

# WE DON'T SKIMP ON CHEESE.



OR PEPPERONI, OR MUSHROOMS,  
OR PEPPERS, OR OLIVES, OR BACON...



*February 2024*

# *Mission Statement*

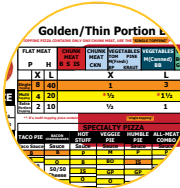
**TO PROFITABLY PROVIDE CONSISTENTLY  
GOOD FOOD AND GREAT SERVICE**

# GODFATHER'S PIZZA GUIDE



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Proofing & Labeling Dough



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Maketable Tips



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# PROPERLY PROOFING DOUGH

Using a clean pastry brush, spread buttery oil evenly over the entire bottom of the pizza pans and halfway up the side of the pans. Stacked pans should be no more than 10 pans high with dough, and an 11th pan should be used to finalize stacks and hold dough label.

## 2 Ways to proof dough:

### 1. Overnight Slack

Place the stacked pan of shells in the walk-in cooler or reach-in cooler. Allow the shells to slack out under refrigeration for at least 6 hours but not to exceed 18 hours. **The shells must then be removed from the walk-in or reach-in cooler and proofed at room temperature to finish the proofing process.** The advantage of this option is that the shells can be panned at night when there may be more available labor.

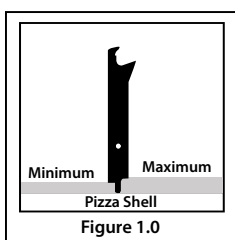
### 2. Direct Proof

The stacks of shells are left to proof at room temperature. Depending on the temperature and humidity in the prep area, this can take anywhere from 4 to 8 hours to complete.

## Pan Rotation and Dough Assistance

A pan rotation process is required for a quicker and more even proof. Beginning 1 hour after the shells were panned on a direct proof, or immediately upon pulling pans from the cooler from an overnight slack, rotate the top pan in each stack to the bottom allowing the bottom pan to end up on top. This process helps replace the cold air trapped inside each pan with room temperature air. Repeat this process every hour until the shells have reached the minimum proof as measured by a proofing guide.

To ensure that dough proofs correctly and fills the entire bottom of the pan, it is necessary to assist the dough by lightly spreading out at the edges at each rotation. This will be done every rotation until the dough reaches the edge of the pan. It is important this process is done gently and does not leave finger marks. Assisting the dough may begin only after the dough has completely thawed (no longer frozen). Usually, minis can be assisted after the first rotation and larges after the second rotation. The colder the kitchen/proofing area, the longer this may take.



Using the pointed end of a proofing guide, begin checking shell proofing after the first hour, and frequently after that. Do not wait until shells are proofed to the maximum standard before refrigerating them. Shells are properly proofed when shells are 1/2" to 3/4" thick and cover the bottom of the pan. (see figure 1.0).



Dough pans with timer



Label on top pan of dough pan stack

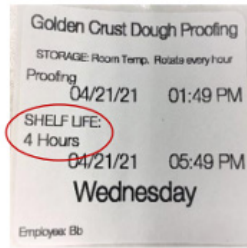
# PROPERLY LABEL DOUGH

With both methods of proofing dough, stacks or dough at room temperature must be rotated **each hour** to allow room temperature air into each pan. This consistently proofs each shell in the stack.

## Overnight slack

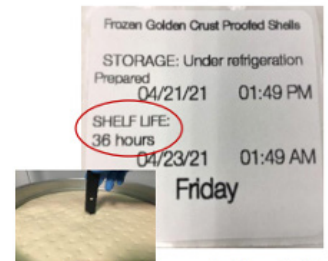


When you overnight slack a Frozen Golden shell, use an 18-hour sticker.



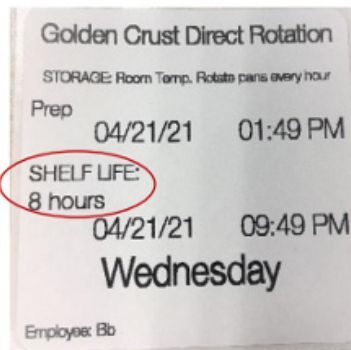
When you remove overnight slacked Frozen Golden shells from the walk-in cooler to begin proofing, use a 4-hour sticker.

Use a timer, rotate and assist the dough every hour until it has reached proper proofing.



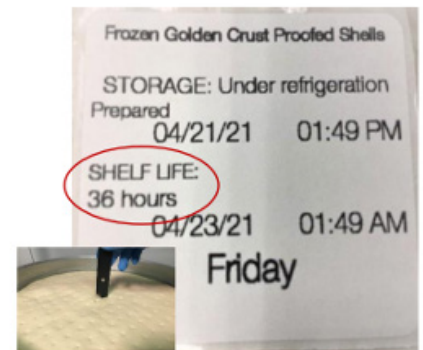
When the Frozen Golden shell has reached minimum proofing and been placed in the walk-in cooler, use the 36-hour sticker.

## Direct proof



When you direct proof a Frozen Golden Shell, use an 8-hour sticker.

Use a timer, rotate and assist the dough every hour until it has reached proper proofing.




When the Frozen Golden shell has reached minimum proofing and placed in the walk-in cooler, use the 36-hour sticker.




# MAKETABLE TIPS

## Color of scoops correspond with portion board chart



**Golden/Thin Portion Board**

**\*\* IF A PIZZA TOPPING PAGE CONTAINS ONLY ONE CHEESE MEAT, USE THE MINIMUM PORTION THAT THAT CHEESE MEAT \*\***



**SAUCE**

X	L
1	3
1/2	3/4
EXTRA SAUCE	
1 1/2	2 1/4

**FLAT MEAT**

P	H	CHEESE B S IS	CHICKEN CKN	VEGETABLE TON PINE (No Peppers) VEGET	W/ (No)onned BB	VEGETARIAN HO O JAL GP GO SHR
X	L					
8	40		1	3		
4	20		1/2	1 1/2		
2	10					

**CHEESE  
OUNCES**

X	L
2	9
EXTRA CHEESE	
2 1/2	12

Don't forget your quarter size hole(s).

**SPECIALTY PIZZA**

TACO PIE	BACON PIE	HOT PIE	VEGETE PIE	HUMBLE PIE	ALL-MEAT SAUCE	CLASSIC CHEESE
Taco Sauce	Sauce	Sauce	Sauce	Sauce	Sauce	Sauce
50/50 Cheese	50/50 Cheese	50/50 Cheese	50/50 Cheese	50/50 Cheese	50/50 Cheese	50/50 Cheese
100% 1 per side	100% 1 per side	100% 1 per side	100% 1 per side	100% 1 per side	100% 1 per side	100% 1 per side
1/2	3/4	3/4	3/4	3/4	3/4	3/4
EXTRA SAUCE						
1 1/2	2 1/4	2 1/4	2 1/4	2 1/4	2 1/4	2 1/4

CHUNK MEAT B S IS	CHUNK MEAT CKN	VEGETABLES TOM PINE M(Fresh) BP KRAUT	VEGETABLES M(Canned) BB	VEGETABLES BO O JAL GP GO SHR
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Example: Beef, Sausage & Italian Sausage use the **RED** SCOOP

## Proper portioning is essential.

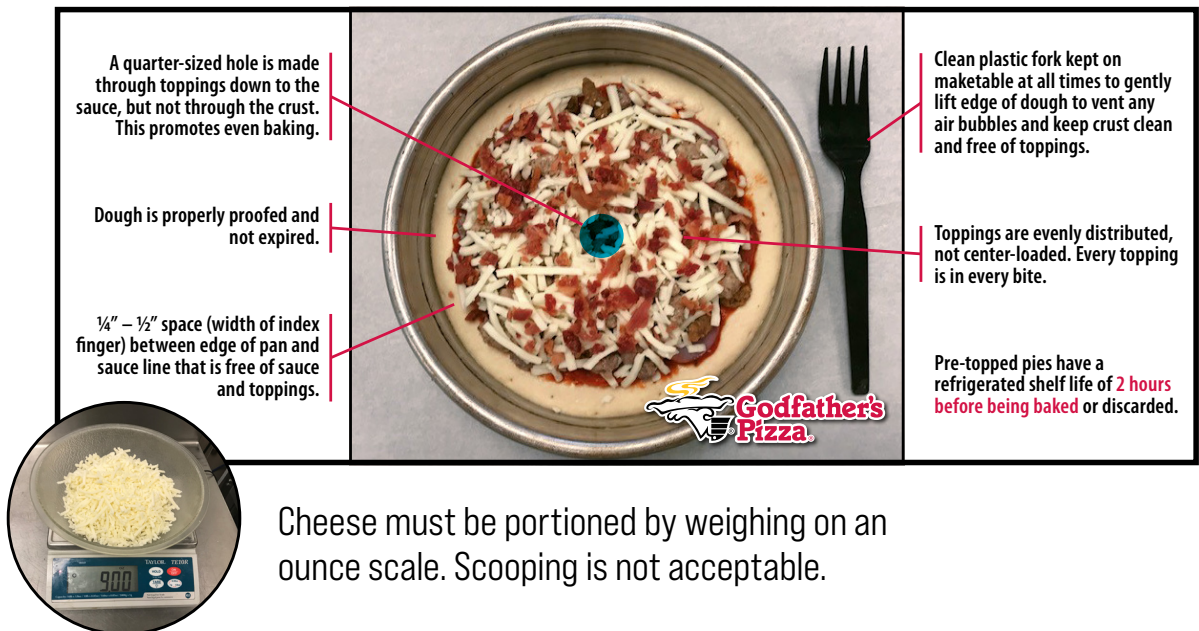
All of our menu items are portioned to control cost, increase margins and promote product consistency.



## LEVEL SCOOP

## LEVEL SCOOP

## HALF SCOOP



Cheese must be portioned by weighing on an ounce scale. Scooping is not acceptable.

# MAKETABLE FALSE BOTTOMS



Ingredients can be stored in their brine in the **bottom cabinet** of the maketable.

All vegetables and ham on the top rail of the maketable must be **completely drained** before placing in the maketable. **A false bottom** (refer to the image below) should be placed in the bottom of the pan for proper draining.



The stars in the image above indicate which items require false bottoms.



False Bottoms can be ordered from procurement

# PREMADE PIZZAS & HOLD TIMES

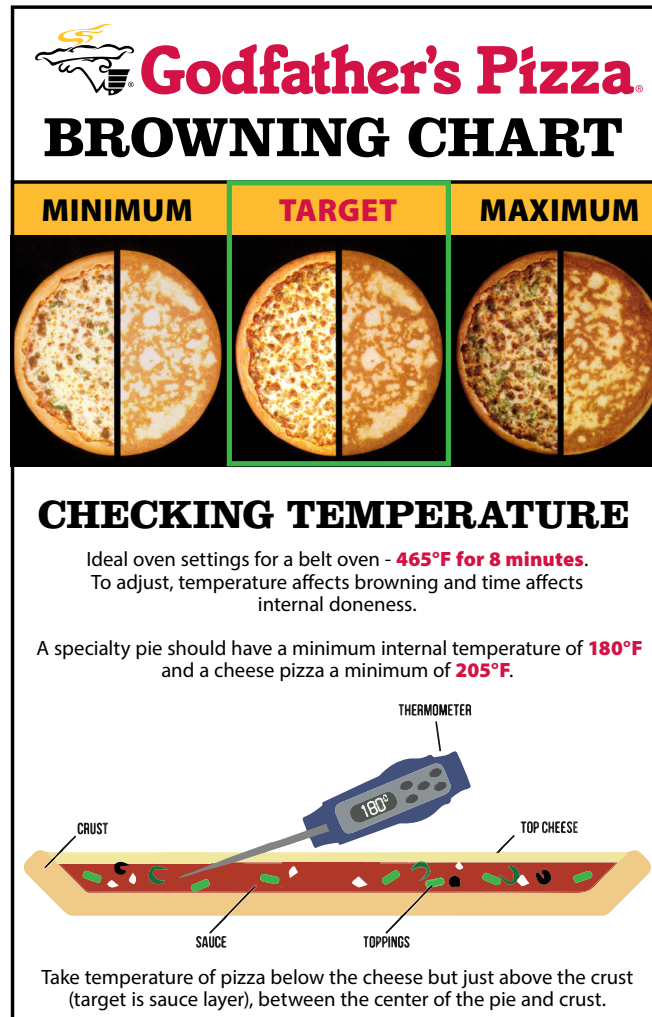


- When stacking pans, place a piece of parchment paper in between the pizza and the bottom of the pan above it.
- Once all pans are stacked, place the premade label from the labeling machine inside the empty pan that is on the top of the stack and write the type of pizza on label.
- Pre-made pizzas have a refrigerated shelf life of two hours, or one revenue period.



# THE PERFECT BAKE

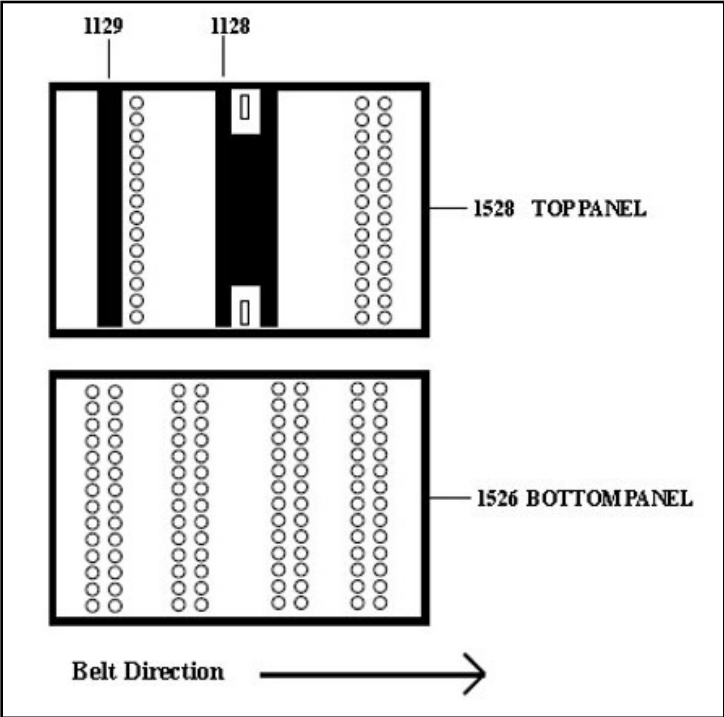
A properly baked pizza equals repeat business.



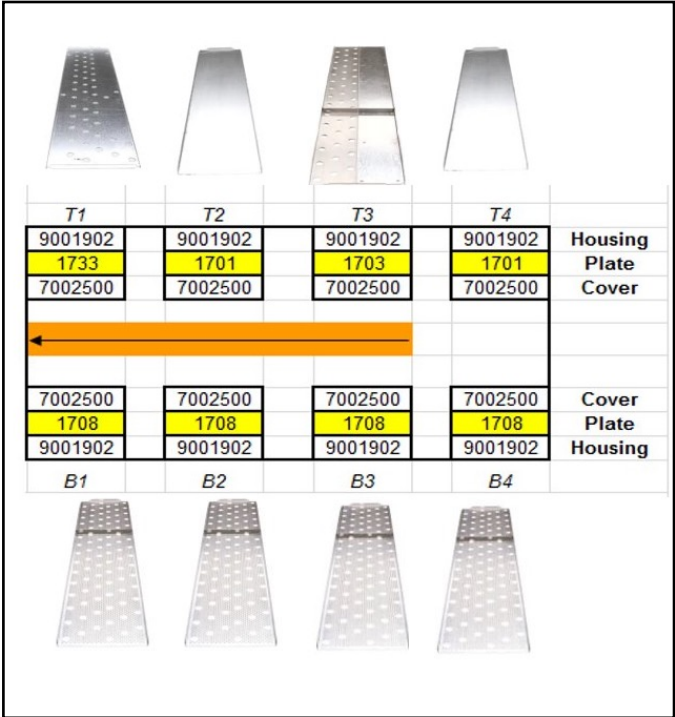
- It is best practice to make a fresh golden Classic Combo pizza to test oven settings. Minimum acceptable temperature is 180° but between the 190°-195° can lead to a better bake.
- Along with proper browning and internal temperature, a perfectly baked pizza should crunch when cut.
- When looking at a cut slice from the side, the dough should be completely baked through.
- Once picked up, a large slice of pizza should bend slightly due to being abundantly topped, but it shouldn't completely flop.
- It is not uncommon for the time to be adjusted to 8:30 for a perfect bake.

# OVEN CONFIGURATIONS

LINCOLN 1100 - SINGLE PLATE OVEN CONFIGURATION



LINCOLN 1400 - 4 FINGER OVEN CONFIGURATION

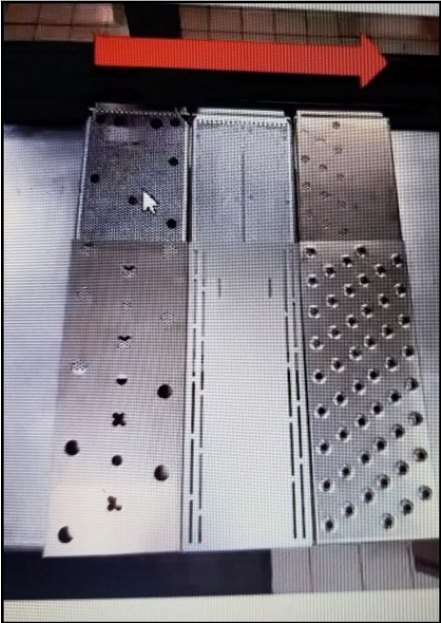


Oven Cleaning Video



Scan this QR code to learn about the proper oven cleaning process.

LINCOLN 1100 - 3 FINGER CONFIGURATION



TOP



BOTTOM

# WARMER EXPECTATIONS



<b>Godfather's Pizza</b> LUNCH & DINNER WARMER PLANOGRAM Open Air Curtain Warmer			
All items must be displayed accordingly <b>during peak times</b> . Items in <b>red boxes</b> must be displayed <b>during all hours of operations</b> .			
<b>CHOICE:</b> BACON CHEESEBURGER HUMBOLDT PIE HAWAIIAN HOT STUFF	<b>CLASSIC COMBO</b>	<b>ALL-MEAT COMBO</b>	<b>BEEF or SAUSAGE PIZZA</b>
<b>CHEESE PIZZA or VEGGIE PIE</b>	<b>PEPPERONI PIZZA</b>	<b>PEPPERONI THIN CRUST</b>	<b>LTO LIMITED TIME OFFER THIN CRUST</b>
<b>WINGS</b>	<b>PEPPERONI ROLL</b>	<b>BACON RANCH CHEESESTICKS</b>	<b>DESSERT</b>

Warmer set to 165°

Stocking and maintaining a variety of quality Grab-n'-Go selections is very important to achieving profitability and success. Therefore, the following guidelines must be maintained per **Godfather's Pizza Operations Manual**.

## During peak times

A minimum of eight varieties of pizza is required with at least two of each variety **(sixteen minimum)**.

## During non-peak times

A minimum of four varieties of pizza is required with at least two of each variety **(eight minimum)**.

## Coach Your Crew

Teach your employees to be proactive in reacting to traffic flow and how the number of customers in the facility affects the quantity of product available in the warmer.

# WARMER EXPECTATIONS WITH DAILY CLEANING INSTRUCTIONS



## Daily cleaning of warmer:

- Wipe down top of warmer.
- Clean all glass on sides of warmer with glass cleaner.
- Wipe down shelves.
- Clean floor of warmer where crumbs accumulate.



# SLICE WARMER ON STORE SIDE

**Storeside 6-Cut  
Slice  
Planogram**

Warmer should be set to 165°F. Product must hold above 141°F.  
Use a dry erase marker to note the expiration time (one hour hold time) for each pizza.

**Shelf 1: Large Pepperoni**

**Shelf 2: Large Beef or Sausage**

**Shelf 3: Large Cheesestick** 

**Shelf 4: Pepperoni Rolls or Wings**



## Keys to a successful slice planogram:

- Slice warmer set at 165° degrees to ensure proper holding temperature.
- Slice warmer planogram is in place and followed.
- Branding for front and sides of warmer in place (order set from Graftec).
- One hour expiration time for each pizza is marked on glass door behind with dry erase marker.
- Large pies can be premade prior to peak periods and held for two hours, or one revenue period.

# IMPROVE MARGINS & ADD TO YOUR BOTTOM LINE

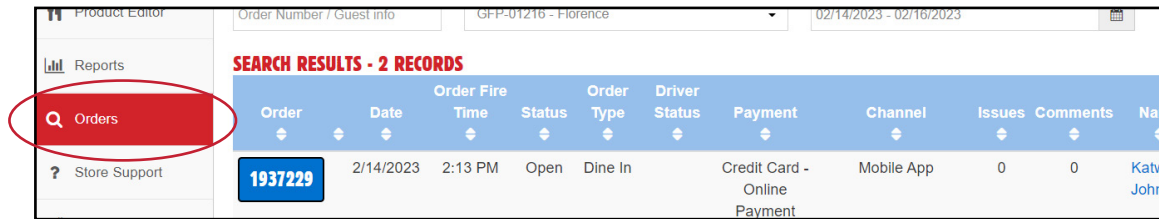
- ▶ **Training**  
(All employees making Godfather's Pizza must complete online training as soon as possible after hiring and combine with hands-on learning)
- ▶ **Sell more product**
- ▶ **Elevate the brand by proper portioning, presentation, and availability**  
(follow the warmer planogram expectations during peak and non-peak times)
- ▶ **Control Inventory**
- ▶ **Utilize your Day Part Analysis Report daily to build par levels for dough and pre-made pizzas**



# ONLINE ORDERING BEST PRACTICE

To ensure you are receiving all online orders in **Order Manager (OM)**, please follow these steps:

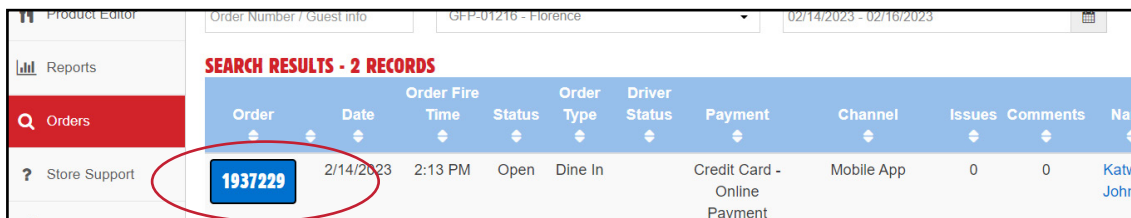
**1. Make sure your screen is on the Orders tab at all times.**



**2. Make sure the auto refresh box in the upper right-hand corner is checked.**



**3. A blue arrow to the right side of the order # indicates an order has NOT been viewed/opened.**



**4. Click on the order number in the blue box for the order details.**

**5. Once an order is opened, the blue arrow (and audio alert) will disappear.**

**6. If an audio alert isn't sounding when an order arrives, it could be an issue with the speaker/volume setting or an out-of-date Chrome Browser. Please contact your IT help desk for troubleshooting.**



# HOW TO TAKE & TENDER ONLINE ORDERS

## How to take and tender online orders

The image shows two Godfather's Pizza order forms side-by-side. The left form is for a customer named Steve Jones, and the right form is for a customer named Jon Doe. Both forms have handwritten notes and annotations.

**Left Form (Steve Jones):**

- SUGGESTIVE SELL:** REPEAT ORDER BACK. Crust: T L COMBO, L CHSTIX, 1/2B WINGS, G L P+S.
- Annotations:** "Thin crust" points to the 'T' in the crust column. "Golden crust" points to the 'G' in the crust column.
- Payment:** "OLO-CASH DUE" is circled in the bottom right.
- Customer Info:** NAME: STEVE JONES, PHONE: (202) 280-5504, CIRCLE: DINE-IN.
- Order Number:** 918049.

**Right Form (Jon Doe):**

- SUGGESTIVE SELL:** REPEAT ORDER BACK. Crust: T L BCB, G L P, X CHSTIX.
- Annotations:** "Identify online order with OLO" points to the 'OLO' in the payment field. "OLO-PAID" is circled in the bottom right.
- Customer Info:** NAME: JON DOE, PHONE: (402) 578-4690, CIRCLE: DINE-IN.
- Order Number:** 918050.

**Customer paid online:**

- 1.) Ring order into register
- 2.) Subtotal/tender
- 3.) Coupons
- 4.) Godfather's Pizza online order

**Ring into register and tender as normal pick-up order**

## OTHER ONLINE ORDERING TIPS:

1. Make sure the volume is turned to max volume on your tablet and it's always plugged into a power source.
2. If the tablet is difficult to hear at max volume, contact your AFM to order a blue tooth speaker.
3. Your tablet should never fall asleep. If having issues with the screen not staying on or lit, contact your help desk to troubleshoot.
4. Make sure that all new hires complete the Online Ordering Informant training course.
5. Place a test order each morning to make sure everything is working properly.



# CANCELING & REFUNDING ONLINE ORDERS

 Click on the order number that needs to be canceled.

Product Editor

Reports

Orders

Store Support

Admin

Order Number / Guest info

GFP-01216 - Florence


02/14/2023 - 02/16/2023

more options

SEARCH RESULTS - 2 RECORDS

Order	Date	Order Fire Time	Status	Order Type	Driver Status	Payment	Channel	Issues	Comments	Name	Email / Phone
1937229	2/14/2023	2:13 PM	Open	Dine In		Credit Card - Online Payment	Mobile App	0	0	Katwishi Johnson	katwiship@gmail.com 2562136088
1937089	2/14/2023	12:18 PM	Open	Delivery		Credit Card - Online	MOBILE_BROWSER	0	0	Taylor Dockery	Hiddeninthelines33@gmail.com 2564433541

**RESEARCH: ORDER 1939941**

 **PRINT RECEIPT**

 **MORE ACTIONS**

**PAID IN FULL  
ORDER 1939941**

Restaurant GFP-01249  
16101 Highway 84 (Inside Love's - Express)  
Evergreen AL 36401

☒ **CANCEL ORDER**


Note: Cancelling the order will refund the credit card

CANCEL REASON: Choose cancel reason

ENTER ADDITIONAL INFORMATION HERE: (OPTIONAL)

## CREDIT CARD REFUNDS

**Credit cards are not charged until end of day.** If credit needs to be given to a customer who paid online after the day it was placed, see the following options below:

 In store, issue credit back to the card that was used to place the order.

 If a customer is unable to make it back to the store where the order was placed, email Sondra Lovelace at [sondra.lovelace@loves.com](mailto:sondra.lovelace@loves.com) for accounting to apply the credit.

**Love's accounting department refunds online orders paid by credit card, not Godfather's Pizza corporate office.**



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