyond circular recognition) in use
    - Extremely under proofed dough in use
    - Dough that is in use before first day of use
    - Dough that is expired for two (2) or more days
  - Out of required dough sizes

### Food Safety

- Four (4) or more sizes/types of expired products/ingredients (non-dough)
  - Certain products will be treated as groups of one (e.g., dipping cups, salad dressings, beverages, prepped sauces/squeeze bottles, seasonings, and prepped bread sides)
- Lack of available cleaning supplies, potable water, and/or no functioning hand sink in the production area
  - Store does not use water from a safe, potable source
  - Store does not stop operation when drinkable or potable water is not available to wash, rinse, and sanitize utensils and equipment, wash hands, and for consumption
  - Store does not have antibacterial soap, single use towels, approved dishwashing sanitizer, or dishwashing solution accessible for store personnel use
  - Store does not have at least one functioning hand sink in the production area
  - A functioning hand sink is defined as:
    - Having water, hot or cold, available
    - Water draining from the basin
  - Store does not stop operation during an active foodborne illness outbreak
  - Store does not stop operation when there is a sewage back up
  - Store allows store personnel with symptoms of foodborne illness, including, but not limited to, fever, vomiting, diarrhea, jaundice, sore throat and fever, and open sores and wounds on hands and arms, to work in the store
- Refrigerated product(s), or refrigeration unit(s), over 50°F/10°C (including Alfredo sauce)
  - Any refrigerated product, or refrigeration unit, over 50°F/10°C due to refrigeration unit malfunction or other error
- Pest control standards past critical thresholds
  - There must be no infestation of rodents, cockroaches, flying insects, or other pests as defined below:
    - More than one live cockroach
    - Any live or dead rodents found outside of traps
    - More than 25 rodent droppings (or any number of rodent droppings found in food, equipment, utensils, or on food contact surfaces)
    - More than 20 live flying insects
    - Any insects or other pests in food
    - Any number of droppings or pests found on exposed food or food contact surfaces
- Mold found on food products and/or on food contact surfaces
  - Stores must not have mold found on food contact surfaces that are directly exposed to food

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## Image and Cleanliness

- Five (5) or more core apparel, appearance, and/or hygiene violations on one (1) or several store personnel
  - Core apparel violations include:
    - Hat, shirt, jacket, or black pants excessively dirty, faded, or worn in disrepair
    - Hat, shirt, jacket, or black pants are incorrectly worn or not worn to standard
  - Core appearance and/or hygiene violations include:
    - Facial hair beyond 1" (2.5cm)
    - Smoking while wearing store personnel logo apparel in customer view
- Mature (M-rated) content, including profanity, found on store premises
  - Content includes, but is not limited to, any extremely offensive visible tattoo, music (including profanity), car decal(s), signage, television(s), and clothing
    - Extremely offensive includes, but is not limited to, nudity, vulgar language, or scary/graphic photography

## Brand Safety

- Firearms, knives, illegal drugs, marijuana (in all forms), or alcohol found on store premises (to the extent permitted by applicable law)
  - Store personnel cannot carry or possess on their person, in their vehicle, or on store premises any weapons and weapon paraphernalia either while working or after work if wearing Domino's logo apparel, regardless of whether a concealed weapons permit is obtained
  - Weapons and weapon paraphernalia include, but are not limited to, the following:
  - Firearms, handguns, rifles, and shotguns as well as ammunition
    - Knives, including, but not limited to, double-edged blades, fixed blades, knives with spring-assisted opening features, switch blades, utility knives without safety features to retract the blade, or blades that are greater than three (3) inches in length.
  - Store personnel cannot carry or possess on their person, in their vehicle, or on store premises alcohol, marijuana in any form, illegal controlled substances and related paraphernalia, and prescription drugs for which there is no valid prescription must not be (or attempt to be) used, distributed, possessed, purchased, or sold on store premises, in a delivery vehicle, while at work, or after work while wearing Domino's logo apparel.

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## PRODUCT SECTION ..... 38 POINTS

### Great / Remake Pizza Criteria ..... 20 points

- Evaluate 5 pizzas
  - 4 pizzas
    - Minimum of 2 Hand Tossed pizzas
  - 1 Lg Hand-Tossed 1-Topping pizza (cut test)
- Evaluation prioritization guidelines are as follows:
  1. Evaluate pizzas on heat rack
  2. Evaluate any pizza already in the oven
  3. Evaluate pizzas in the process of being made
- Rim
  - Correct crust
  - Hand Tossed rim width and height  $\frac{3}{4}$ " ( $\frac{1}{2}$  – 1") or 1.9cm (1.2cm – 2.5cm) (2 Slices)
  - Pan width – no visible rim (1 Slice)
- Size
  - Cannot be  $> \frac{3}{4}$ " (1.9cm) smaller or bigger than inside of box
  - Hand-tossed consistent center rise  $\frac{1}{2}$ " ( $\frac{3}{8}$ "- $\frac{5}{8}$ ") or 1.2cm (0.9cm – 1.5cm) (2 Slices)
  - Pan consistent center rise  $\frac{1}{2}$ " (1.2cm) minimum ( $\frac{3}{8}$ " {0.9cm} variance allowed 1 Slice)
- Portion
  - Correct toppings, including garlic oil (Hand tossed)
  - Proper portioning of sauce, cheese, toppings and garlic oil
- Placement
  - Sauce, cheese, toppings and garlic oil (Hand Tossed) evenly distributed (<25%)
  - Correct sauce border: (<25%)
    - Hand Tossed, Brooklyn:  $\frac{3}{4}$ " ( $\frac{1}{2}$  – 1") or 1.9cm (1.2cm – 2.5cm)
    - Pan: To the wall of pan/edge
    - Thin Crust, Gluten Free:  $\frac{1}{8}$ " (edge –  $\frac{1}{4}$ ") or 0.3cm (edge to 0.6cm)
  - Toppings out to the edge (wall of pan) and not dislodged after cut (<25%)
- Bake
  - Bubbles smaller than  $\frac{1}{2}$  of a golf ball
  - Golden brown bottom bake (2 slices)
  - Handmade Pan pizza golden brown bottom bake with light spots less than  $\frac{1}{3}$  of pizza
  - No gel layer
  - No carbon residue on product

### Great / Remake Side Item Criteria ..... 9 points

- Evaluate 3 side items
  - A minimum of 3 different side items
- Evaluation prioritization guidelines are as follows:
  - Evaluate side items on Heat Rack
  - Evaluate any side items already in the oven
  - Evaluate side items in the process of being made
- For international markets, please consult your approved product standards and evaluate accordingly
- Size
  - Bread Twists should measure 3" (7.62cm) in length (2 Bread Twists variance allowed)
    - Ribbon legs should measure 1" (2.5cm) from center crossing point
  - Stuffed Cheesy Bread should measure 4" x 10" (10.16cm x 25.4cm)

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- Only approved order sizes of chicken are allowed: 8, 10, 16, and 32 pieces
- Boneless Chicken used for Specialty Chicken should be cut in half if larger than a pepperoni and cut into four if larger than a slice of salami. Boneless Chicken smaller than half of a pepperoni cannot be used.
- No size variance allowed for Boneless Chicken
- Bread bowl should be stretched to 8" (20.3cm)
- Cannot be > 3/4" (1.9cm) smaller or bigger than inside of box
- Correct dough size in use
- Portion
  - Correct toppings in use
  - Correct portions in use
  - Each order of Bread Twists, Wings, and Boneless Chicken must contain approved dipping sauce cup(s)
  - Sauces must be applied to Wings after bake using a squeeze bottle
- Placement
  - Post-bake applications evenly distributed
  - Toppings evenly distributed
  - Specialty Chicken should be two rows of six, and pieces should be touching
- Bake
  - Prepped Bread Twists, Stuffed Cheesy Bread, and Parmesan Bread Bites have a 4-hour use time on dough days 1-4 and a 2-hour use time on dough days 5-6, after being properly proofed
  - Bread Twists are to be golden brown on top and bottom
  - Stuffed Cheesy Bread is golden brown on bottom
  - Parmesan Bread Bites are golden brown
  - Cheese evenly melted on side items
  - Sandwich bread golden brown and toasted
  - All Oven Baked Sandwiches, Bread Twists, Parmesan Bread Bites, and Marbled Cookie Brownie must be baked using an approved baking mat
  - Marbled Cookie Brownie and Chocolate Lava Crunch Cakes not burnt
  - Marble Cookie Brownie cannot be cut post bake
  - No carbon residue on product

## Dough properly managed and properly proofed .....5 points

- Dough within shelf life
- Next use dough within proper window of use
- Dough in use is properly proofed
- All required sizes of dough are available

## Approved product procedures in use .....2 points

- Garlic Oil Seasoning not systematically applied to Hand Tossed Pizzas
- Pizzas may not be systematically over portioned on pizza sauce, cheese, and toppings
- Prepped skins or "floats" may not be cheesed, sauced or "dried" out or stored under refrigeration
- Dough dockers, Artisans wheel, and rolling pins are not in use
- Only approved pizza and side item packaging can be used, including liners and forks
- Pizzas must be cut and packaged according to Product Standard's specifications
- Only approved products listed in the current Approved Supplier List are in use
- All sandwich bread must be stored at room temperature
- Prepped Bread Twists, Stuffed Cheesy Bread, and Parmesan Bread Bites must be held at room temperature and may not be held under refrigeration at any time
  - If prepped in a pan, prepped Bread Twists and Parmesan Bread Bites must be covered with a pan lid to avoid drying out

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- All stores must carry all required product
- If carry-over bins are used:
  - Carry-over bins must be a different color (either black or clear) than bins used for in-use and prepped food products.
  - An approved poster indicating carry-over bin color must be present on the walk-in door
  - Products may only be transferred to carry-over bins at the close of business
  - Carry-over bins may not be refilled

## **Product prepped for expected sales volume .....2 points**

- Makeline rail and beverage cooler stocked for expected sales volume
- Products must be prepped for expected sales volume
- Sauces, including Handmade Pan pizza sauce, used at makeline must be minimum of 50°F (10°C) (non-refrigerated only)
- Dough (including Handmade Pan dough) must not be used directly from walk in cooler
- Stores must not be out of any products on the menu
- All in-use products must be properly thawed

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## FOOD SAFETY SECTION ..... 22 POINTS

### All products dated properly and not expired ..... 3 points

- All products within shelf life
- All products must be properly dated with an expiration date per the Domino's Shelf Life Chart
- When dating opened food product, Day 1 must be counted as the preparation date regardless of the time of day
- Makeline bins, excluding carry-over bins, must be properly dated
- No expired product should be in the store

### All refrigerated products held within specified temperature ranges ..... 3 points

- Walk-in temperature within specification (33°F-38°F/.5°C-3.3°C)
- Makeline bin and cabinet temperature within specification (33°F-41°F/.5°C-5°C)
- Additional refrigeration units temperature within specification (33°F-41°F/.5°C-5°C)
- Beverage cooler temperature within specification (33°F-43°F/.5°C-6.1°C)
- Refrigerated products must not be held at temperatures exceeding 41°F/ 5°C as a result of being left out of refrigeration

### Pest control standards are maintained ..... 3 points

- The store must not show evidence of pests, including rodents, cockroaches, birds, running ants, bats, and beetles
- There cannot be rodent droppings or more than 10 flying insects found in the store
- Other animals must not be present in the store

### All cooked product temperatures at least 165F / 74C ..... 3 points

- All product temperatures out of the oven must be at least 165°F (74°C)

### Store personnel maintain proper appearance and hygiene standards ..... 2 points

\* Franchisees and corporate store management may grant an exception to apparel and appearance standards as an accommodation based on religious, cultural, medical, or other reasons as required by applicable law.

- Store personnel may not consume tobacco of any kind, including the use of e-cigarettes and vapor cigarettes, in the store or while wearing Domino's logo apparel
- Store personnel reporting to work clean and taking the proper precautions to ensure body odor will be kept at a minimum
- Facial hair must be neatly trimmed at all times and be no longer than 1 inch (2.5cm) in length.
- If an exception has been granted as an accommodation and the facial hair exceeds 1 inch, a beard guard must be worn while preparing food
- Hair that exceeds the top of the shirt collar must be properly restrained, either tucked under hat or tied back
- Visible dyed hair color must be permanent or semi-permanent; temporary sprays, glitter, chalks, or similar products that might flake, peel, or break off of the hair on food or food contact surfaces are not permitted.
- Store personnel are permitted to wear a limit of two stud or hoop earrings under 3/4" (1.9 cm) per ear, a simple necklace, and a wedding ring.
- Plain ear grommets or gauges not exceeding 3/4" (1.9 cm) and a small plain nose, lip, or eyebrow stud or nose ring are allowed. Septum or dermal piercings are not allowed.
- Fingernails cleaned and neatly trimmed within 1/4" (.6cm) beyond the end of the fingertips
- Painted and/or artificial nails are not permitted while handling food unless food-grade gloves are worn properly

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## **Hand washing and hand sanitizing procedures done properly .....2 points**

- Store personnel following proper hand washing Standards
- Store personnel washing hands and using sanitizer (if required by local jurisdiction) at appropriate times per current Standards
- Hands washed, dried, and sanitized (if applicable) before putting on gloves (if applicable)
- Hand sanitizer is not to be used as a replacement for hand washing

## **All food contact surfaces, small-wares, and utensils clean and sanitized .....2 points**

- All surfaces and utensils that come in contact with a finished product are cleaned and sanitized at least every two (2) hours
- The food preparation/cleaning area and all utensils used for food preparation and handling (counters, sinks, etc.) are properly cleaned and sanitized after each use
- All racks, containers, trays, storage bins, and shelves must be clean and free of dirt and debris
- All squeeze bottles are properly washed and sanitized before being refilled
- Makeline keyboards and bump bars, if available, must be cleaned and sanitized at least every two (2) hours

## **Hand washing and dishwashing supplies accessible and properly stocked .....1 point**

- Dishwashing supplies must be accessible for store personnel
- Supplies includes: Soap, sanitizer, and other cleaning materials
- All hand sinks, including those in the store personnel and customer-facing restroom, properly stocked with antibacterial/antimicrobial soap and single use towels
- Hand sanitizer must be an approved product by management and local regulatory, if applicable
- If required by jurisdiction, hand sinks must be properly stocked with hand sanitizer

## **No bare hand contact with post-bake food .....1 point**

- No bare hand contact with post-bake food

## **All food products are fully protected from cross-contamination and covered in prep, dry, and cold storage, at least 6" (15.2cm) from floor .....1 point**

- All open products must be stored in a clean and sanitized container with an airtight lid
- Old sauce must not be transferred into new sauce container
- All products must be stored at least 6" (15.2cm) from the floor on racks or at least 4" (10.1cm) from the floor on dollies
  - Food/food contact surfaces are prohibited from being stored in restrooms
- Chemicals must not be stored above or next to (within 12in/30cm) food or food contact surfaces.
- Chemicals should be covered/capped to prevent contamination (this does not include in-use sanitizer buckets)

## **Sanitizer concentration within specified range and temperature .....1 point**

- All sanitizer solutions (including those associated with dish machines, three-compartment sinks, buckets, and spray bottles) must be maintained at the proper level of sanitizing agent following the manufacturer's recommendation
- Sanitizer strips must be available for use at all times
- Proper processes must be followed for sanitizer including contact time
- A container (bucket, spray bottle, etc.) of sanitizer must be readily available for use during all times of operation



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## IMAGE AND CLEANLINESS SECTION ..... 18 POINTS

**Domino's logo apparel (hats, shirts, shorts/pants/skirts, and outerwear) worn properly and represents a positive brand image .....3 points**

\* Franchisees and corporate store management may grant an exception to apparel and appearance standards as an accommodation based on religious, cultural, medical, or other reasons as required by applicable law.

- All store and non-store personnel must adhere to the current Domino's apparel Standards
- Only approved Domino's logo apparel shirts, hats/visors, outerwear, pants, skirts, and shorts are worn and must be in good condition
- Pants, shorts, skirts, cargos, and capris must be black and may be of a permanent press or cotton-type material or other similar material and in good condition. Black jean pants in good condition without rips, tears, patches, distressing, or embellishments are permitted. Domino's logo joggers are also permitted. Corduroy, stretch, yoga, spandex, lycra, or sweat pant material are not permitted. Jean shorts are not permitted. Pants, capris, shorts, skirts must be worn at natural waistline
- Any undershirt visible under the logo shirt must be plain white or black. The undershirt must be tucked into the waistband.
- Shorts must have a minimum inseam of 6" (15.2cm) and be no longer than 2" (5cm) below the knee
- A knit cap may be worn only by delivery personnel and may only be worn during cold weather
- A solid black hair net, du-rag, and Hijab may be worn under the Domino's logo or incentive hat
- Shoes must be worn and must completely cover the entire foot
- All belts worn must be black without any decorative buckles worn on belts
- Visible tattoos must not contain any images or words that are offensive in nature, including nudity, profanity, or any offensive references to race, national origin, religion, gender, age, or any other characteristic protected by applicable law.

**Aprons must be clean and worn at full-length, tied, and during food preparation, and not outside the store .....2 points**

- Only approved Domino's aprons should be worn in-store
- Aprons must be clean and worn at full length
- Any store personnel involved in food preparation must wear an approved apron
  - Food preparation includes prepping product from original packaging to container and preparing at the dough table, makeline, and cut table
- Aprons may not be worn outside the store

**Hot bags clean and free of debris and mold .....2 points**

- All bags must be clean and free of debris inside and out
- All corners must be free of mold and debris
- All bags must be free of excessive sticker residue and pen markings

**Production area walls, floors, and baseboards are clean and free of dirt and debris ..... 1 point**

- Equipment must be clean and free of dirt and debris.
- Floors, baseboards, and walls must be clean and free of visible dirt and debris
- Trash cans and lids kept clean and free of dirt and debris
- Computer terminals, keyboards, bump bars, and monitors must be clean and free of dirt and debris

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## **Customer area walls, floors, baseboards, windows, and windowsills are clean and free of dirt and debris ..... 1 point**

- All floors, baseboards, walls, counters, display racks, and windows, and windowsills must be clean and free of dirt and debris
- Retail displays including napkin holders are clean and stocked if available
- No general storage in customer area
- All production areas in customer view must be clean and organized
  - This includes, but is not limited to, ovens, makeline, walk-in, walls, ceilings, heat rack, floors, etc.
- Holiday decorations may be professionally displayed but are not allowed in the production areas
- CD players, tape decks, speakers, and radios may be used in the store, but cannot interfere with customer conversation and must be in the back of the store, out of customer view. Mature (M) rated content is prohibited.

## **Customer area seating, counter, and surfaces are clean, sanitized, and free of dirt and debris ..... 1 point**

- All counters, tables, and seating, must be clean, sanitized, and free of dirt and debris

## **Restrooms are clean, sanitary, and fully stocked ..... 1 point**

- Floors, baseboards, and walls are clean and free of dirt and debris
- Mirrors, pictures and frames, and handrails are clean and free of dirt and debris
- Sink, dispensers, trash can, and toilet are clean and free of dirt and debris
- Restrooms, including store personnel and customer facing, are sanitized regularly and fully stocked with toilet paper and trash bags

## **Walk-in and gaskets clean, free of debris, mold, and mildew ..... 1 point**

- The walk-in cooler floors, walls, ceilings, shelves, curtains, condensers, fan guards, door/door handles/ door gasket, and light covers must be clean, free of mold, mildew, dirt, and buildup.

## **Makeline rail, cabinets, and gaskets are clean, free of debris, mold, and mildew ..... 1 point**

- The interior and exterior of the makeline and cabinet should be clean and free of debris. There should be no standing water in the makeline cabinet.
- Fan guards are clean and free of dust and debris
- Catch trays, rail covers, grates, door handles, gaskets, and shelves must be clean, and free of build-up, dirt, and debris
- There should be no mold or mildew present in the makeline or cabinet

## **Store set up properly during operational hours ..... 1 point**

- During all store hours, at least one management store personnel (or franchisee) and at least one additional store personnel who is able to make deliveries must be present.
- The following must be completed by store opening:
  - Doors must be unlocked
  - Makeline must be turned on and fully set up (and cannot be broken down until close)
  - Customer area must be fully set up
  - Heat rack must be turned on
  - At least one oven must be turned on
    - Oven time and temperature must be set according to standards

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**Parking lot and entryway sidewalk are free of debris ..... 1 point**

- Sidewalk and parking spaces must be free of trash and debris

**Bake-wares clean and free of excessive carbon build-up ..... 1 point**

- Pans, baking mats, and screens/disks must be clean and free of excessive carbon build-up

**Oven catch trays, oven exterior, and heat rack are free of built-up debris..... 1 point**

- Oven exterior, oven catch trays, and heat racks must be kept clean and free of excessive carbon build up and/or debris

**Delivery vehicles represent a positive brand image ..... 1 point**

- Delivery vehicles should not show excessive exterior damage or wear and tear
- The interior of delivery vehicles should be reasonably clean and free of alcohol, marijuana (in all forms), illegal drugs, or excessive debris
- Delivery vehicles should be free of third-party advertising, offensive or controversial bumper stickers, painted or spray-painted messages, signs, or similar messages

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## EQUIPMENT AND STORE CONDITION SECTION ..... 16 POINTS

### Store ceiling, T-bars, and vents are clean and not broken, chipped, or cracked ..... 1 point

- Ceiling tiles, T-bars, and vents must be clean, free of water damage, and not broken, chipped, or cracked
- All light fixtures and covers must be clean, in good repair (not broken, chipped, or cracked), and all bulbs must be fully operational

### Store walls, floors, and baseboards are not broken, chipped, or cracked ..... 1 point

- Walls, floors, and baseboards are not broken, chipped, or cracked

### Hand sinks operational and handwashing reminder signage is present ..... 1 point

- Hot and cold water are functional
- All hand sinks must be easily accessible and have handwashing reminder signage
- If auto hand dryer is in use, it must be placed at least 2 feet (.61m) from open food surfaces.

### Customer area seating, counter, and tables are not faded, broken, chipped, or cracked ..... 1 point

- All counters, seating, steps, and tables must not be faded, broken, chipped, or cracked

### Restrooms and fixtures are not broken, chipped, or cracked ..... 1 point

- Floors, baseboards, walls, vents, ceiling tiles, T-bars cannot be broken, chipped, or cracked
- Mirrors, pictures and frames, and handrails, are not broken, chipped, or cracked
- Sink, dispensers, trash can, and toilet must be fully operational, and not broken, chipped, or cracked
- There must be a covered trash can in the restroom.

### Parking lot, entryway sidewalk, and customer-facing building exterior are clean and not damaged ..... 1 point

- Building exterior and entryway sidewalks must be clean and in good repair and not significantly discolored
- Parking lot and entryway sidewalk must be free of excessive weeds
- Parking lot and entryway sidewalks must not have excessive oil stains, potholes, or cracks

### Signage is clean, properly illuminated, and not damaged ..... 1 point

- All approved interior and exterior signage must be properly displayed, clean, in good repair, and fully illuminated
- “Free Delivery” must not be displayed on any signs
- All posted items must be typewritten or professionally printed
- Any car top signs in use must be approved, clean, illuminated, and in good repair
- An approved open sign is required in all stores and must be illuminated from open to close
- All stores must have an approved menu board
- A sufficient supply of approved hand-held menus must be accessible to customers in the store at all times
- All wall displays are enclosed, framed, or covered with Plexiglas
- Store hours decal must be displayed, accurate, and in good repair
- Temporary advertisements/non-Domino's materials must meet Standards
- Current national promotion materials must be displayed
- Stores are permitted to post any required legal notices and an optional recruitment window cling/sticker (should not exceed 26.5" x 26.5" {67.3cm x 67.3cm}). Placement must allow store personnel to see out at eye level to not pose a security risk or limiting view into the store

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- Window coverings:
  - If a window is installed between the Customer area and any other area, it must be covered with only approved graphics
  - Approved window product graphics or approved opaque adhesive film is required on any side or back window where you can view the office and/or storage areas from outside the store
- If the office is visible from the Customer area, it must be covered with a Mylar reflective one-way film or graphic film

## **Refrigeration units operational, not broken, chipped, or cracked, and free of rust, and holding temperature ... 1 point**

- Refrigerated equipment, including walk-in, makeline bin and cabinet, beverage coolers, and additional refrigeration units are operational and holding temperature
- All parts of refrigerated equipment must be installed properly, in good repair, and fully operational (compressor grill cover, catch pans, grates, condenser, coils, fan covers, gaskets, doors/door handles etc.)
- Beverage coolers cannot be used to store non-beverage products
- Walk-in floors, walls, ceiling, racks, fan covers, condensers, gaskets, and door must be in good repair
- Walk-in curtains must be in good repair and free of tears or other damage
- Walk-in lights must be operational and must be covered with a protective shield unless the light bulb is non-breakable
- Walk-in door must not be damaged and must open and close properly. Door handles must be in good repair
- Wood is not permitted in walk-in cooler unit
- Shelving inside the walk-in must be in good repair without rust.
- Walk-in interior and exterior should be free of rust
- Makeline must have refrigerated cabinets and top rail
- The interior and exterior of the makeline and cabinet must be in good repair and working properly with no rust, cracks, holes, or other damage
- Shelving inside the makeline must be in good repair and not broken, chipped, cracked, and free of rust
- The keyboard or bump bar and monitor must be in good repair and not broken

## **Calibrated thermometer(s) available..... 1 point**

- A digital stem thermometer must be available and easily accessible to take temperatures of cooked products and ingredients under refrigeration
- The digital stem thermometer must be in good repair, functional, and properly calibrated

## **Small-wares and utensils are not broken, chipped, or cracked..... 1 point**

- A sufficient supply of smallware and utensils are available for use
- All utensils and small wares are in good repair and not broken, chipped, or cracked
- All storage containers are in good repair and not broken, chipped, or cracked
- All utensils and food-contact equipment are not rusted
- Food-contact prep equipment are in good repair and not broken, chipped, or cracked
- Cutting boards are in good repair, without deep grooves, cracks, chips, or other damage. Stains or other indications that they cannot be easily cleaned is unacceptable.
- Can openers have no metal shavings present
- All items must be made of material that's smooth, durable, and easily cleanable and/or certified as store grade
- Dough trays used for food storage purposes are not broken, chipped, or cracked

# OPERATIONS ASSESSMENT GUIDELINES



## **Bake-wares are not damaged ..... 1 point**

- Only approved pizza pans, screens/disks, and baking mats in use
- Sufficient pizza screens/disks, pans, and baking mats must in good repair, not broken, chipped, cracked, torn/frayed, or have excessive carbon build-up

## **Oven fingers and hood are clean and free from excessive grease buildup and yellowing. Oven, hood, and heat rack are operational and undamaged ..... 1 point**

- Oven fingers and hood must be kept clean and in good condition and working properly
- Oven finger arrangements must be set up according to current Standards
- Oven time set in accordance with Oven Standards
- Store must have two approved working ovens
- At least one operational heat rack must be available for use

## **Sufficient number of hot bags available and are not torn, faded, or melted ..... 1 point**

- Only approved hot bags in use
- Interior and exterior of all hot bags must be in good repair, not ripped, torn, melted, or otherwise damaged
- All stores are required to carry a minimum of twelve (12) hot bags
- If only CookTek® system is in use two (2) charger units per store are required. If a combination of CookTek® and Super Insulated Hot bags are in use, one (1) charger unit per store is required. If only Super Insulated Hot bags are in use no charger units are required.

## **Calibrated, working scale(s) and product build job aids available ..... 1 point**

- Calibrated and working scale(s) and product build job aids available for use

## **Caller ID is installed and working ..... 1 point**

- Incoming telephone lines in the store must be equipped with caller identification (“Caller ID”) where available
- Customer data must be available via the Caller ID or Pulse screen

## **Safe and drop boxes are present, operational, and secured ..... 1 point**

- Any delivery personnel drop boxes that are used should be permanently mounted outside of customer View. There should be a secure individual drop box for each delivery personnel working in the store
- The store must use one or more of the following:
  - A time delay safe, a dual-key controlled safe, and/or a smart safe
- If time delay safe is used, the time delay and all related components must be fully functional
- At no time is a safe to be in the day lock mode
- Any time delay safe in use must be equipped with a minimum 9-minute delay
- The safe must be fully functional, permanently mounted to the floor in the front of the store, and have cash drop capabilities
- Manager-in-Charge must have access to those portions of the safe that are designated for his/her use at all times. The store should also have a clear posting at the front of the store within customer view and at the safe location stating that the store is equipped with a time-delay, dual-key controlled, and/or smart safe and that store personnel cannot access the safe.

# OPERATIONS ASSESSMENT GUIDELINES



## **BRAND SAFETY SECTION ..... 6 POINTS**

### **Delivery experts making drops, carrying less than \$20 (or international equivalent) ..... 1 point**

- Delivery personnel must carry less than \$20 USD (or international equivalent), including personal cash, on their person, or in their delivery vehicle when leaving the store to make deliveries
- Delivery Experts make drops after every delivery

### **Security callbacks are completed for new and suspicious orders, and for orders where Caller ID is unavailable ..... 1 point**

- A security callback must be completed prior to delivery personnel leaving the store to confirm orders by first time customers, Hotspot® orders (if available), orders for which Caller ID is not available, and orders that are suspicious in nature

### **Safe in use and deposit procedures followed ..... 1 point**

- A time-delay safe, a dual-key controlled safe, and/or a smart safe must be in use
- Cash properly deposited into the secure portion of the safe. However, cash necessary to cover delivery personnel tips, reimbursements, and the next day's operating till(s)/cash drawer(s) may be secured separately.
- Stores must have fewer than two days' worth of deposits in the safe

### **No more than \$150 USD in front till (or international equivalent) ..... 1 point**

- If the store has a single till/cash drawer, a maximum of \$150 USD may be kept in the till/cash drawer. If the store has multiple tills/cash drawers, a maximum of \$75 USD may be kept in each till/cash drawer.
- Each till/cash drawer must be locked but accessible at all time

### **Safety equipment in use and store personnel delivering safely to customers ..... 1 point**

- Safety equipment is required to be worn/used at all times once the delivery vehicle is in motion
- Delivery personnel should enter and exit the store's parking area demonstrating safe driving/biking skills
- Any bicycle and E-bikes used to make deliveries are equipped with all safety equipment, including a helmet with a secured chinstrap
- Earplugs and headsets covering both ears are not allowed to be used by bicycle or eBike operators

### **No weapons, including pocketknives, mace, pepper spray, and similar items ..... 1 point**

- Store personnel cannot carry or possess on their person, in their vehicle, or on store premises any weapons while working or after work if wearing Domino's logo apparel