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

### APPLIED OPERATIONAL KNOWLEDGE

1. **Demonstrates how to properly close out at the end of your shift.** 1 pt.
   - Team member demonstrates the proper check out procedure

2. **Demonstrates knowledge of $20 Rule and drop procedure.** 1 pt.
   - Team member adheres to $20 maximum on all runs
   - Can demonstrate where (drop box location) and when (after each run) drops are to be made

3. **Demonstrates how to correctly assemble orders.** 1 pt.
   - Team member is able to identify total items on an order from label
   - Can demonstrate knowledge of what additional items are needed when assembling orders (utensils, sauces, napkins, coupons, etc.)

4. **Demonstrates how to properly label and stack boxes on cut table.** 1 pt.
   - Team member is able to properly label all boxes (pizza, side item, etc.) and place them in the proper order on the cut table

5. **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

6. **Demonstrates how to properly count back change to a customer.** 1 pt.
   - The order total is $13.52 and the customer pays with a $20 bill
   - The correct change is $6.48
   - It should be counted back to the customer starting with change first, then the bills

### SAFETY AND SECURITY KNOWLEDGE

7. **Demonstrates how and when to make a customer callback.** 1 pt.
   - Is able to make a friendly customer callback
   - Understands that callbacks are to be made on all new and suspicious orders
   - Always asks the customer to verify their address on a callback
8. **Procedure if robbed.**
   - Demonstrates walk-through of robbery procedure:
   - Keep it short and sweet
   - Obey the robbers commands, don’t fight
   - Observe as much as possible
   - Call the police immediately, then your manager/supervisor/franchisee
   - Call the Safety Hotline

9. **Demonstrates proper lifting technique.**
   - Bends at the knees
   - Lifts using the muscles of the legs and not the back
   - Does not raise arms above the waist
   - Does not lift more than 2 trays at a time

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**PROBLEM SOLVING SKILLS**

10. **Ability to determine best course of action when missing a beverage.**
    - Delivery expert sincerely apologizes to the customer
    - Demonstrates knowledge of store policy on how to handle a missing beverage
    - Demonstrates the ability to give the customer something extra

<table>
<thead>
<tr>
<th><strong>Customer Focused Role Play Exercises</strong></th>
<th><strong>Skills Check</strong></th>
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<tr>
<td>Trainer acts as customer.</td>
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| You are on your way to a delivery address with an order of three large pepperoni pizzas and a two liter of diet coke. Halfway to the delivery address, you realize that you forgot the diet coke. What would you do? What would you do if you realized that you forgot the diet coke after you pulled into the customer’s driveway? | o Sincerely apologizes. (1pt)  
 o Gave the customer what they want. (1pt)  
 o Gave the customer something extra for the wait. (1pt) |
11. Can demonstrate proper procedure when they cannot locate the customer’s address.  

1 pt.
- Knows to pull over to a safe location and use a safe telephone
- Can politely contact the customer for landmarks or other information that could make the address easier to locate
- Asks the customer to make sure the porch light is turned on

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<td>It is during a rush, and you forgot to double check the location of the delivery address on the wall map before you left the store. You have now been driving around a neighborhood for the past 3 minutes searching for the delivery address. What would you do?</td>
<td>![Image]</td>
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12. Demonstrates what to do if there is a concern about the delivery location’s safety.  

1 pt.
- Knows to pull over to a safe location and use a safe telephone
- Contacts the store manager
- Asks the customer to come outside their door or to the vehicle in order to receive delivery of their order
- If the driver deems the location unsafe it is recommended they not make the delivery

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<td>1. It is 11 o’clock on a Friday night and you just showed up to a delivery address with a large order. You notice that the porch light is not on and there are no cars in the driveway. It looks like no one is home. How would you proceed with the delivery?</td>
<td>![Image]</td>
</tr>
<tr>
<td>2. It’s 5pm on a Saturday and you just pulled up to a delivery address with an order. It is to a local construction company that is in a secluded area. There are several teenage boys loitering around the building. How would you proceed with the delivery?</td>
<td>![Image]</td>
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13. Demonstrates great customer interaction at the door while making a delivery.  
1 pt.

- Smiles
- Friendly, polite greeting: “Hello, Mr./Mrs. __________, how are you today?”
- Presents the order: “Here’s your hot and fresh __________ delivered in ____ minutes”
- Counts back change
- Thanks the customer for their order: “Enjoy your meal / thanks for choosing Domino’s / We look forward to seeing you again soon,” etc.

**Customer Focused Role Play Exercises**

*Trainer acts as customer.*

Please walk me through a typical delivery. The customer ordered a medium green pepper and onion pizza, a medium pepperoni pizza and an order of breadsticks. The total is $16.35 and the customer pays with a $20 bill.

How would you greet them? How would you present the food? How would you count back their change from the $20 bill? What would you say before you left the location?

**Skills Check**

- Walks through a typical delivery.
- Demonstrates a polite customer interaction.
- Demonstrates counting back change and handling money.

14. Fully comprehends and utilizes 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.*

You present the customer with an order of two medium mushroom and sausage pizzas, a macaroni-cheese pasta bread bowl, and an order of Cinnastix. They take a look at their pizzas and tell you that one of the pizzas should have been made without mushrooms on half. Their child is a picky eater, and will not eat mushrooms. What would you say to the customer about their concern?

**Skills Check**

- Demonstrates how to handle an incorrect order and upset customer using the 3 steps to “wow-ing” a customer concern.
**Customer Focused Role Play Exercises**  
*Trainer acts as customer.*

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<td>o Demonstrates how to handle credit card transactions at the door.</td>
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You just presented the customer with their order of a large pacific veggie pizza, an order of cheesy bread, and two sprites. You are expecting to be paid in cash, but the customer tells you that they paid over the phone with a credit card and ask to sign the credit card slip. You do not have the credit card slip with you. You think you might have left it at the store. How would you respond?

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

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<td>o Demonstrates expert customer service with a remake. (1pt)</td>
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<tr>
<td>o Gave the customer something extra for their wait. (1pt)</td>
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You are now returning to the customer’s address with the remake of a fresh medium sausage and half mushroom pizza and two liter of coke. What would you say to the customer at the door?