

# Cut

## *The Catcher*

The cut station can be one of the most challenging jobs at Azzip. When both ovens are really loaded with pizzas, a pizza will come out every thirty seconds. Getting these pizzas cut, topped, and boxed or plated while also ensuring extras are not forgotten and everyone gets the correct pizza can be hectic to say the least. The smooth operation of the station requires a heavy attention to detail, focus, organization and most importantly strong communication between the employee at the register, the guest and the cut station employee.



The next couple pages lay out the fundamentals to working on the cut station, learning these fundamentals the correct way is the best and quickest way to become proficient at this station.

### **The Actual Cut**

Follow the guide on the next page to assist in how many cuts to use on each size and type of pizza. These need to be followed unless a guest has a special request such as triangles or an extra cut.

Notice the sizing of each piece in the cuts on the next page. We want each piece to be about the same size and we want parallel lines to truly run parallel and perpendicular lines to be as close to a 90-degree angle as possible. Also notice the big zip cut and the middle piece in particular. Often times we will

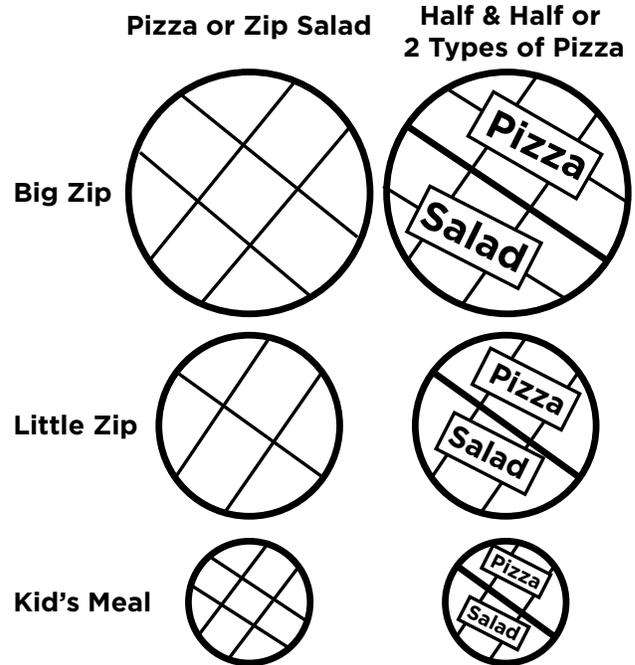
see when we get sloppy with cutting a big zip the middle piece is much larger than the four more triangular pieces on the outer crust. We want to ensure this does NOT happen, in fact, we want the middle piece to be ever so slightly the smallest piece of the pizza on the big zip. This is because the middle piece is the hardest to eat due to its lack of crust, so we want to make sure guests don't have to get their hands too messy while eating it.

When cutting, it is important to push the rock chop hard into the pizza to ensure you get the cut all the way through. If you have to rock the blade more than one time for each cut, you aren't putting enough pressure on the initial cut.

When cutting the pizza, use a 45-degree angle on the first cut instead of cutting it directly perpendicular to your body. This will enable you to cut it both ways without having to turn the pizza. This would mean cutting it in a similar manner to the above pizzas.

After cutting each pizza, wipe the blade with a napkin and dispose of the napkin before setting the blade down. This may seem excessive at times, but it serves a couple crucial purposes:

- Avoids flavor transfer. Whenever the same cutter is used on multiple pizzas without being wiped down those flavors from the previous pizza and in extreme cases, toppings, get transferred right onto the other pizza. So wiping is critical to avoid this.
- Keeps the cut station clean. Whenever the blade is being wiped before the cutter is set down on the cutting board it ensures no food is transferred to the cutting board. A clean cutting board is critical because guest do not want to see their pizza be cut on a cutting board with food scraps surrounding it.



## Topping

The Westsider/E'vil Pig and most POTM's get topped after they come out of the oven. The topping of these pizzas in a consistent, clean, and good-looking manner is an important finishing touch on an Azzip pizza. Grippo coverage should look similar to the picture to the right. Just a bit of crunch in each bite. Sauces that go on at the end should be thought of as a drizzle, much lighter than a typical sauce that would go on before the oven. The main reason we go lighter with the sauce portions after the oven is because the raw flavors of the sauces are much stronger than the cooked version, so a little can go a long way. This is especially true since many of the finishing sauces we use have very strong flavor profiles: ski, balsamic glaze, Sriracha, sweet pepper jelly, etc. See the Mac Daddy pictured right for a good example of this.



## The Transfer

After the pizza has been cut it will be transferred to either a tray for “here” orders or to a box for to-go orders. When the order is for here and you need to get it on a tray, simply grab the corner of the parchment paper and slide the tray underneath it to ensure nothing gets dropped during the process.

When orders are to-go and the pizza is a big zip it is recommended to do the same thing by transferring the pizza to the tray to begin with, then just slide the parchment paper and pizza into an open box. If the to-go order is a little zip or kid's meal, you should be able to get away with just picking the parchment paper up from the corners and transferring it that way. However, this is not recommended for big zips because the thin paper could collapse under the pressure of the larger pizza.

If a piece is dropped during this process, do not panic. This is a great opportunity for us to turn a negative experience for this guest into a positive one by going above and beyond to make it right. These guides can also be applied if a full pizza is dropped or if a guest drops a pizza in the dining room.

1. Notify and apologize to the guest. Give them any remaining pieces of the pizza that have not been dropped or mutated.
2. Even if it was just a piece, we want to remake the pizza. Let the team on the make station know the pizza you need a new pizza and of what kind.
3. Inform the customer when the pizza goes in the oven.

4. When the pizza comes out of the oven, ensure it is correct and then give it to the guest. If the guest was in a hurry or if their whole pizza was dropped, consider giving them a coupon for their next visit.

**Zip Sticks & Sriracha Sticks** - Zip Sticks and Sriracha Sticks receive one cut down the middle and then get cut into strips that are an inch to an inch and a half thick. For Zip Sticks be sure to ask what kind of dipping sauce the guest would like. For Sriracha Sticks ask if they would like the Sriracha before drizzling it.

**Salad** - When a Zip Salad, Half & Half, or Side Salad is ordered it should be waiting for you on the oven caddy in two bowls. Separate the bowls and put them together so that the edges create a seal. Shake the salad to ensure the dressing is tossed over all of the toppings. After this either shake the salad on to the crust or use a fresh glove to top the salad. If the salad is a side salad, shake it and place it in a fresh bowl.

### Other Tips

- **Bury the Surprise** – be sure we are handing out free cookies to not just new guest or guest with birthdays but to those who aren't expecting it! Keep a handful of them ready to go with the sticker on them so you can slip them in with a customer's meal.
- Make sure Allergy wipe down equipment is ready. Clean sanitizer bucket, fresh cutter and spatula.
- Place black mats neatly on the return tray to minimize pickup time for makeline positions.
- Be a quality control check. Keep an eye on the doneness level of the crust, use the magnet on the oven as a guide and let a shift leader know if they don't appear to be the right color. You should also let a shift leader know about any other defects you are noticing in the pizza. For example, if you don't hear an audible crunch as you cut the pizza, the crust is soggy, mats are not dirty, etc.
- Keep an eye out for bubbles forming in the crust to pop as early as possible, if it is too late and the bubble has deformed the pizza by shifting cheese off an area of the crust, quickly communicate to the guest and saucer the need for a remake.
- During small down time: use the sanitizer rag to clean the cut board, straighten up any topping bottles and trays, run dirty dishes to the sink, take black mats to the make station, wipe the make station down.
- During longer slow periods: either offer to take over the register and cut station or ask the register employee to help cut some pizzas so the freed party can clean up the dining room, catch up on some dishes, or assist with other tasks in some way.

# Pay

## *The Ringer*

The register is set up in an intuitive manner that allows it to be used as quickly and accurately as possible. Rather than dive deep explaining where each button is and how much each item cost, we just want to point out the concepts that are critical to mastering the register.

**Authentic Customer Service** - The employee on the register is often times our last interaction with the guest at Azzip so it is important that the employee on “pay” be on the top of their game. This means smiling and being friendly.

When a guest gets to the register begin with a greeting. After this greeting ask some version of “what did you have today?” Many times, guest will give the correct information but if they do not let them know, “All I need to know is what sizes you had, and what types of meat you had on your pizzas”. This should elicit the information needed. We do not track veggies or sauces because we do not charge for these and that would be too cumbersome on employees to ask all of those questions.

If a guest gets a specialty pizza with finishing toppings at the end, be sure to ask them if they would like those toppings on them as well.

After you have completed ringing the guest up, ask them if the pizza is for here or to go. If they will be eating at the restaurant you do not need to communicate anything with the employee on the cut station. If the pizza is to go, ensure you immediately let the catcher know the order is to go and what types of pizzas are with that order. It is also helpful to gather any cookies, sauces, and the appropriately sized boxes for the catcher and place them right by the cut station to reinforce that communication with the catcher and ensure nothing is forgotten. This is also the time to relay information regarding topping preferences or special request from the guest such as “no Ski on the Westsider/E’Ville Pig”.

Here are some other helpful service tips at the register:

- Be prepared to identify and assist customers who may need help getting their order to the table or out the door such as just one parent with multiple kids.
- Watch for and solicit customer reactions to the food. Compliment the great looking pizzas but also keep an eye out for customers who look inquisitively at their pizza to ensure they are receiving exactly what they would like.

- Be quick to call for a remake when a product is messed up. We want to ensure the guest get exactly what they came in for, let them keep the mess up to turn their negative experience into a positive one.

**Accuracy** - This means a few different things at the pay station. It means taking ownership in ensuring that each guest get the pizza that they ordered. If a customer says they had a Big Zip Triple Double then we need to make sure they receive a Big Zip Triple Double. This is especially important for to go pizzas in which the customer may not even look inside their pizza box until they get home. To ensure this kind of accuracy it is important to listen to customers and remember their orders so that you can identify their pizzas as they come out of the oven.

One common mistake at the register that involves accuracy is missing cookies or drinks on orders. Azzip recommends getting these products for the guest as soon as they are ordered to avoid forgetting them. It is also recommended to get dipping sauces for zip sticks and other toppers as soon as you can.

Accuracy also means ringing guest orders up correctly. Listen intently to customers as they describe their order and put it in as they go. The proper ringing up is critical for two reasons. First because it ensures the guest pays the appropriate amount and then can see exactly what they paid for. And second, it ensures we can properly track pizza of the month sales, food cost, and many other metrics. This information is used to make important decisions on a weekly basis. So be sure to not skip over any of the modifier sections.

Here is some quick information that is critical to know when ringing up pizzas:

- Multiple meats are extra unless they get half portions. This is the case on many of the Azzip Picks including the T Rab and Funky Chicken. In instances where two meats are ordered but they are in half portions, just pick one of the meats to ring up.
- If a guest gets a specialty pizza, we still need to put in the correct meat on the pizza. So, for example, if a guest orders a Potato Head, we need to select, bacon and Potato Head. Our register has no way of auto populating fields based on prior selections.

### **Other Tips**

- Keep the pay counter clutter free.
- During down time help others out with their task, assist the loader with any allergy wipe downs, go check on guest in the dining room or clean off a table.

- Never work the register with gloves on and never touch the register with gloves on, this will send a signal to guest that you think it is okay to handle money and use those same gloves to prepare product.
- Do not forget cookies or kid's drinks with the kid's meal when ordered. Also, offer a sticker to children and be sure to let them pick their straw color.

# Cut and Pay Scorecard

	Pass/Fail	Comments
Are the sizes of the cuts appropriate? <i>Middle piece should not be the biggest piece, lines should be clean, etc.</i>		
Is the cut station clean? Is the blade being wiped before being set down and in between pizzas?		
Are topping amounts including drizzle of Ski and Sriracha and Grippo shaking appropriate?		
Bury the Surprise: are giveaway cookies with stickers prepared?		
For the Kids: are stickers present and being offered, straw color choice?		
Is the pay counter clutter free?		
Are the employees engaging guests appropriately?		
Is communication occurring appropriately between all employees on the line including the make station?		
Are allergies being handled appropriately? Is the allergy station set up? Are guest being handed their pizzas directly rather than them being placed on the counter?		
Are salads being mixed appropriately before being served?		
Are black mats being stored in a neat and organized manner?		

Score out of 11

Comments: