



FARRELLI'S PIZZA

HEART OF THE TEAM PAY SCALE AND COMPETENCIES

HOT SKILL POSITION	GAINING PROFICIENCY	MEETING EXPECTATIONS	EXCEEDING EXPECTATIONS
DMO	\$11.50 - \$11.75	\$12.00 - \$12.25	\$12.50 - \$12.75
Prep Artisan (Pay based on hat level)	\$11.50 - \$12.50	\$12.75 - \$13.75	\$14.00 - \$16.50
Apprentice White Hat	\$11.50 - \$11.75	\$12.00 - \$12.25	\$12.50 - \$12.75
Artisan Black Hat	\$13.00 - \$13.25	\$13.50 - \$13.75	\$14.00 - \$14.25
Leader Red Hat	\$14.50 - \$14.75	\$15.00 - \$15.25	\$15.50 - \$16.50
Kitchen Manager	\$18.00 - \$20.00	\$21.00 - \$23.00	\$24.00 - \$28.00

TIP POOL; All members of the Heart of the team are included in the support tip pool. The support tip pool is based on a % of the food sales that the service team members tip to the support staff. It averages between \$1.5 - \$3.00 per hour that is added to the paychecks.



HOT APPRENTICE

(WHITE HAT)

HOT APPRENTICE TRAINING

(WHITE HAT)

This is a new hires Probationary training period.
It would last between 30 –90 days

- **Professional Image:** In clean uniform looking sharp. Appropriate grooming and hygiene.
- **Communication:** Able to listen for understanding and effectively communicate a message. Accepts feedback and coaching
- **Team Player:** Understands current role, asks for help when needed and offers help when able. Never leaves the crew hanging.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On Time, adheres to all standards and expectations.

Pizza Apprentice in training:

- Pizza and Entrée (16-20 hours)
- Oven (16-20 hours)
- Prep (16-20 hours)
- DMO (16-20 hours)
- Building Proficiency in Salads and Appetizers (Minimum 40 hours during peak business).

Expectations: Maintain a clean well stocked station, provide the highest standard of food quality and presentation. All items made to recipe and meets the timing standards.

HOT APPRENTICE

(WHITE HAT)

This trainee has mastered the salad and appetizer line. They are now focusing on training to be a Farrelli's Artisan

- **Professional Image:** In clean uniform looking sharp. Appropriate grooming and hygiene.
- **Communication:** Able to listen for understanding and effectively communicate a message. Accepts feedback and coaching
- **Team Player:** Understands current role, asks for help when needed and offers help when able. Never leaves the crew hanging.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On Time, adheres to all standards and expectations.

Pizza Artisan in training:

- GM & KM evaluated and promoted
- 100 % Proficient in salads and appetizers, made to recipe specifications.

Exceptional food quality and presentation, meets all timing standards.

- Building Proficiency in Pizza and Entrees (Minimum 40 hours during peak business).

Expectations: Maintain a clean well stocked station, provide the highest standard of food quality and presentation. All items made to recipe and meets the timing standards.



HOT APPRENTICE

(BLACK HAT)

HOT ARTISAN IN TRAINING

(BLACK HAT BUILDING PROFICIENCY)

This Apprentice has mastered the salad, appetizer, pizza and entrée lines. They are now focusing on training to be a Farrelli's Artisan

- **Professional Image:** In clean uniform looking sharp. Appropriate grooming and hygiene.
- **Communication:** Able to listen for understanding and effectively communicate a message. Accepts feedback and coaching
- **Team Player:** Understands current role, asks for help when needed and offers help when able. Never leaves the crew hanging.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On Time, adheres to all standards and expectations.

Pizza Artisan in training:

- GM & KM evaluated and promoted
- 100 % Proficient in salads, appetizers, pizza, and entrée, made to recipe specifications.
- Building Proficiency in Prep and Wood Stone Oven (Minimum 40 hours during peak business).

Expectations: Maintain a clean well stocked station, provide the highest standard of food quality and presentation. All items made to recipe and meets the timing standards.

HOT ARTISAN

(BLACK HAT)

This Artisan has mastered the salad, appetizer, pizza, entrée, and prep stations. To be promoted from here an Artisan must transition from team member to team leader.

- **Professional Image:** In clean uniform looking sharp. Appropriate grooming and hygiene.
- **Communication:** Able to listen for understanding and effectively communicate a message. Accepts feedback and coaching
- **Team Player:** Understands current role, asks for help when needed and offers help when able. Never leaves the crew hanging.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On Time, adheres to all standards and expectations.

Pizza Artisan :

- GM & KM evaluated and promoted
- Works 30-40 hours per week.
- 100% proficient on all HOT work stations.
- 40 hours of opening and 40 hours of closing duties

Expectations: Maintain a clean well stocked station, provide the highest standard of food quality and presentation. All items made to recipe and meets the timing standards.



HOT APPRENTICE

(RED HAT)

HOT LEADER

(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. Appropriate grooming and hygiene.
- **Communication:** Able to listen for understanding and effectively communicate a message. Accepts feedback and coaching
- **Team Player:** Understands current role, asks for help when needed and offers help when able. Never leaves the crew hanging.
- **Attitude:** Positive and enjoyable to work with.
- **Conduct:** On Time, adheres to all standards and expectations.

HOT Leader:

- GM & KM evaluated and promoted
- Works 30-40 hours per week.
- 100% proficient on all HOT work stations
- Learning business systems. Ordering (4 weeks), scheduling (8weeks), Inventory (4 weeks).

Expectations: Maintain a clean well stocked station, provide the highest standard of food quality and presentation. All items made to recipe and meets the timing standards.

HOT MANAGER

(RED HAT)

This is the highest level within our kitchen systems. To reach this level you have shown you are a leader that is willing to grow and hold yourself and your team to the highest standards.

- **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.

Mastery of business systems and heart of team leadership responsibilities.

Ordering	Communication
Scheduling	Conflict Management
Inventory	Giving Feedback
Kitchen Maintenance	Team Building



HEART OF THE TEAM TRAINING

Training Schedule & Objectives:

New Working Family Members (WFM) will be kind competent Farrelli's experts who provide exceptional service to every guest.

Objectives:

Cleanliness: Handwashing is critical to prevent foodborne illness, so we need to be disciplined with our practice every shift. Keeping a clean station means you start with a clean station, stay organized, and clean as you go. Keep your floors clean and sweep kitchen regularly. Cleanliness is the #1 item guests look for in a restaurant.

Recipe Knowledge: Following a standard recipe is vital for our restaurants' success. Recipe Knowledge coincides with recipe consistency which inspires trust with our guests.

Portion Control/Consistency: We use the tools provided in our business not only to control our cost and remain sustainable, but also to allow us to deliver the same product to our guests. We weigh our cheese, we count our slices, and we portion our meats.

Presentation: We eat with our eyes first, that is why it is so important to take the time to put the love in every item we send out.

Teamwork/Team service: A combined action from a group of people to achieve the same goal. We always offer help, we ask for help when needed, we never leave the team stranded.

Training Schedule Outline:

- Day 1: Orientation, Crew Manual
- Day 2: Salad training (Shadowing)
- Day 3: Salad training (Shadowed)
- Day 4: Appetizer (Shadowing)
- Day 5: Appetizer (Shadowed)
- Day 6: Pizza, Entrée, Oven Training

It is important to Farrelli's that all crew members take great pride in the quality food we serve so we invite you to taste your way through our menu during your training! We use only the freshest ingredients and prepare our signature dough, meats, and vegetables every day! During your training you will have the opportunity to taste various menu items so that you can figure out what you love to eat at Farrelli's. The goal is for you to find menu items that you enjoy so that you are able to make quality recommendations to our guests.

Tasting schedule:

Be ready to describe each menu item you try.

- Day 1: Signature personal pizza and starter salad of choice.
- Day 2: Appetizer and entrée salad of choice.
- Day 3: Sandwich & dessert of choice.
- Day 4: Pasta and soup of choice
- Day 5: Pan Pizza



FARRELLI'S PIZZA

HEART OF THE TEAM TRAINING

Farrelli's Key Item Control Sheet

Handwashing & Glove Policy

- Hands must be properly washed before performing duties in all work stations.
- Hands washed between glove changes. Use utensils to keep your glove free of contamination.
- Never wash your gloves.
- Change gloves and wash hands between handling raw and ready to eat foods.
- When in doubt, wash your hands and change your gloves out.

Temperatures: Hot Holding

165° Cooking chicken, sausage, meatballs, and any item that is being reheated.

140°+ All foods that are kept hot after reheating to 165°. These items include soups, sauces, and cooked meatballs.

Temperatures: Cold Holding

41° or below for all foods that need to be refrigerated and kept cold.

Temperatures: Proper Cooling

- 1) Cooked items need to be cooled, uncovered, in shallow pans no more than 2" filled.
- 2) Pans need to be placed in walk-in cooler with nothing stacked above them.
- 3) Pans cannot be removed until the cooked food is below 41°.

Pizza Portion Key Item

TOPPING	8"	12"	16"
MOZZ/PROVE	2oz	4oz	7oz
PEPPERONI	1oz	2oz	3oz
SAUSAGE	1.5oz	3oz	4.5oz
CANADIAN BACON	6sl	12sl	20sl
SALAMI	6sl	12sl	20sl
CHICKEN	1.5oz	3oz	4.5oz
ITALIAN PEPPERONI	6sl	8sl	12sl
MEATBALLS 1/4	2ea	4ea	6ea
BACON	1oz	2oz	3oz

Appetizer Portion Key Item

CHICKEN WINGS	12ea
CHICKEN TENDERS	4ea/12oz
HOUSE MEATBALLS	6ea
STUFFED MUSHROOMS	6ea
CRAB DIP	8oz

Salad Portion Key Item

TOPPING	Start	Lite	Ent	Fam
LETTUCE	2oz	3oz	5oz	10oz
MOZZ/PROVE	1/2oz	1oz	2oz	3oz
CHICKEN	NA	1.5	3oz	4.5



FARRELL'S PIZZA

HEART OF THE TEAM TRAINING

Day 2: Salad Training

Pre-shift checklist

- 1) WFM has completed orientation.
- 2) WFM has clocked into the system.
- 3) WFM is in the correct uniform.
- 4) WFM has been introduced to the team
- 5) WFM has been given tour of training station.
- 6) Trainer teaches the importance of handwashing.

Trainers Initial

1) Trainer provides a detailed walkthrough of the station. This includes how the station operates, where the stock is kept, and how we keep it organized . We start with a clean, stocked station.	
2) Recipe training. Recipes for the station must be out during training for review. Trainer teaches WFM how to read and build recipes.	
3) Trainer teaches WFM how to use the scales and portions for recipes. During this day of training the WFM will be weighing all of the lettuce for orders to build speed.	
4) Trainer will demonstrate how we make the 3 starter salads for WFM. After shadowing these recipes, the WFM can make these orders with trainer shadowing.	
5) Trainer demonstrates how to build all of the orders from station reviewing recipe guides.	
6) Trainer reviews timing standards with WFM and shows the process of effective communication with the team.	
7) Trainer and WFM complete all station checklist and duties before they move on to station test and menu tasting.	
8) Skills Test: WFM must build the house salad in 30 seconds or less.	



FARRELL'S PIZZA

HEART OF THE TEAM TRAINING

Day 2: Review Test

This test is to be taken while Trainer and WFM share the training meal.

	Trainers Initial
1) Please explain when handwashing takes place in the kitchen:	
2) What is cold holding temperature, what is hot holding temperature?	
3) What are the ingredients on the House salad?	
4) What are the ingredients on the Caesar salad?	
5) What are the ingredients on the Dads salad?	
6) What are the lettuce portions for a starter, lite, entrée, & family salad?	
7) How was your training? What was the best thing you learned today?	
8) What are you excited about learning next?	



FARRELL'S PIZZA

HEART OF THE TEAM TRAINING

Day 3: Salad Training

Pre-shift checklist

- 1) WFM was on time for shift.
- 2) WFM has clocked into the system.
- 3) WFM is in the correct uniform.
- 4) WFM has been introduced to the team
- 5) WFM has been given tour of training station.
- 6) Trainer teaches the importance of handwashing.

Trainers Initial

1) Trainer reviews production flow from day 2. This training day the WFM will be making orders and being shadowed by trainer.	
2) During the first orders coming to station, the trainer will demonstrate how to build entrée salads for review.	
3) Every item that WFM completes needs to be inspected by trainer. All items coming out of the station are a reflection of the training.	
4) Trainer will teach WFM how the garlic bread for the station is made.	
5) Trainer will teach the safe way to handle a knife, proper cleaning and storage.	
6) WFM will spend 30 minutes of the shift with the DMO to learn the back kitchen operation.	
7) Trainer and WFM complete all station checklist and duties before they move on to station test and menu tasting.	
8) Skill test: WFM must build an entrée salad in 60 seconds or less.	



FARRELL'S PIZZA

HEART OF THE TEAM TRAINING

Day 3: Review Test

This test is to be taken while Trainer and WFM share the training meal.

	Trainers Initial
1) What are the chicken portions for lite and entrée salads?	
2) Please explain proper cooling:	
3) What are the ingredients on the Chop Chop salad?	
4) What are the ingredients on the Mom's salad?	
5) What are the ingredients on the Raspberry salad?	
6) Please explain the procedure to get a shift covered:	
7) How was your training? What was the best thing you learned today?	
8) What are you excited about learning next?	



FARRELL'S PIZZA

HEART OF THE TEAM TRAINING

Day 4: Appetizer Training

Pre-shift checklist

- 1) WFM was on time for shift.
- 2) WFM has clocked into the system.
- 3) WFM is in the correct uniform.
- 4) WFM has been introduced to the team
- 5) WFM has been given tour of training station.
- 6) Trainer teaches the importance of handwashing.

Trainers Initial

1) Trainer provides a detailed walkthrough of the station. This includes how the station operates, where the stock is kept, and how we keep it organized . We start with a clean, stocked station.	
2) At the beginning of the shift trainer will demonstrate how the breadsticks, garlic bread, & dip breads are made for the different stations in the kitchen.	
3) Recipe training. Recipes for the station must be out during training for review. Trainer teaches WFM how to read and build recipes.	
4) Trainer teaches WFM how to use the scales and portions for recipes, during this day of training the WFM will be weighing all of the cheese for orders to build speed.	
5) Trainer demonstrates how to build all of the orders from station reviewing recipe guides.	
6) Trainer reviews timing standards with WFM and shows the process of effective communication with the team.	
7) Trainer teaches WFM how to stretch dough. WFM then stretches 10/12" doughs to be used for future orders.	
8) Skill test: WFR must build order of breadsticks to recipe in under 45 seconds	



FARRELL'S PIZZA

HEART OF THE TEAM TRAINING

Day 4: Review Test

This test is to be taken while Trainer and WFM share the training meal.

	Trainers Initial
1) What are the cheese portions for the Breadsticks?	
2) Please explain reheating procedure:	
3) What are the ingredients on the Nachos?	
4) What are the ingredients on the Firesticks?	
5) What are the ingredients on the Chicken wing plate?	
6) Please explain the WFM break policy:	
7) How was your training? What was the best thing you learned today?	
8) What are you excited about learning next?	



FARRELL'S PIZZA

HEART OF THE TEAM TRAINING

Day 5: Appetizer Training

Pre-shift checklist

- 1) WFM was on time for shift.
- 2) WFM has clocked into the system.
- 3) WFM is in the correct uniform.
- 4) WFM has been introduced to the team
- 5) WFM has been given tour of training station.
- 6) Trainer teaches the importance of handwashing.

Trainers Initial

1) Trainer reviews production flow from day. This training day the WFM will be making orders and being shadowed by trainer.	
2) During the first orders coming to station, the trainer will demonstrate how to build appetizers for review.	
3) Every item that WFM completes needs to be inspected by trainer. All items coming out of the station are a reflection of the training.	
4) Trainer teaches WFM how to use the scales and portions for recipes, during this day of training the WFM will be weighing all of the cheese for orders to build speed.	
5) WFM will spend 30 minutes of the shift with the DMO to learn the back kitchen operation.	
6)) Trainer reviews timing standards with WFM and shows the process of effective communication with the team.	
7) Trainer teaches WFM how to stretch dough. WFM then stretches 10/12" doughs to be used for future orders.	
8) Skill test: WFR must build order of Nachos to recipe in under 45 seconds.	



FARRELL'S PIZZA

HEART OF THE TEAM TRAINING

Day 5: Review Test

This test is to be taken while Trainer and WFM share the training meal.

	Trainers Initial
1) How many Meatballs in appetizer order?	
2) How many Chicken wings in appetizer order?	
3) How many Chicken tenders in appetizer order?	
4) What sides come with Nachos?	
5) What are appetizer timing standards?	
6) What is re-heat temperature?	
7) How was your training? What was the best thing you learned today?	
8) What are you excited about learning next?	



FARRELL'S PIZZA

HEART OF THE TEAM TRAINING

Day 6: Pizza/Entrée/Oven Training

Pre-shift checklist

- 1) WFM was on time for shift.
- 2) WFM has clocked into the system.
- 3) WFM is in the correct uniform.
- 4) WFM has been introduced to the team
- 5) WFM has been given tour of training station.
- 6) Trainer teaches the importance of handwashing.

Trainers Initial

1) Trainer provides a detailed walkthrough of the station. This includes how the station operates, where the stock is kept, and how we keep it organized . We start with a clean, stocked station	
2) Recipe training. Recipes for the station must be out during training for review. Trainer teaches WFM how to read and build recipes.	
3) Trainer teaches WFM how to use the scales and portions for recipes, during this day of training the WFM will be weighing all of the cheese for orders to build speed	
4) Trainer and WFM will spend 2 hours on pizza line stations building recipes, 2 hours on operating the wood stone oven, finishing and plating.	
5) WFM must stretch 10/personal doughs, 10/12" doughs, and 10/16" doughs during this training shift	
6) WFM must completely top 10 menu pizza's during this training shift.	
7) Trainer and WFM complete all station checklist and duties before they move on to station test and menu tasting.	
8) Skill test: WFM must build 1 - 12" pepperoni pizza to recipe in under 60 seconds.	



FARRELL'S PIZZA

HEART OF THE TEAM TRAINING

Day 5: Review Test

This test is to be taken while Trainer and WFM share the training meal.

	Trainers Initial
1) What are the Mozz/Prove portions for 8"/12"/16" pizzas?	
2) How many ounces of pepperoni on 12" 1 topping?	
3) What is the standard sausage portion?	
4) What ingredients are on the Deluxe pizza?	
5) What ingredients are on NW Traditional pizza?	
6) What is the timing standard for Pizzas and Entrées?	
7) How was your training? What was the best thing you learned today?	
8) What are you excited about learning next?	