Directions: This performance evaluation is to be given to team members after the completion of Day 1 - 3 Learning modules to test their performance skills application of the materials. Complete the bottom section of the Customer Service Expert Certification Test Answer Form labeled “Performance Skills Evaluation.”

APPLIED TECHNICAL KNOWLEDGE

1. **Cell Phone or Private Caller.** 1 pt.
   - Team member demonstrates the store’s procedure as it relates to cell phone order and/or private caller #s.
   - Please refer to your store’s specific cell phone policy.
   - Example: take down home phone # as a reference.

2. **Special bake instructions.** 1 pt.
   - Team member shows where special bake instructions are entered in the Pulse system.

3. **Special delivery instructions.** 1 pt.
   - Team member is able to identify where special delivery instructions are entered in the Pulse system.

4. **Coupon by product.** 1 pt.
   - Team member is able to locate the tab in the Pulse screen that brings up all of the coupons sorted by product type.

5. **Timed order.** 1 pt.
   - Team member identifies where and how a timed order is entered into the Pulse system.

6. **Estimated delivery times in Pulse.** 1 pt.
   - Team member is able to identify the (2) locations in the Pulse ordering screens that provide estimated delivery times (across the top of the screen and in the finish screen when they are reading back an order.)
   - Team member should also be aware that these times in the Pulse are estimates only and during the rush they should rely on the manager for more accurate information.

7. **Split tender payment.** 1 pt.
   - Team member is able to enter partial payment in cash and partial payment in credit card or demonstrate how this is done.

8. **Gift card payment.** 1 pt.
   - Team member demonstrates how a gift card payment is entered in the correct location in the Pulse system.
   - Team member finds the balance of a gift card.
9. Read back customer’s order. 1 pt.
   - Team Member should read back all items listed on the order and then state “Your total with tax & delivery charge is $____, and your order should arrive to you in ____ minutes.”

10. Demonstrate how to count change back. 1 pt.
    - Team member should take change out of till to demonstrate how to give back proper change (Use example: “Order is $13.79, customer paid with $20 bill.”)
    - The best method is to count starting with change first, then bills (smallest to largest).
    - Total change= $6.21

11. Customer’s previous order history. 1 pt.
    - Demonstrates where in the Pulse system you can find a customer’s entire order history.

12. Change an order sent to makeline screen. 1 pt.
    - Demonstrates how to change an order that has already been processed.
    - Brings up customer’s order from “today’s orders” and is able to bring up that order to edit it.
    - Team member should also demonstrate what happens with the labels for this order.
    - Team member verbally communicates the order change to the makeline and/or cut table crew.

    - Team member correctly uses the order status screen on the Pulse system to locate an order in the process in the event that a customer calls to ask where their order is.

14. Three Compartment Sink set up. 1 pt.
    - Demonstrates setting up a 3 Compartment Sink.
    - Left sink = dish soap + warm water.
    - Middle sink = clean warm water.
    - Right sink = lukewarm water + sanitizer.
    - Team member also checks sanitizing solution with test strips to proper ppms.

SAFETY AND SECURITY KNOWLEDGE

15. Proper lifting technique. 1 pt.
    - Demonstrates proper lifting technique.
    - Bends at the knees and lifts straight up.
    - Does not lift more than 2 trays of dough at a time.

    - Demonstrates walk-through of robbery procedure:
      - Keep it short and sweet.
      - Obey the robber’s commands, don’t fight.
      - Observe as much as possible.
      - Call the police immediately, then your manager/supervisor/franchisee.
      - Call the Safety Hotline.
17. **Cash drop procedure.**  
   - Demonstrates - Team member drops all bills $20 and larger.

18. **Max till procedure.**  
   - Demonstrates knowledge of maximum till amount & what to do with amounts over maximum.  
   - Team member ensures that the till doesn’t contain more than $150 ($75 for Team USA stores) at any given time.

### CUSTOMER FOCUSED SKILLS

19. **Walk-in customer while on the phone.**  
   - Team member smiles, acknowledges the customer and lets them know he/she will be right with them.

20. **Customer calls looking for order.**  
   - Team member apologizes that the order has not yet arrived and immediately uses the Pulse system to identify where the pizza is in the process.

21. **Upselling technique - descriptive words.**  
   - Team member demonstrates the use of descriptive words in the upselling process.  
   - Examples: “icy cold cokes” or “hot & fresh breadsticks.”

**Customer Focused Role Play Exercises**  
*Trainer acts as customer.*

<table>
<thead>
<tr>
<th>Skills Check</th>
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<tbody>
<tr>
<td><img src="image" alt="Team Member demonstrates an effective upselling technique; using descriptive words, open ended questions and finding the “hole” in the order and trying to fill it." /></td>
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22. **Displays great customer interaction skills.**  
   - Smiles when answering the phone or greeting customers in the lobby.  
   - Says “please” and “thank you.”  
   - Demonstrates proper phone greeting and carryout greetings.  
   - Demonstrates how to interact with customers waiting in the lobby.
23. Sincerely apologize.  
- The key here is “sincerely”, demonstrates the difference between a robotic apology and a sincere and heartfelt apology.  
- Example: “I’m truly sorry you had to wait so long to order.”

**Customer Focused Role Play Exercises**

*Trainer acts as customer.*

The customer called into the store during a dinner rush and was placed on hold. It is now 5 minutes later and the CSR just answered the phone. You are not happy to have been waiting so long as your family is hungry for dinner.

**Skills Check**

- Team member sincerely apologizes.  
- Gives the customer something extra for their wait.

24. Fully comprehends and uses the 3 steps to “wow-ing” a customer concern. 1 pt.

- Team member apologizes sincerely.  
- Offers the customer to keep the current pizza.  
- Tells the customer that they will happily remake their order and send the next driver out with the correct order.  
- In addition to sending out the correct order, tells the customer that they will also send along cinnastix (something extra) for their trouble. (or your store’s specific policy on giving “something extra.”)

**Customer Focused Role Play Exercises**

*Trainer acts as customer.*

1. A customer picked up a carryout order from the local Domino’s Pizza and drove back home with it. When the customer gets home, the kids are yelling because it took so long. They open the box and almost can’t believe their eyes. The pizza was made wrong! The customer calls the store back and is very upset.

**Skills Check**

- Team member sincerely apologizes.  
- Gives the customer what they want.  
- Gives the customer something extra.

25. Doesn’t blame the customer.  
- Example: team member didn’t simply say “you didn’t order.” Always assumes the customer is right, regardless.

**Customer Focused Role Play Exercises**

*Trainer acts as customer.*

You are working a slow day shift. Since it is slow, you have answered all phone calls yourself. A customer walks in and says he/she is picking up an order he/she ordered by phone about 15 minutes ago. You have no record of the order and you’re sure you took no calls for carryout orders all day. What would you do in this situation?

**Skills Check**

- Did not blame the customer.  
- Sincerely apologizes.  
- Gave the customer what they want.  
- Gave the customer something extra.