HOSPITALITY EXPERT



GREET EVERY CUSTOMER WITH A SMILE AND FRIENDLY TONE



BE GENUINE AND ATTENTIVE

ANSWER PHONES WITHIN TWO RINGS



FOLLOW YOUR STORE'S ON-HOLD PROCEDURES

BRING YOUR PERSONALITY AND PASSION



THANK EVERY CUSTOMER ON THE PHONE, IN THE STORE, AT THE DOOR



NOTICE TO FRANCHISEES AND THEIR EMPLOYEES: These materials contain information related to optional technologies and business practices. As independent business owners, franchisees may use or not use these optional technologies, business practices, and materials in their sole discretion. Franchisees must determine the policies, procedures, and practices to be implemented in their stores regarding the issues addressed in these materials and must ensure compliance with applicable federal, state, and local laws. Franchisees are solely responsible for the operation of their stores including, without limitation, employment and pay practices, safety and security matters, and other workplace issues. The persons who work in stores owned and operated by a franchisee are employees of the franchisee, and not employees of Domino's Pizza LLC or its affiliated entities. These materials are for general informational purposes only and do not, and are not intended to, constitute legal advice. By providing these materials, Domino's Pizza LLC and its affiliated entities do not assume any responsibilities or duties of franchisees or any responsibility to update these materials for subsequent developments. The use of and/or reliance on these materials is not a guarantee that accidents or losses will not occur or that franchisees will be in compliance with applicable legal requirements. Franchisees should consult their own legal counsel concerning their particular facts and circumstances and any specific legal questions they may have regarding the issues addressed in these materials.

These materials also contain information related to optional functions of the Domino's Pulse system. As independent business owners, franchisees may use or not use these optional Pulse functions in their sole discretion. Any information generated by these optional Pulse functions is only as accurate as the information franchisees elect to input into their Pulse system; franchisees must confirm the accuracy of the information. The Pulse system is neither intended nor able to be utilized as a payroll system; franchisees should utilize a qualified third-party payroll vendor solution and/or an accounting service provider to perform such services and should also consult with their own legal counsel. Franchisees must determine the policies, procedures, and settings that need to be implemented in their stores to ensure that their use of these optional Pulse functions complies with all applicable legal requirements.