- Use this guide to review and gauge your trainee’s grasp of the information they learned during Day 1 training.
- The written test is optional—just another way to gauge your trainee’s grasp of the information they’ve learned.

**SAY TO THE TEAM MEMBER…** | **ASK THE TEAM MEMBER…**
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I’m going to go over a few of the topics you learned about yesterday, just to see how much you remember and find out if you have any questions. | How was your training yesterday? What was your favorite part of the day? Is there anything you wish you had more time to practice? |
Domino’s is a fun place to work! We want that reflected in the energy of Team Members! | Let me hear your best, most personalized customer greeting. |
We value our customers and are happy to welcome them into our store! We need to show them that they are our priority! | What are some ways you can show the customer you care? *(Smile when you answer the phone; greet customers with a friendly greeting; WOW any concerns.)* |
Remember to smile before you answer the phone and throughout the entire conversation. Customers can feel it! | The phone needs to be answered in how many rings? *(2 rings)* |
Image is how we present Domino’s to customers. We want cleanliness and professionalism reflected by Team Members! | Let’s go over the Image Standards. Tell me about the following: *(Refer to standards for answers.)*
- Hair and facial hair
- Jewelry
- Uniform

When satisfying unhappy customers, remember to be sincere and genuine with your apology, give ‘em what they want, and then give ‘em something extra. | A customer tells you: “My pizza wasn’t very good.” Respond with a sincere and genuine apology. |
Personal Safety is our first priority. Remember to lift properly, only carry 2 trays at a time, clean up any spills immediately, and watch for hot surfaces and sharp objects. | Can you show me where the first aid kit is? What should you do in the event of an injury? *(Notify the manager; get medical attention if necessary.)* |
We need to keep our store safe! Remember to never prop the back door open, never count cash in front of customers, and never bring expensive belongings to work. | What should you do in the event of a robbery? *(Cooperate, remember details, call the police, call the Safety & Loss Prevention Hotline at 800-284-0911.)* |
Knowing the menu will build your confidence when talking to customers, and is an important part of creating a better customer experience! | Besides pizza, what other menu options do we offer? *(Oven-Baked Sandwiches, Pastas, Chicken sides, Bread Sides, Drinks, Salads, and Desserts.)* |
Proper labeling keeps us organized during the shift and communicates important details to the team. | What kind of information is on an order label? *(Pizza toppings, number of items, order total, customer name and phone number, and special instructions.)*

**Role Play:** Play the role of an unhappy customer calling the store. Evaluate how the TM responds.

**CUSTOMER SAYS…** | **TEAM MEMBER SHOULD SAY SOMETHING LIKE…**
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(Customer calls the store) Ring, ring…. | • A proper and courteous greeting |
1. My pizza was delivered an hour late and it is cold. | • A sincere and genuine apology  
• An offer to give the customer what they originally ordered  
• An offer of “something extra”  
• A sincere and genuine “thank you” |
2. You guys delivered the wrong pizza! |  