TRAINER MATERIALS: HEART OF TEAM
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TRAINER CHECKLIST:

TRAINER MATERIALS

1. FARRELLI’S TRAINER MANUAL so you can reference with the new Working Family Member (WFM).
   - This manual is one you can keep and reuse over and over… It will be all the answers to the worksheets and holds all the Training Checklists the WFM will need to become Certified Kind & Competent (POSITION)...

2. FARRELLI’S TRAINING MANUAL to give to new WFM (either Front of House or Heart of Team)
   - In this manual the new hire has all the TRAINING WORKSHEETS and TRAINING CHECKLISTS that will have to be filled out by both of you and turned back into the WFM’s personnel file at the end of their training for you to receive your training bonus and other benefits. 😊

3. CREW MEMBER MANUAL to give to WFM

4. MAKE SURE THAT YOUR NEW HIRE AND GENERAL MANAGER HAVE COMPLETED ALL THE ONBOARDING TRACKS THROUGH PEOPLEMATTER.

5. ENSURE THAT YOUR TRAINEE HAS TAKEN THE ORIENTATION COURSE THROUGH PEOPLEMATTER.

6. ALL MENUS

WHERE TO GO IF YOU DON’T HAVE A PRINTED COPIES OF TRAINING MATERIAL:

The Home Office should have materials for Training. But if you get in a bind you can access materials immediately. www.remote.farrellispizza.com please have your GM access these files and print for you.

- Under Shared Folder:
  - STAFF
  - Farrelli’s Training
  - FOH TRAINING MATERIALS or HOT TRAINING MATERIALS: All documents are titles as above!

ORIENTATION INSTRUCTIONS

This document is the your Orientation Checklist to kick off the first official work day for our new Working Family Member (WFM)

1. This process will take at least 3 hours!
2. It is the same for all Heart of the Team and Front of House positions.
3. This can be done with groups if you have hired several people. Whoever will be training the individuals should be present for at least the meal part of the Orientation. Any Manager or Trainer can conduct an orientation.
4. You only get one chance to make a FIRST IMPRESSION! This is our WELCOME and induction into our working family and culture.
**GOALS & TRAINING CHECKLIST**

**HEART OF TEAM: DISH MACHINE OPERATOR**

**Note for Trainer:** This is the master checklist for the person you are training. It must be completely filled out, dated and signed for your new Working Family Member to be considered fully trained and in order to receive the Training Benefits.

**NAME:**

**POSITION:**

**OBJECTIVES:**

Farrelli's only works with passionate people who care about what they do and where they are going! Our strategy is to know and support the life goals of our crew members. Please ask our new WFM:

- What is important to you and what goals do you hope to accomplish over the next 2-5 years?”
- What are some ways we can support your efforts—even if it is only providing a flexible schedule.

**CREW MEMBER GOALS:** *(PROFESSIONAL AND PERSONAL)*

**TRAINING SCHEDULE**

<table>
<thead>
<tr>
<th>Training Event</th>
<th>Date</th>
<th>Initial When Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day 1 ORIENTATION: Orientation &amp; Crew Member Manual Policy Information and both Worksheets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Day 2: DMO Shadows Trainer Day 2 Worksheets Complete</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Day 3: DMO is Shadowed by Trainer Day 6 Worksheets Complete</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safety, Prep, and Back Kitchen Shift Scheduled</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**CERTIFIED KIND & COMPETENT DISH MACHINE OPERATOR!**

Upon completion of Training this document should be signed by trainee, trainer, and hiring manager.

Trainer _____________________________ and new hire _____________________________ have been through all orientation and training materials. All policies were pointed out and the new crew member understands expectations and who to go to for support and help throughout this training process.

New working Family Member Signature: _____________________________ Date: __________

Trainer Signature: _____________________________ Date: __________

General Manager’s Signature: _____________________________ Date: __________
GOALS & TRAINING CHECKLIST

HEART OF TEAM: PIZZA ARTISAN

Note for Trainer: This is the master checklist for the person you are training. It must be completely filled out, dated and signed for your new Working Family Member to be considered fully trained and in order to receive the Training Benefits.

**NAME:**

**POSITION:**

**OBJECTIVES:**

Farrell's only works with passionate people who care about what they do and where they are going! Our strategy is to know and support the life goals of our crew members. Please ask our new WFM:

- What is important to you and what goals do you hope to accomplish over the next 2-5 years?”
- What are some ways we can support your efforts—even if it is only providing a flexible schedule.

**CREW MEMBER GOALS:** *(PROFESSIONAL AND PERSONAL)*

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<thead>
<tr>
<th>TRAINING SCHEDULE</th>
<th>DATE</th>
<th>INITIALS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Day 1 ORIENTATION:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orientation &amp; Crew Member Manual Policy Information and both Day 1 Worksheets</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Day 2:</strong> Salad/Dessert Training: Shadowing</td>
<td></td>
<td></td>
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<tr>
<td>Day 2 Worksheets Complete</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Day 3:</strong> Salad Dessert Training: Shadowed</td>
<td></td>
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<tr>
<td><strong>Day 4:</strong> Appetizer &amp; Dough Training Shadowing</td>
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<tr>
<td><strong>Day 5:</strong> Appetizer &amp; Dough Training: Shadowed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Day 3-5 Worksheets Complete</td>
<td></td>
<td></td>
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<tr>
<td><strong>Day 6:</strong> Pizza &amp; Entrée Training:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Day 6 Worksheets Completed</td>
<td></td>
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</tr>
<tr>
<td><strong>Safety, Prep, and Back Kitchen Shift Scheduled</strong></td>
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**CERTIFIED KIND & COMPETENT DISH MACHINE OPERATOR!**

Upon completion of Training this document should be signed by trainee, trainer, and hiring manager.

Trainer _____________________________ and new hire ____________________________ have been through all orientation and training materials. All policies were pointed out and the new crew member understands expectations and who to go to for support and help throughout this training process.

New Working Family Member Signature: ____________________________ Date: ____________________________

Trainer Signature: ____________________________ Date: ____________________________

General Manager’s Signature: ____________________________ Date: ____________________________
KIND COMPETENT TRAINING

TRAINING VISION
Farrelli’s is FILLED with friends around the fire and families around the table making lifetime memories.

From ORDER TAKERS to GREAT EXPERIENCE MAKERS!
We don’t have cooks. We have ARTISAN PIZZA MAKERS!
“We value our guests’ decision to dine with us at Farrelli’s and acknowledge that they are investing their time and money for a great experience. Our goal is to exceed guests’ expectations by looking for opportunities to create moments and memories. We will do this by understanding that each person dining with us is different and needs to be treated as they wish to be treated—From quality family time, to a first date, to a girls or guys night out, to be entertained, to a working business meal… it is our job to anticipate needs and adapt to each table with kindness and competency.”

TRAINING MISSION STATEMENT
We use our values and business system to provide kind, competent, and genuine TRAINING so that our new working family members can provide exceptional quality food, tasty beverages, and guest service that exceeds our guests’ expectations and overall experience every time they visit Farrelli’s.

TRAINING VALUES
Competent: Honoring our values of Responsibility, Quality, and Integrity our professional heart of team staff have excellent menu knowledge, follow the recipe and weigh key ingredients which leads to consistently delicious food across every location.

We are Kind and Genuine: Honoring our values of Integrity and Quality all Heart of team staff take great pride in going above and beyond our guests’ expectations. We greet every guest with a sincere and welcoming “hello.” We extend a friendly “thanks for coming in and we hope to see you again soon.” Guests feel like we are welcoming them into a home away from home. We are real people with a desire to take care of our guests in an honest and sincere way.

Teamwork: Honoring our values of Passion/Family/Love and Integrity we all work together as one big team—a vibrant working family! From the Artisans who fill bellies with great food, to the dishwashers who make sure we have clean dishes and silverware, to the host who greets, the server who serves, the bartender who quenches a thirst, and the Manager who acts like an orchestra leader coordinating it all….we know every single person is critical in ensuring we exceed the guests’ expectations and allow them create many great lifetime memories!
HEART OF TEAM TRAINING SCHEDULE

TRAINING SCHEDULE & OBJECTIVES:

All trainees will be kind competent Farrelli’s experts who are great team players who create and provide great food to every guest.

1. Excellent menu knowledge.
2. Responsible and disciplined—follow every recipe and procedure which includes weighing all key ingredients for consistency and quality across all locations.
3. Feel welcomed into the Farrelli’s vibrant working family.

DAY 1: FARRELLI’S ORIENTATION

Orientation will take about 3 Hours

- Walk through with manager/ trainer
- Employee set up in Aloha and Labor System
- Schedule and uniform provided
- Expectations with PeopleMatter
- Complete all onboarding through PeopleMatter
- Complete courses on PeopleMatter: Day 1 Orientation and Crew Member Manual Worksheets
- Get scheduled for Farrelli’s Safety Orientation & Kitchen Training Shift on a morning when we receive a FSA order. (must be scheduled within first 14 days)

DOUGH 101

- **INGREDIENT’S AND PROCESS:** Understanding what the perfect Farrelli’s crust looks and taste like!
- **FOCACCI A BREAD TASTING:** Compare the difference between *young dough* made that day, not properly proofed and baked cold compared to *properly proofed room temperature dough*.
- **SPECIALY AGED NORTHWEST DOUGH TASTING** (Cold proofed for 24 and room temp for 24)

ORIENTATION TASTING PLATTER – FARRELLI’S WHOLE FOOD

- **ARTISAN CHEESES:** Fresh Mozzarella, Mozzarella Provolone Blend, Freshly Grated Parmesan, Ricotta Sapprofino
- **MEATS:** Italian Sausage, Meatballs, Old World Thick Cut Pepperoni, Oven Roasted Chicken Breast
- **FRESH TOPPINGS:** Roasted Garlic, black, green, and calampa olives, pineapple, artichokes
- **PIZZA SAUCE:** Stanislaus Pizzaiolo and Al Dente Pasta Sauce, Jalapeño Cream Cheese, House Made Alfredo, House Made Cheddar Cheese Sauce

FARRELLI’S BACK KITCHEN TRAINING & SAFETY ORIENTATION CHECKLIST:

- Hand Washing (10 minutes)
- On a morning we receive and order from FSA (1 hour)
- Walk Through – Putting Stock Away, Storing, Cold and Hot Holding (30 minutes)
- Safety Training (1 hour)
- Cleanliness and sanitation
- Equipment: Dough machine, knives, ovens, slicer, turbo chef, Dish machine (as we go) make no assumptions…. Teach the proper utilization every time!
- Recipe Training: Dough Prep, Meats, Produce, Slicing (as you go)
- Presentation: Being passionate about the food we put out…showing the “love!”
- DMO: Washing the dishes to wash dishes (2-3 hours) most kitchens have no lunch DMO so this will be the prep and trainee’s responsibility
HEART OF THE TEAM TRAINING SCHEDULES

**DMO**

Day 2: DMO Trainee Shadows and Learns
- Walk thru with Trainer Learning Dish Machine
- Safety Training
- Chemicals, screens and traps
- Trash, Stocking, Cleanliness
- Meal with Trainer (following tasting guidelines)
- **Fully Trained**

Day 3: Trainee Shadowed
- Dishes, Stocking, Cleanliness, Trash,
- Meal with Trainer (following tasting guidelines)
- **Fully Trained**

**SAFETY, PREP, AND BACK KITCHEN**
Scheduled within 14 days of hire.
- See page 5 for checklist
- Scheduled on a FSA Delivery Day
- EVERY NEW KITCHEN HIRE NEEDS TO SPEND 1-2 HOURS IN THE DISH PIT FOR TRAINING. We all do dishes!

**SALAD TRAINING**

Day 2: Salad/Dessert Training
- Trainee mostly shadows with trainer.
- Proper hand washing procedure practiced.
- Walk through – Stock the entire line, storing of product in the walk-in and dry shelves, equipment safety and checklist, hot and cold holding. (15-30 minutes)
- Technical proficiency of recipes, portioning, and plating.
- Ticket times
- Cleanliness and sanitation
- Gluten free procedure
- Meal with Trainer (following tasting guidelines)

Day 3: Salad/Dessert Training
- Trainer shadows Trainee
- Proper hand washing procedure practiced.
- Technical proficiency of recipes, portioning, and plating.
- Ticket times
- Cleanliness and sanitation
- Gluten free procedure
- Meal with Trainer (following tasting guidelines)

**APPETIZER TRAINING**

Day 4: Appetizers
- Trainee mostly shadows with trainer.
- Proper hand washing procedure practiced.
- Walk through – Putting stock away, storing of product, equipment safety and checklist, hot and cold holding. (15-30 minutes)
- Technical proficiency of recipes, portioning, and plating and presentation.
- Ticket times
- Cleanliness and sanitation
- Dough training: 20 12” pizzas thrown out in practice
- Meal with Trainer (following tasting guidelines)

Day 5: Appetizer Training
- Trainer shadows Trainee
- Proper hand washing procedure practiced.
- Technical proficiency of recipes, portioning, and plating.
- Ticket times
- Cleanliness and sanitation
- Dough training: 20 12” pizzas thrown out in practice
- Meal with Trainer (following tasting guidelines)

**PIZZA**

Day 6: Pizza, Entrée, & Oven Training
- Trainee mostly shadows with trainer.
- Proper hand washing procedure practiced.
- Technical proficiency of recipes, portioning, and plating.
- Ticket times
- Cleanliness and sanitation
- Dough training twenty 12” pizzas thrown out in practice
- Trainee shadows and assist on the oven for 1 hour
- Meal with Trainer (following tasting guidelines)

THIS SIX DAY TRAINING PROGRAM (plus a safety, prep, and back kitchen day) MUST BE FOLLOWED EXACTLY; IT’S VITAL TRAINEES UNDERSTAND ALL ASPECTS OF THE LINE

After every TRAINING SHIFT new crew member sits down for
- Training Debrief & Worksheets
- Menu Sampling
FOOD TASTING CHECKLIST

It is important to Farrelli’s that all crewmembers take great pride in the quality food we serve! We use only the freshest ingredients and prepare our house-made dough, meats, and vegetables every day! Being able to speak from a place of experience and knowledge gives our staff the confidence to make recommendations that will create an incredible dining experience for our guests! The following is a recommended schedule that will enable a new crew member to try our menu items at a pace that will allow them to digest (pardon the pun 😊) information without becoming overloaded! Have fun and use this as an opportunity to educate our newest “family” member and enjoy a meal with other staff… there will be plenty to share!

SUGGESTED TASTING SCHEDULE

MENU INCLUDES: Appetizers, Specialty Salads, Classic & Signature Pizzas, Sandwiches

**DAY 1:**
- ½ Fire Sticks ½ Bread Sticks
- ½ Artichoke Dip
- ½ Moms Grilled Chicken Bacon Swiss Sandwich
- 12” Half and Half (2 signature Pizza) Annie’s Five Star James Favorite

**DAY 2**
- ½ Nachos
- ½ Chop Chop Italian Trio Grinder
- 12” Half and Half (2 signature Pizza) Caprese with Chicken Margherita

**DAY 3**
- ½ Stuffed Mushrooms
- ½ Phil’s Creation Crab Cheddar Melt Sandwich (with a small taste of Crab Dip plain)
- 12” Half and Half (2 signature Pizza) Jack & John Chicken Bacon Ranch

**DAY 4**
- ½ Hot & Tangy Boneless Chicken Wings
- ½ Hot Chicken Wings
- ½ Raspberry Pecan Country Club Sand
- 12” Half and Half (2 signature Pizza) Elliot’s Greek

**DAY 5**
- House Salad
- ½ Chicken Caesar Salad
- ½ Hot Spinach Roasted Chicken Avocado Sandwich
- 12” Half and Half (2 signature Pizza) BBQ Chicken Meatate’er’s

**DAY 6**
- ½ Italian Focaccia Bites
- ½ Healthy Southwest Meatball Sandwich (also our meatball appetizer)
- 12” Half and Half (2 signature Pizza) Cascadian Grinder Fresh Veggie and Cheese
FARRELLI’S FOUNDATION

FARRELLI’S MISSION
TO USE OUR BUSINESS SYSTEM TO CREATE A VIBRANT WORKING FAMILY THAT PROVIDES NOURISHMENT TO OUR NEIGHBORHOOD.

What do we mean by business system? Our ovens, our point of sales system, our sales tools (menus, Fire Club, social networking sites), our software and reports, schedules, training, organizational structure….

What do we mean by vibrant working family? We are group of people who work together and genuinely care about the welfare of one another. We hold each other accountable, we are not afraid to engage in honest conversations to work through conflict. We celebrate our success and learn from our mistakes. We are constantly evolving! We are bursting with energy!

What do we mean by nourish the neighborhood? Providing excellent food, beverage; providing a safe place for people to work so they can provide for themselves and their families; partnering with neighborhood organizations through community service and fundraising.

THE VISION — THE WHY
To elevate the restaurant industry, make the world a better place by discovering our natural gifts and building working families that transform neighborhoods. We will do this one interaction, one pizza, one store & one neighborhood at a time ~ the work is never finished.

BUSINESS MODEL

STORE ORGANIZATIONAL CHART

STORE LEVEL OPERATIONS MODEL

We function as one whole healthy team AND thrive because we focus on our mission, our values, setting clear expectations, and holding ourselves and our fellow crew members accountable!!
**Farrelli’s Family Values & Guiding Principles**

Reinforce values through our language

Exemplified by our Farrelli’s language, guiding principles, and behavior:

<table>
<thead>
<tr>
<th>Core Values</th>
<th>Guiding Principles</th>
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</table>
| **Growth:** We understand that business growth is preceded by our own personal growth. We are committed to learning the skills necessary to both manage and grow our business. We believe that the purpose of growth is to provide new opportunities for people. | • We are profitable so we can grow  
• We embrace change and evolve to maintain relevance. |
| **Responsibility:** We are dedicated to sustaining a disciplined culture of honest and open leadership and management; doing the right things and doing things right. This includes budgeting, accounting, reporting, planning and responding to the needs of our business system and to each other. We believe that empowerment will bring more excellence than control. | • We help people figure out who it is they came HERE to be.  
• We teach and coach at every opportunity. |
| **Quality:** We are committed to the highest standards—highly motivated goal-oriented people providing kind competent service; delicious food and beverage made from the finest ingredients; and a clean warm environment. | • We strive for perfection.  
• We surround ourselves with talent. |
| **Integrity:** By being honest with ourselves, our suppliers, and our community, we can achieve the highest possible levels of success in our industry. We know that we must give the best we have to each other to achieve this goal. | • Every interaction inspires loyalty  
• We do the right thing. |
| **Love/Family/Passion:** We understand the need to be passionate about providing the best possible environment, food, and service for the communities we serve. This is the way we insure our growth and future. | • We put love in everything we do.  
• We are kind. |
| **Fun:** If we have fun doing what we love, we are confident that our guests will also have fun and enjoy their experience with us. In addition, we believe that being happy comes from being useful to the communities in which we work. | • We come to play...we are not afraid to lose a little skin in the game. |
THE LANGUAGE OF FARRELLI’S

HANDMADE PIZZAS,
COOKED ON STONE IN
FRONT OF OPEN FLAME OVENS.
We bake our pizzas in Wood Stone open hearth ovens at a target
temperature of 550 degrees Fahrenheit. This target temperature
allows the pizza to achieve the perfect rise.

When we remove the pizza from the oven, we land it on a cooling
screen for 30 seconds. This allows the excess moisture trapped in the
pizza to escape in the form of steam. The result is a crispy bottom
(because nobody likes a soggy bottom).

SIGNATURE DOUGH MADE FRESH DAILY
Our dough is made in-house daily with a blend of regionally grown grains. It is hand-rolled before
undergoing a special maturation and fermentation process. We age the dough a minimum of 24 hours to
achieve the perfect proofing.

We open the dough with a hand-tossing method. This technique allows the dough to increase in size with
an even thickness while preserving the gasses trapped in the dough during fermentation.

TOPPED WITH FRESH GOURMET INGREDIENTS
We use the freshest, cleanest ingredients we can source, including award-winning sauces, cheeses and
proteins. We fire roast our meats & veggies every morning, filling our restaurants with a distinct aroma of
quality and love.

BAKING IS THE PROCESS OF MOVING MOISTURE
Our pizza is topped perfectly, allowing moisture to escape from the dough. The pizza is cooked to a 20%-30%
char on the bottom and 10%-20% char on the top. Our Pizza Artisans are trained to create “THE MOMENT”
when the pizza is cooked to perfection, which may require techniques such as ‘doming’ the pie in the higher &
hotter altitudes of the oven chamber just prior to being removed from the oven. Once the pizza is removed from
the oven, it rests on a screen for approximately 30 seconds to allow excess moisture to escape from the top and
bottom of the pizza before being placed onto a pan for slicing & serving.

THE PRESENTATION OF OUR PIZZA IS KEY
The pizza is then sliced and adorned with any fresh ingredients and finishing sauces before being
presented to the table. Finally, the pizza is topped with freshly grated Parmesan to the guest’s preference
before being consumed while it is still fresh and hot.
GLUTEN FREE PROCESS

IT IS IMPERATIVE THRU THIS PROCESS THAT WE AVOID ANY CROSS-CONTAMINATION OF GLUTEN.

FOOD SAFETY FOR OUR GUESTS IS OUR HIGHEST PRIORITY.

A gluten-free diet is a diet that excludes foods containing gluten.

Gluten is a protein complex found in wheat (including kamut and spelt), barley, rye, and triticale.

A gluten-free diet is the only medically accepted treatment for celiac disease.

Step 1) 1 artisan oversees the production and bake of a gluten free item. This will ensure that the GF item is not cross contaminated.

Step 2) A hand wash and glove change is required when starting a gluten-free item.

Step 3) All ingredients for gluten free must come from a non cross-contaminated location (i.e.; walk-in cooler, salad line, server station {marinara}).

Step 4) All gluten free pizzas must be cooked on a GF screen to avoid any cross contamination with the oven stone.

Step 5) Gluten-free items should only be handled with GF utensils (i.e.; Pizza slicers, tongs, and spoons ladles.)
GUEST SERVICE

EXCEEDING ALL GUESTS’ EXPECTATIONS!!

It is Farrelli’s #1 priority to ensure our guests have a wonderful dining experience that surpasses their expectations—excellent food and beverage as well as kind competent service!! Farrelli’s is not a building or a pizza it is you—it is our vibrant working family! This ensures our continued success!

At Farrelli’s we are a TEAM! Although you may have a role (DMO, prep or line cook, etc.) which is your primary responsibility—every guest is your guest! For example, you would never tell a guest that flagged you down, “I’m not your server. I’ll go get him or her for you.” Instead, you would say, “How can I help you?” Then you would either take care of their issue or communicate with the appropriate person to ensure their issue was resolved ASAP!

Great HOT staff distinguishes themselves by being flexible, adaptable, and responsive when the house is packed! They smile and shift into high gear all the while staying calm and cool under pressure. Critical to your success is exceptional communication with the front of house, management, and each other. It is critical to be honest with the service staff if there are any issues especially pertaining to ticket times. Every now and then things slow down. People are patient when they have a sense of control, and a sense of control comes from knowing what is going on—keep everyone informed!!

5 POINTS OF GUEST SERVICE

We have open lines so we are all responsible to deliver exceptional guest service. Here is a summary of FOH service points. FOH success is dependent on great communication and cooperation with YOU!!

1. Warm Welcome & Fond Farewell
   We are so happy our guests have made the choice to eat, drink, and socialize with friends and family at Farrelli’s. Please treat them as you would treat an honored guest in your own home.
   - Greet guests quickly and smile when they walk in the door. Sometimes you will be the first person the guest sees! “Hi!! The Host (call her/him by name) will be right with you!”
   - Upon departure make sure they are leaving happy! “How was everything?” “Have a great night!!” “Thanks for coming in!” “See you next time!”
   - Thank them for visiting the restaurant and invite them back!

2. Education—Farrelli’s & Menu: YOU must be able to answer guest and server questions.

3. Taking Accurate Food & Beverage Order

4. Quality Checks

5. Timely Delivery: Once you get the order it’s up to you to time it just right!

<table>
<thead>
<tr>
<th></th>
<th>Within 10 minutes of ordering</th>
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<tbody>
<tr>
<td>Appetizers</td>
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</tr>
<tr>
<td>Starter</td>
<td>Within 4 minutes of ordering or if an appetizer was ordered</td>
</tr>
<tr>
<td>Salad/Soup</td>
<td>HOLD Starter salad/soup and pizza orders for 10 minutes.</td>
</tr>
<tr>
<td>Pizza &amp; Entrée</td>
<td>Within 17 minutes of ordering</td>
</tr>
<tr>
<td>Salads</td>
<td>If an appetizer ordered HOLD pizza orders for 5 minutes</td>
</tr>
<tr>
<td>Dessert</td>
<td>Within 5 minutes of ordering</td>
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</table>
3 POINTS OF TECHNICAL PROFICIENCY FOR HEART OF THE TEAM

1. RECIPES, PORTION CONTROL, & PRESENTATION (QUALITY & RESPONSIBILITY)
   ✓ To maintain consistency and honor our business systems we always follow the recipe, weigh and measure out the ingredients for every appetizer, salad, pizza, and dessert!
   ✓ Every menu item that leaves the window is a work of art.

<table>
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<th>Within 17 minutes of ordering</th>
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<td>If an appetizer ordered HOLD pizza orders for 5 minutes</td>
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   | Dessert | Within 5 minutes of ordering |

2. CONSISTENCY & TIMING (INTEGRITY & RESPONSIBILITY)
   ✓ No matter which Farrelli’s our guests visit they should enjoy a similar experience—same menu with favorites that look and taste the same no matter which location they choose.

3. PRIDE & PASSION IN EVERY ITEM THAT LEAVES THE WINDOW (PASSION & FUN)
   ✓ Who do you love most?? We want you to ask yourself when you put food in the window this question: Would you be proud to serve this food to that person? We want our guest to be WOWED!
   ✓ We are committed to your success and have worked hard to provide the best tools, systems, and processes so work will be safe, efficient, and fun!
WORKING AS A TEAM:  Never leave your section empty handed!

EXPECTATIONS FOR ALL HEART OF TEAM STAFF
(MUST BE TECHNICALLY PROFICIENT EACH ROLE BEFORE MOVING TO THE NEXT.)

KITCHEN APPRENTICE (WHITE HAT)
DISH MACHINE OPERATOR
Our dish machine operators have traditionally become some of the superstars of the current Farrelli’s operations. We must all cooperate to keep this area clean, organized and a work space that is positive and fun!!!

1. Responsible to keep dishes clean and sanitized, put away, and the kitchen organized.
2. Follow all health and safety codes.
3. (IN ORDER FOR A PROMOTION…) Kitchen Manager and General Manager must agree upon promotion.
4. Kind and Enjoyable to work with.
5. Knows the lay out of the walk-in and dry shelves.

SALAD, APPS & DESSERTS
1. Know the Equipment
2. Technical Proficiency: Be able to create every salad, appetizer and dessert on menu
   a. Create all orders to recipe specifications using scales and correct portions
   b. Presentation and consistency
   c. Maintain ticket times
3. Be proficient at all Heart of Team roles

PIZZA & ENTRÉE LINE
1. Know the Equipment
2. Throwing Dough!!
   Technical Proficiency: Be able to create every pizza and entrée on menu
   a. Create all orders to recipe specifications using scales and correct portions
   b. Presentation and consistency
   c. Maintain ticket times
3. Be proficient at all Heart of Team roles

PIZZA ARTISAN & ARTISAN PREP
PREP COOK MUST BE A BLACK HAT 1 (BLACK HAT I & II)
1. Proper utilization of all equipment: dough machine, knives, ovens, slicer, turbo chef, dish machine
2. Responsible to put away all food orders.
3. All items properly rotated—First in first out (FIFO)
4. Prepare all recipes to specification—date, label, and properly stock to appropriate par level.
5. Prep all produce and proteins—date, label, and properly stock to appropriate par level.
6. Prep dough for 12, 16, and kid’s dough—date, label, properly stock to appropriate par level.
7. DMO during lunch rush… or support DMO if your location has a lunch DMO
8. Keep kitchen clean and organized in accordance with all health and safety regulations
   a. Prep cook comes into a spotless kitchen and leaves a spotless kitchen at the end of shift.
9. Cross Trained: Be proficient at all Heart of Team roles

KITCHEN MANAGER & ASSISTANT KITCHEN MANAGER (RED HAT)
1. Technically proficient in EVERY Heart of Team role!
2. Hire, train, and terminate all Heart of Team staff.
3. Keep a CLEAN and SANITARY kitchen; always be prepared for a health inspection
4. Give timely feedback to all HOT staff utilizing coaching, counseling, and finally discipline leading up to termination.
5. Manage 10.5% labor by creating a workable schedule that allows the team to EXCEED ALL GUEST EXPECTATIONS
6. Manage 25% (This number will vary slightly from store to store) Food Cost with timely specific food orders to supplier, effective training, and portion control without skimping on the product.
7. Create a FUN VIBRANT efficient working team and environment!!
**MANAGER PRESENCE**

**THERE WILL ALWAYS BE A MANAGER ON THE FLOOR (NEVER IN OFFICE) FROM 11:30-1:30 OR RECOVERY AND 5:00 – 8 OR RECOVERY.**

This will be the General Manager or Restaurant Manager. Whoever is in this role has the authority of the GM if GM is not in the building and is responsible to “touch all tables” and handle difficult situations. This may include all disciplinary actions required to maintain a safe, positive, productive working environment. The role of Manager is to “work the circle” and keep the flow smooth. The Manager works for the crew! The crew works for the guest! The Manager during a shift will greet, seat, expedite food, help DMO, jump on line to help in a rush, bus tables, and maybe even pour drinks.

**Other responsibilities include:**

- Music is just right, lighting is just right.
- Crew looks great! Professional uniform and neat well groomed appearance!
- Crew is positive and having fun—servers are happy and friendly and the line and back kitchen is happy!
- Every guest welcomed—whether they go to dining room or bar.
- Food never sits in window
- Table are pre bussed down to water glasses only
- All guests are thanked and invited back
- Servers, host, and busser phased appropriately
- If you’re doing all this and you still have an unhappy guest and a problem arises you work to resolve problem so the guest leaves happy.

**WORKING THE CIRCLE**

This means to physically walk in the circle of the restaurant checking the bar, kitchen & restaurant.

- **Dining Room:** recognize stress level on servers’ faces, support that person and clear dishes take food out and make sure to follow up with them after shift.
- **Bar Side:** Same as dining room; watch for over service, lack of service--also take drinks out when you can.
- **Kitchen:** Watch for cleanliness behind the line, grab a broom and help out; make sure back of restaurant in dish area is kept free of debris on floor, if they need an extra set of hands be prepared to jump on the line.
- Offer the dishwasher & cooks a soda. This is much appreciated.
- Work the circle! You are the one person with an eye and the WHOLE thing—COMMUNICATION IS THE KEY

**RECOVERY AFTER LUNCH AND DINNER**

General Manager & Kitchen Manager (or Restaurant Manager and HOT leads on duty)

- **WILL NOT PHASE OR LEAVE UNTIL DINING ROOM OR KITCHEN IS RECOVERED AFTER LUNCH AND DINNER**
- **WE MUST MAINTAIN LABOR COST AND BEAUTIFUL CLEAN KITCHEN & DINING ROOM**
DAY 1: CREWMEMBER MANUAL WORKSHEET

RULES & POLICIES

HEART OF TEAM UNIFORM POLICY (PAGE 17)
Which of the following is the correct Farrelli’s Heart of Team uniform?

- Baseball cap, jeans, and an old sweat shirt I don't mind getting dirty with pizza sauce.
- Black pants, black Washable/Wipe-able, closed toed, non-slip shoes, & Farrelli’s Issued: Chef Coat, Hat, & 4-way Apron.
- Whatever I want.
- Black dress slacks, patent leather shoes, a tuxedo shirt and tie. And a bib apron like my mom wears on Thanksgiving.

It is critical that I use all 4-ways of my apron making sure to keep myself looking as sharp and clean as possible. I also must have my apron tied over my chef coat to protect my chef coat! (Nothing hanging out looking sloppy.)

- TRUE  - FALSE

What type of shoes must you wear while working at Farrelli’s?

- Black Doc Martins or other combat type looking boot.
- Black Shoes: Washable/Wipe-able, closed toed, non-slip.
- Your oldest dirtiest tennis shoes so you don't worry about spilling soup or pizza sauce on them.
- For girls: any black high heels... the higher the better. For guys: Your dressiest shiniest shoes... patent leather are best!

CELL PHONE POLICY (PG. 28 & 30)
When can you use your cell phone at work?

- Never
- As long as my phone is on silent I can use it whenever I want.
- When I am in the back kitchen and away from our guests' sight
- When I am on break away from the building.

PARKING (PAGE 19)
All Farrelli’s crew members are required to park in the crew parking area away from the business. All other business parking is reserved for our guests.

- TRUE  - FALSE

KITCHEN (HOT) CREW MEALS (PG 18)
Shift Meals – apply only to the crew member while working a shift (i.e., you cannot have someone join you for lunch and get 50% off their meal, too). Discount does not apply to Happy Hour specials, Kids’ Meals or Desserts. We are pleased to offer HOT crew member shift meals at no cost provided the shift meal does not to exceed $12.00. Offer applies only on shifts lasting more than 2 hours.

- TRUE  - FALSE
Family Discounts (PG. 18)
Family Discount: applies to the immediate family of crew member (i.e.) a crew members parents, siblings, spouse, state-registered domestic partner, and/or children). We are pleased to offer crew members and their immediate family 25% off when dining at Farrell’s. However, the total family discount per visit may not exceed $30.00 and is not valid when using other offers (i.e. family meal deal, Happy Hour prices, etc.).

☐ TRUE ☐ FALSE

Attendance - Covering Shifts (PG. 18)
Once a schedule is written and posted whose responsibility is it to cover your shift if for some reason you need a day off?

☐ It is my direct supervisor’s responsibility.
☐ All I have to do is call someone and they want my shift they can just take it.
☐ My mom, sibling, or friend can call Farrelli’s if I can’t work and whoever answers the phone can deal with it.
☐ It is my responsibility to cover my own shift with an equal or better skilled crew member and then get my manager’s approval.

Crew Member Dating (PG. 26)
Which of the following statements is NOT true?

☐ If relatives or romantic partners are working together neither will evaluate nor audit the work of the other.
☐ If relatives or romantic partners are working together the person the general manager likes least will be immediately terminated.
☐ If relatives or romantic partners are working together and there is a perception of favoritism or conflict then one person may be transferred to another location within the company.
☐ If relatives or romantic partners are working together the working relationship will not create a conflict of interest or the appearance of favoritism.

Alcohol, Drugs, and Substance Abuse (PG. 11)
If you are 21 or over you must be out of uniform to enjoy an alcoholic beverage at Farrelli’s.

☐ TRUE ☐ FALSE

If you are 21+ and choose to drink alcoholic beverages at a Farrelli’s what is the limit?

☐ 1 ☐ 7 ☐ 3 ☐ 10

It is against policy to come into a Farrelli’s location intoxicated or to become intoxicated in a location. It’s just not cool and it is also grounds for disciplinary action up to and including termination!

☐ TRUE ☐ FALSE

Farrelli’s has a zero tolerance policy regarding coming to work under the influence of drugs and alcohol. If you are suspected of being under the influence you may be required to take a drug test. If you are under the influence you will face disciplinary actions up to and including termination

☐ TRUE ☐ FALSE
Most Importantly
What is our #1 Priority? How does Farrelli’s work to accomplish this?

Your Management Team and Support System

General Manager:

Kitchen Manager:

Asst Kitchen Manager:

Restaurant Manager:

Service Coordinators:

Bar Lead

Building Information

Which Location:

Address:

Phone Number:

Hours of Operation

Store Hours:

Happy Hours:

Last Call for Food:

Last Call for Alcohol:

Where should Farrelli’s crew park their car?
PLEASE DESCRIBE THE APPROPRIATE DAILY UNIFORM:

**SHIRT, PANTS, SHOES:**

**FARRELLI’S PROVIDES:**

**HAIR:**

**MAKE-UP:**

**JEWELRY:**

WHEN IS IT OKAY TO USE YOUR CELL PHONE?

WHAT IS THE PROCESS FOR HAVING A SHIFT COVERED?

**WHAT IS FARRELLI’S STANDARD PHONE GREETING?** *If the call is for a to-go order what should you confirm before sending the order to the kitchen?*
DAYS 3-5 MENU WORKSHEETS:
SALADS, APPETIZERS, & DESSERTS

BECOMING A MEMBER OF FARRELLI’S VIBRANT WORKING FAMILY

SALADS

WHAT IS THE COLD HOLDING TEMPERATURE?

☐ 45° or below  ☐ 35° - 55°
☐ 41° or below  ☐ Anything cool to the touch

WHAT IS THE HOT HOLDING TEMPERATURE?

☐ 120° or above  ☐ 120° - 135°
☐ Anything that is hot enough to makes a person say “ouch” when touched.
☐ 140° or above

WHAT IS REHEAT TEMPERATURE?

☐ 125°-145° or below  ☐ 165°
☐ Microwaved for 2 minutes  ☐ Boiling Hot

WHAT IS THE LETTUCE PORTION FOR STARTER HOUSE SALAD?

☐ A medium sized handful  ☐ 4 oz
☐ 2 ounces  ☐ Enough to fill the plate

WHAT IS OUR TIMING STANDARD FOR STARTER SALADS?

☐ 4 minutes  ☐ Perfectly timed with pizza
☐ As fast as I can make it.”  ☐ 15 minutes

WHO MAKES OUR ITALIAN CHEESES?

☐ Tillamook  ☐ Grande
☐ Darigold  ☐ Galbani

WHAT IS THE LETTUCE PORTION FOR HALF AND FULL SALADS?

☐ 2 cup & 4 cups  ☐ 3 oz & 5 oz
☐ 2 handfuls & 3 handfuls  ☐ Fill the bowls

WHAT IS THE TIMING STANDARD FOR ENTRÉE SALAD?

☐ 4 minutes  ☐ Perfectly timed with pizza
☐ As fast as I can make it.  ☐ 17 minutes
DESSERTS

WHAT IS OUR TIMING STANDARD FOR DESSERT?
- 10 minutes
- 90 seconds
- 2 minutes
- 5 minutes

WHICH DESSERTS ARE SERVED HOT? (HINT, THERE IS MORE THAN ONE ANSWER)
- S'more Stack
- Big Fat Chocolate Cake
- Apple Crumble a la Mode
- Chocolate Chunk Cookie Sammie

WHAT ARE OUR 2 SIGNATURE SUNDAES? (HINT, THERE IS MORE THAN ONE ANSWER)
- Salted Carmel Pecan
- Banana Sundae Supreme
- Toasted Coconut Sundae
- Classic Sundae

WHICH DESSERT IS SERVED A LA MODE?
- Chocolate Pudding
- Big Fat Chocolate Cake
- Apple Crumble
- S'more Stack

WHAT GLASSWARE DO WE USE FOR THE ROOT BEER FLOAT?
- 16 oz Pint Glass
- 24 oz Mug
- Margarita Glass
- Rocks Glass

WHAT ICE CREAM FLAVOR DO WE SERVE WITH ALL OF OUR SIGNATURE DESSERTS??
- Chocolate
- Vanilla
- Coffee
- Rocky Road

APPETIZERS

WHAT SIZE DOUGH BALL DO WE USE FOR THE BREAD STIX AND FIRE STIX AND WHAT SIZE DO WE STRETCH IT OUT TO?
- 11 oz and 10 inches
- 6 oz and 12 inches
- 12oz and 16 inches
- 8oz and 10 inches

WHAT IS THE TIMING STANDARD FOR AN APPETIZER?
- Within 2 minutes
- Within 5 minutes
- Within 10 minutes
- Within 15 minutes

HOW MANY BONE-IN WINGS COME IN AN ORDER OF WINGS?
- 12
- 9
- 10
- 15
What sauces do we serve with Fire Stix?
- Honey Mustard & BBQ
- Buffalo Sauce & 1000 Island
- Salsa & Sour Cream
- Ranch & Blue Cheese

What sauces do we serve with Bread Stix?
- Blue Cheese & Balsamic
- Buffalo & 1000 Island
- Ranch & Marinara
- Butter & Cream Cheese

What is the portion of Boneless Chicken Bites?
- 10 oz
- 12 oz
- 8 oz
- 1 lb

What are the ingredients on the Nachos? (Please mark every ingredient that you know to be on our nachos.)
- Beef or Chicken
- Mozzarella-Provolone Blend
- Black Olives
- Tortilla Chips
- Guacamole
- Salsa
- Fresh tomato
- Jalepenos
- Sour Cream

Your order is ready to be served and in the window. What is the last step in your process?
- Ensure it was made to recipe or special instructions.
- Put ticket on it and call the order ready!!
- Make sure it looks BEAUTIFUL and to spec!
- All of the above.

On the following page your trainer will choose 6 signature salads for you to identify ingredients. Please put a check next to each ingredient used in the recipe.

Note to trainer: Hand write at the top of each box the most popular signature salads.
# Salads

<table>
<thead>
<tr>
<th>SALAD MIX</th>
<th>CHEESES</th>
<th>VEGETABLES</th>
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**HEART OF TEAM TRAINING MANUAL**

**DAYS 6 MENU WORKSHEETS: PIZZA + ENTÉE KNOWLEDGE**

**BECOMING A MEMBER OF FARRELLI’S VIBRANT WORKING FAMILY**

**THESE ARE A FEW THINGS YOU MUST KNOW IF YOU ARE GOING BE AN ARTISAN PIZZA MAKER!**

**WHAT IS THE CHEESE PORTION FOR 12” PIZZA?**

- □ 3 oz
- □ 4 oz

**WHAT IS THE CHEESE PORTION FOR 16” PIZZA?**

- □ 5 oz
- □ 6 oz
- □ 8 oz
- □ 9 oz
- □ 7 oz

**HOW MANY SLICES OF PEPPERONI COM ON A 1 TOPPING PEPPERONI PIZZA?**

<table>
<thead>
<tr>
<th>12” PIZZA</th>
<th>1G” PIZZA</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ 10</td>
<td>□ 20</td>
</tr>
<tr>
<td>□ 14</td>
<td>□ 25</td>
</tr>
<tr>
<td></td>
<td>□ 16</td>
</tr>
</tbody>
</table>

**WHAT ARE THE 4 MEATS ON THE MEAT EATER PIZZA?**

- □ Ground Beef
- □ Canadian Bacon
- □ Old World Thick Cut Sausage
- □ Pepperoni
- □ Chicken
- □ Salami
- □ Italian Sausage
- □ Ham

**WHAT IS THE TARGET TEMPERATURE FOR THE OVEN?**

- □ 350°
- □ 475°
- □ 550°
- □ 700°

**WHY DO WE SCREEN THE PIZZA AFTER BAKING?**

- □ Shake all the ash off
- □ To allow moisture to escape allowing crispier crust and a better pie!
- □ Quality Check
- □ No reason really….It just looks cool!

**WHAT TYPES OF CRUST DO WE HAVE?**

- Classic
- Wheat
- Gluten Free

**WHAT IS THE MOST IMPORTANT INGREDIENT THAT GOES INTO EVERY SINGLE FOOD ITEM THAT COMES FROM OUR KITCHENS?**

**LOVE**

**HOW DO YOU MEASURE THE QUALITY OF THE FOOD WE PUT IN THE WINDOW TO SERVE OUR GUESTS?**

We used only the best ingredients, it is made to recipe, and we would be proud to serve it to the people we love and respect most in this world. If we aren’t proud of it we don’t serve it!
**DESCRIBE OUR 5 STEP GLUTEN FREE PROCEDURE?**

1. *1 artisan oversees the production and bake of a gluten free item.*
   
   This will ensure that the GF item is not cross contaminated.

2. *A hand wash and glove change is required when starting a gluten-free item.*

3. *All ingredients for gluten free must come from a non cross-contaminated location.* *(ie; walk-in cooler, salad line, {marinara} server station)*

4. *All gluten free pizzas must be cooked on a GF screen to avoid any cross contamination with the oven stone.*

5. *Gluten-free items should only be handled with GF utensils (ie; Pizza slicers, tongs, spoons ladles.)*

**PLEASE LIST THE 7 DIFFERENT BASES FARRELLI’S OFFERS FOR TOPPING PIZZAS?**

1. Signature Marinara
2. Pesto
3. Herbed Olive Oil
4. Alfredo
5. Jalapeño Cream Cheese
6. Sweet Honey Mustard
7. House Buttermilk Ranch

**WHAT ARE THE 8 DIFFERENT TYPES OF CHEESE WE USE FOR TOPPING PIZZAS?**

1. Mozzarella-Provolone Blend
2. Fresh Mozzarella
3. Ricotta
4. Cheddar
5. Romano & Parmesan Blend
6. Goat Cheese
7. Gouda
8. Crumbled Feta

**WHAT ARE THE 9 DIFFERENT TYPES OF MEAT WE USE FOR TOPPING PIZZAS?**

1. Classic Sliced Pepperoni
2. Thick Cut Old World Pepperoni
3. Farrelli’s Italian Sausage
4. Spicy Sausage
5. Oven Roasted Chicken Breast
6. House Made Meatballs
7. Sliced Salami
8. Canadian Bacon
9. Bacon
**How Many of the 21-26 Toppings We Use Can You Name?**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>1.</td>
<td>Sliced Mushrooms</td>
<td>8.</td>
</tr>
<tr>
<td>2.</td>
<td>Fresh Basil</td>
<td>9.</td>
</tr>
<tr>
<td>3.</td>
<td>Fresh Spinach</td>
<td>10.</td>
</tr>
<tr>
<td>4.</td>
<td>Jalapeños</td>
<td>11.</td>
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<td>20.</td>
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<tr>
<td></td>
<td></td>
<td>21.</td>
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</tbody>
</table>

**What Are the Food Items Available for Kids from the Kid’s Menu?**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>6” Make Your Own Pizza (2 toppings)</td>
<td>5.</td>
</tr>
<tr>
<td>2.</td>
<td>Chicken Tenders</td>
<td>6.</td>
</tr>
<tr>
<td>3.</td>
<td>Macaroni &amp; Cheese</td>
<td>7.</td>
</tr>
<tr>
<td>4.</td>
<td>Kid’s Nachos</td>
<td>8.</td>
</tr>
</tbody>
</table>

**What Desserts Do We Serve?**

<p>| | | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1.</td>
<td>Apple Crumble a la mode</td>
<td>5.</td>
</tr>
<tr>
<td>2.</td>
<td>Big Fat Chocolate Cake</td>
<td>6.</td>
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<tr>
<td>3.</td>
<td>S’more Stack</td>
<td>7.</td>
</tr>
<tr>
<td>4.</td>
<td>Cookie Sandwich</td>
<td>8.</td>
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</table>

**On the Following Pages Your Trainer Will Choose 6 Signature Pizzas and Sandwiches for You to Identify Ingredients. Please Put a Check Next to Each Ingredient Used in the Recipe.**

Note to trainer: Hand write at the top of each box the most popular Pizza, Sandwich or Calzone the first 2 pages are for Pizzas and the next 2 are Sandwich and Calzone.
## Pizzas

<table>
<thead>
<tr>
<th>PIZZA BASES</th>
<th>CHEESES</th>
<th>MEATS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature Marinara</td>
<td>Mozzarella Blend</td>
<td>Italian Sausage</td>
</tr>
<tr>
<td>Herbed Olive Oil</td>
<td>Parmesan</td>
<td>Chicken Breast</td>
</tr>
<tr>
<td>Pesto Sauce</td>
<td>Swiss</td>
<td>Canadian Bacon</td>
</tr>
<tr>
<td>Bléu Cheese Dressing*</td>
<td>Pepperoni</td>
<td>Salami</td>
</tr>
<tr>
<td>Fresh Salsa</td>
<td>Salami</td>
<td>Bacon</td>
</tr>
<tr>
<td>Honey Mustard</td>
<td>Golden Crusts</td>
<td>Anchovies</td>
</tr>
<tr>
<td>Swiss Cheese</td>
<td>Fresh Mozzarella</td>
<td>House-Made Meatballs</td>
</tr>
<tr>
<td>BBQ Sauce*</td>
<td>Gorgonzola</td>
<td>Fresh Mozzarella</td>
</tr>
<tr>
<td>Ricotta</td>
<td>Smoked Gouda</td>
<td>Cheddar</td>
</tr>
<tr>
<td>Smoked Gouda</td>
<td>Cheddar</td>
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</table>

* – Traditional Dough
** – Whole Wheat Dough
# Pizzas

<table>
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<tr>
<th>PIZZA BASES</th>
<th>CHEESES</th>
<th>MEATS</th>
<th>PIZZA BASES</th>
<th>CHEESES</th>
<th>MEATS</th>
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</thead>
<tbody>
<tr>
<td>Signature Marinara</td>
<td>Mozz/Parmesan Blend</td>
<td>Italian Sausage</td>
<td>Signature Marinara</td>
<td>Mozz/Parmesan Blend</td>
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<tr>
<td>Herbed Olive Oil</td>
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<td>Chicken Breast</td>
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<td>Pesto Sauce</td>
<td>Swiss</td>
<td>Canadian Bacon</td>
</tr>
<tr>
<td>Bleu Cheese Dressing*</td>
<td>Goat Cheese</td>
<td>Pepperoni</td>
<td>Bleu Cheese Dressing*</td>
<td>Goat Cheese</td>
<td>Pepperoni</td>
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<tr>
<td>Fresh Salas</td>
<td>Blu Cheese Crumbles</td>
<td>Salami</td>
<td>Fresh Salas</td>
<td>Blu Cheese Crumbles</td>
<td>Salami</td>
</tr>
<tr>
<td>Honey Mustard</td>
<td>Romano/Asiago Blend</td>
<td>Bacon</td>
<td>Honey Mustard</td>
<td>Romano/Asiago Blend</td>
<td>Bacon</td>
</tr>
<tr>
<td>Caesar Dressing</td>
<td>Crumbled Feta</td>
<td>Anchoyis</td>
<td>Caesar Dressing</td>
<td>Crumbled Feta</td>
<td>Anchoyis</td>
</tr>
<tr>
<td>Signature House Ranch*</td>
<td>Fresh Mozzarella</td>
<td>House Made Meatballs</td>
<td>Signature House Ranch*</td>
<td>Fresh Mozzarella</td>
<td>House Made Meatballs</td>
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<tr>
<td>Garlic Whiskey Alfredo</td>
<td>Gorgonzola</td>
<td>Spicy Sausage</td>
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<td>BBQ Sauce*</td>
<td>Ricotta</td>
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<td>Whole Wheat Dough</td>
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## PIZZA INGREDIENTS

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<td>Black Olives</td>
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<td>Artichoke Hearts</td>
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<td>White Onions</td>
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<tr>
<td>Caramelized Onions</td>
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<tr>
<td>Sundried Tomatoes</td>
<td></td>
<td></td>
<td>Sundried Tomatoes</td>
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</table>

**Note:** The table above lists the ingredients and toppings for various pizza styles. Each row represents a different combination of base, cheese, and meat options, along with additional ingredients and toppings. The table structure allows for customization to fit different preferences and dietary needs.
### Calzones & Sandwiches

**Bread**
- Traditional Dough
- Whole Wheat Dough
- House Focaccia
- Panini

**Cheese**
- Mozzarella
- Provolone
- Ricotta
- Cheddar
- Smoked Gouda
- Swiss
- Fresh Mozzarella

**Meat**
- Turkey Breast
- Chicken Breast
- Italian Sausage
- Pepperoni
- Meatsballs
- Canadian Bacon
- Bacon
- Crab Dip

**Sauces**
- Sig. Marinara
- Pesto
- Ranch
- Garlic Mayo
- Honey Mustard
- Balsamic Vinaigrette
- Tomato Gong. Soup

**Vegetables**
- Fresh Roma Tomatoes
- Romaine
- Green Peppers
- Sliced Mushrooms
- White Onions
- Minced Fresh Garlic
- Fresh Basil
- Green Onions
- Red Onions

---

**Bread**
- Traditional Dough
- Whole Wheat Dough
- House Focaccia
- Panini

**Cheese**
- Mozzarella
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- Ricotta
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- Swiss
- Fresh Mozzarella

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**Sauces**
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- Pesto
- Ranch
- Garlic Mayo
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- Balsamic Vinaigrette
- Tomato Gong. Soup

**Vegetables**
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- Romaine
- Green Peppers
- Sliced Mushrooms
- White Onions
- Minced Fresh Garlic
- Fresh Basil
- Green Onions
- Red Onions
### Calzones + Sandwiches

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<tr>
<th>BREAD</th>
<th>SAUCES</th>
<th>VEGETABLES</th>
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<tbody>
<tr>
<td>Traditional Dough</td>
<td>Sig. Marinara</td>
<td>Fresh Roma Tomatoes</td>
</tr>
<tr>
<td>Whole Wheat Dough</td>
<td>Pesto</td>
<td>Romaine</td>
</tr>
<tr>
<td>House Focaccia</td>
<td>Ranch</td>
<td>Green Peppers</td>
</tr>
<tr>
<td>Panini</td>
<td>Garlic Mayo</td>
<td>Sliced Mushrooms</td>
</tr>
<tr>
<td>Mozzarella</td>
<td>Honey Mustard</td>
<td>White Onions</td>
</tr>
<tr>
<td>Ricotta</td>
<td>Balsamic Vinaigrette</td>
<td>Minced Fresh Garlic</td>
</tr>
<tr>
<td>Cheddar</td>
<td>Tomato Soup</td>
<td>Fresh Basil</td>
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<td>Smoked Gouda</td>
<td>Swiss</td>
<td>Green Onions</td>
</tr>
<tr>
<td>Swiss</td>
<td>Fresh Mozzarella</td>
<td>Red Onions</td>
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</table>

<table>
<thead>
<tr>
<th>BREAD</th>
<th>SAUCES</th>
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<th>METABOLIC</th>
<th>MACRONUTRIENTS</th>
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<td>Turkey Breast</td>
<td>Meatballs</td>
<td>Canadian Bacon</td>
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<td>Bacon</td>
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</tr>
<tr>
<td>Italian Sausage</td>
<td>Pepporoni</td>
<td>Fresh Mozzarella</td>
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</tr>
<tr>
<td>Italian Sausage</td>
<td>Pepporoni</td>
<td>Fresh Mozzarella</td>
</tr>
</tbody>
</table>
FARRELLI’S WOOD FIRED PIZZA PHILOSOPHY

LEARNING SUMMARY – ORIENTATION TO MAKING PIZZA

WHAT IS THE FARRELLI’S MISSION STATEMENT?

________________________________________________________________________

WHAT ARE FARRELLI’S 6 CORE VALUES AND HOW HAVE YOU SEEN THEM PRESENT THROUGHOUT YOUR TRAINING?

1.____________________________________________________________________

2.____________________________________________________________________

3.____________________________________________________________________

4.____________________________________________________________________

5.____________________________________________________________________

6.____________________________________________________________________

EXPLAIN HOW THE TOOLS, SKILLS, AND TRAINING YOU HAVE RECEIVED WILL HELP YOU HELP FARRELLI’S FULFILL ITS MISSION. WHAT IS MOST VALUABLE THING YOU HAVE TAKEN FROM THIS TRAINING?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
## HOURLY COMPENSATION

<table>
<thead>
<tr>
<th>ROLE</th>
<th>BEGINNING</th>
<th>GAINING PROFICIENCY</th>
<th>DOING THE JOB</th>
<th>EXCEEDING EXPECTATIONS</th>
<th>OUTSTANDING</th>
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<tbody>
<tr>
<td>KITCHEN APPRENTICE: DMO (WHITE HAT)</td>
<td>11.50</td>
<td>$12.00</td>
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<td>KITCHEN APPRENTICE I (WHITE HAT I)</td>
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<td>$12.50 TO $13.00</td>
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<tr>
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<tr>
<td>PIZZA ARTISAN PREP (MUST BE BLACK HAT – RED HAT)</td>
<td>$13.50</td>
<td>$13.75 TO $14.75</td>
<td>$15-16</td>
<td>$16.25 TO $17.75</td>
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<tr>
<td>PIZZA MASTER - LEAD/ASST. (RED HAT)</td>
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<td>$16.50</td>
<td>16.75</td>
<td>17.00 TO 17.25</td>
<td>$17.50</td>
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Here is how your wage will be determined. Please make sure you receive the feedback you need and hold your Kitchen Manager and General Manager responsible to ensure your growth and development at Farrelli’s.

### HOURLY COMPENSATION + BENEFITS: KITCHEN MANAGER

<table>
<thead>
<tr>
<th>BEGINNING</th>
<th>GAINING PROFICIENCY</th>
<th>DOING THE JOB</th>
<th>EXCEEDING EXPECTATIONS</th>
<th>OUTSTANDING</th>
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<tbody>
<tr>
<td>$17.50</td>
<td>$18.00 TO 18.50</td>
<td>19.00 TO 21.00</td>
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<td></td>
</tr>
</tbody>
</table>

- **Doing the Job**: Meeting all standards as defined on job description and is a pleasure to work with always.
- **Managing numbers on 13-week report.** Fully staffed with well-trained crew.

**Benefit**

- Quarterlry Bonus Earnings: Discretionary Bonus
- Health Insurance Reimbursement: 75% of insurance premium for all crew who work 30+ hours per week, $2,000 per year
- Cell Phone Reimbursement: $50 per month/$600 per year
- Paid Time Off: 5 days (average hours worked per week)
- Paid Time Off: Sick Days: 2 days (average hours worked per week)

**Earnings**

- About $2,600.00 per year
- $7 paid days off per year ($910 to $1,349)

**Totals**

- Discretionary
KITCHEN APPRENTICE
This is a new hires probationary training period. It would last between 30-90 days.

- **Professional Image:** In clean uniform looking sharp—showered, clean, tidy appearance.
- **Communication:** Able to listen to others for understanding AND effectively communicate a message; accepts feedback and coaching; friendly to all HOT crew and front of house.
- **Team Player:** Understands current role; asks for help when needed; offers help when able; encourages others; never leaves crew hanging.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On time, adheres to all standards, and expectations.

Pizza Artisan in Training: Level I
- Pizza & Entrée (16-20 hours)
- Oven (16-20 hours)
- Prep (16-20 hours)
- DMO (16-20 hours)
- Building proficiency in Salads & Appetizers (Minimum 40 hours of peak business):
  - Menu Knowledge & Recipes made to specifications.
  - Exceptional food quality & presentation
  - Meets timing standards
  - Clean well stocked station

Dish Machine Operator (DMO) in Training
- Learning Dish Machine
- Proper sanitation of cleaning of dishes and silver.
- Maintains a clean back of house throughout shift.

KITCHEN APPRENTICE I (WHITE HAT I)
This trainee has mastered the salad/appetizer line or running a great back of kitchen. They have proven they have what it takes to be a vibrant Farrelli’s family member and they have earned their first pin.

- **Professional Image:** In clean uniform looking sharp—showered, clean, tidy appearance.
- **Communication:** Able to listen to others for understanding AND effectively communicate a message; accepts feedback and coaching; friendly to all HOT crew and front of house.
- **Team Player:** Understands current role; asks for help when needed; offers help when able; encourages others; never leaves crew hanging.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On time, adheres to all standards, and expectations.

Pizza Artisan in Training: Level II
- KM & Asst. KM evaluated and promoted.
- 100% Proficient in Salad & Appetizers
  - Menu Knowledge & Recipes made to specifications.
  - Exceptional food quality & presentation
  - Meets timing standards
  - Clean well stocked station
- Building proficiency in Pizza & Entrees. (Minimum 40 hours of peak business.)
  - Menu Knowledge & Recipes made to specifications.
  - Exceptional food quality & presentation
  - Meets timing standards
  - Clean well stocked station

DMO Extraordinaire
- 100% Technical Proficiency maintaining clean kitchen.
- Maintains all health and safety standards
ARTISAN IN TRAINING  (BLACK HAT I)

This HOT crew member is an asset and someone the whole team looks forward to working with. We count on them to put out perfect salads, appetizers, pizzas, and entrees.

- **Professional Image:** In clean uniform looking sharp—showered, clean, tidy appearance.
- **Communication:** Able to listen to others for understanding AND effectively communicate a message; accepts feedback and coaching; friendly to all HOT crew and front of house.
- **Team Player:** Understands current role; asks for help when needed; offers help when able; encourages others; never leaves crew hanging.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On time, adheres to all standards, and expectations.

Pizza Artisan in Training: Level III
- Evaluated and promoted by KM & Asst. KM.
- 100% Proficient in Salad, Appetizer, Pizza, Entrees
  - Menu Knowledge & Recipes made to specifications.
  - Exceptional food quality & presentation
  - Meets timing standards
  - Clean well stocked station
- Building proficiency in Prep. (Minimum 40 hours.)
  - Recipes made to specifications at proper par levels.
  - Exceptional food quality
  - Able to multitask and get through prep list within acceptable time frame.
  - Clean well stocked station
- Build proficiency on Wood Stone Oven (40 hours mastery during peak hours)
  - Menu Knowledge & Recipes made to specifications.
  - Exceptional food quality & presentation
  - Meets timing standards
  - Clean well stocked station
- Work 40 hours closing duties—next day opener loves you.
- Work 40 hours opening duties—crew love to come in after your opens.

PIZZA ARTISAN  (BLACK HAT II)

This HOT crew member is a fully trained Pizza Artisan!!! They are a ¾-full time crewmember can competently work every station and provide exceptional food made to recipe, presented beautifully, and within timing standards.

- **Professional Image:** In clean uniform looking sharp—showered, clean, tidy appearance.
- **Communication:** Able to listen to others for understanding AND effectively communicate a message; accepts feedback and coaching; friendly to all HOT crew and front of house.
- **Team Player:** Understands current role; asks for help when needed; offers help when able; encourages others; never leaves crew hanging.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On time, adheres to all standards, and expectations.

Pizza Artisan
- Evaluated and promoted by KM & Asst. KM.
- Works 30-40 hours per week.
- 100% Knowledge and proficiency on all Heart of Team work stations.
  - Salad & Appetizers, Pizza & Entrees, Oven, Prep
    - Menu Knowledge & Recipes made to specifications.
    - Exceptional food quality & presentation
    - Meets timing standards
    - Clean well stocked station
- Work 40 hours closing duties—next day opener loves you.
- Work 40 hours opening duties—crew love to come in after your opens.

To be promoted from here an Artisan will move from team member to team leader… expectations will be higher and rewards will be greater!
PIZZA MASTER OR ASSISTANT KM
(RED HAT)
This HOT crew member is a natural leader and inspires passion and pride in their team and the food they put out of our kitchens. They are 100% proficient in every station. They are able to be the lead cook for peak business levels. They are learning and mastering the business systems and working on leadership skills.

- **Impeccable Professional Image:** In clean uniform looking sharp—showered, clean, tidy appearance.
- **Communication:** Able to listen to others for understanding AND effectively communicate a message; accepts feedback and coaching; friendly to all HOT crew and front of house.
- **Team Leader & Player:** Understands current role; asks for help when needed; offers help when able; encourages others; never leaves crew hanging. When in a position of leadership is confident, decisive, and fair. Able to multitask and give clear concise direction during peak business levels.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On time, adheres to all standards, and expectations.

Lead Pizza Artisan and/or Assistant Kitchen Manager
- Works 30-40 hours per week
- 100% Knowledge and proficiency on all Heart of Team work stations.
  - Salad & Appetizers, Pizza & Entrees, Oven, Prep
    - Menu Knowledge & Recipes made to specifications.
    - Exceptional food quality & presentation
    - Meets timing standards
    - Clean well stocked station
- Learns business systems and heart of team leadership responsibilities.
  - Ordering: 4 weeks
  - Scheduling: 4 weeks
  - Inventory: 8 weeks
- Attends weekly management meeting at least once per month.

PIZZA MASTER & KITCHEN MANAGER
(RED HAT)
Pizza Artisan Guru!! Master of it ALL!! Farrelli’s GOD/GODDESS. (Wage set based on experience and time on the job, sales goals, business goals, team morale, and General Manager evaluations and recommendations.)

- **Impeccable Professional Image:** In clean uniform looking sharp—showered, clean, tidy appearance.
- **Communication:** Able to listen to others for understanding AND effectively communicate a message; accepts feedback and coaching; friendly to all HOT crew and front of house.
- **HOT Leader & Player:** Understands current role; asks for help when needed; offers help when able; encourages others; never leaves crew hanging. When in a position of leadership is confident, decisive, and fair. Able to multitask and give clear concise direction during peak business levels.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On time, adheres to all standards, and expectations.

Kitchen Manager
- Works 40-45 hours per week
- Leads by example. Never asks for anything they wouldn’t or haven’t done.
- 100% Mastery on All Heart of Team work stations.
  - Follows all recipes, weighs food, and meets timing standards.
    - Salad & Appetizers
    - Pizza & Entrees
    - Oven
    - Prep
- Learns business systems and heart of team leadership responsibilities.
  - Ordering
  - Scheduling
  - Inventory
  - Kitchen Maintenance
- Attends Owner/Operator Meetings at least once per quarter