THE FEEDBACK TRACKER

Job Aid

While online, customers can use the Rate Your Domino’s section to select a star to provide a rating for their ordering experience (one star being the worst, and five stars being the best), and they can also select Leave Us a Message to send a comment to the store. Comments are viewed in the store on the Makeline and Dispatch Stations.

In the store, customer feedback appears at the bottom of the Makeline and Dispatch Stations. The messages appear at the start of the next minute after it is entered by the customer. If a message is scheduled for that time, the message appears first, then the feedback. Customer Feedback appears in white text with a green background.

It’s recommended that you always call back negative feedback!

Settings for Customer Feedback

In Setup > Options > Store Parameters, on the Domino’s Real Time tab, there is a Broadcast Messaging Settings section. In that section is a setting for Minutes to Expire Comments. Use this setting to control how long a feedback comment continues to scroll.