

BI-Weekly Meeting Agenda



Paradise Pizza

In our slice of Paradise, we strive to exceed the expectations of our customers, and guide teams to surpass their expectations of themselves.

Paradise Pizza

Mid/End Period Meeting

Action Items for GM/AGM. If the meeting is on W1. Reference the previous period. If on week 3, reference the current period.

- Read off your PTD AWUS, Food, Labor, EADT, Turnaround Time, Club Time.
- How many days off next week for GM/AGM according to the leaderboard?
- What percentage of bonus earned?
- Are you up in order count vs last year? What percent?
- Give us an example of where your team excelled in the last two weeks?
- Give us an example of where your team fell short in the last two weeks?
- Have you received any customer care in the last two weeks? What were they about? What actionable changes did you make to ensure you took care of the problem?
- Each week should have a particular thing that you and your management team focus on. It should generally change week to week unless your team is operating at peak performance. Example: This week you focus on twist product quality and topping speed. Next week driver hustle and not missing side cups. Observe, coach and give feedback. What is your focus for the next two weeks? How did it go the last two weeks?
- Review with the team your store's hiring needs. How many drivers, csr, mit have you lost in the last two weeks? How many have you gained?
- What are your current team developmental goals you are working towards?
- Review with the team your store's delivery times for last week. Specifically the first order of the day. Be specific with who.
- What were your worst two days of service last week? Which PWR reports give you the information you need to perform your analysis of what happened that day? What is your plan to make sure the situation does not repeat next week?
- How can your team adapt to further improve load, wait time and overall club time?
- How can your team adapt to further improve turnaround time?
- How is your team executing when you are not in the store? Opportunities to improve?

<https://pwr.dominos.com/pwr/MobileJS/MobileKeys.aspx?RPT=41&RGID=2>

- Review with the team your store's current CSAT score. Biggest opportunities to improve and any positive feedback you may have received.

<https://pwr.dominos.com/PWRDash/MobileJS/MobileKeys.aspx?RPT=370&RGID=20>

- How many lates did your store have in the last two weeks? Is anyone at 2+? (see attendance tracker) (reminder to reach out to hr if so)
- How many call outs did your store have in the last two weeks? Is anyone at 2+? (see attendance tracker) (reminder to reach out to hr if so)
- Any promotions in the last two weeks? Notable MIT training?
- Review training accountability log with the team. Progress the last two weeks? What is your plan for the next two weeks?
- eADT Goals are set by Domino's service assessment and a minimum of 55% <30 second turnaround is required. For each 5% over 55% <30 second turnaround you can offset this goal by 0.5 eADT. What is your calculated service assessment goal after accounting for your current PWTD turnaround time?
- Are you reaching your service assessment goals? What actionable steps can you take to achieve these goals?
- Review with the team your current service assessment scorecard.

<https://pwr.dominos.com/pwr/MobileJS/MobileKeys.aspx?RPT=738&RGID=5>

<https://pwr.dominos.com/pwr/MobileJS/MobileKeys.aspx?RPT=110&RGID=5>

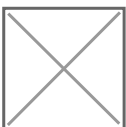
- Double Down on Service - Review this with the team and what opportunities do you see to further improve service? Play close attention to historical patterns to find deficiencies in service. Goals are calculated based on your store's comparison group.

<https://pwr.dominos.com/pwr/MobileJS/MobileKeys.aspx?RPT=859&RGID=5>

- Service Metrics - shorturl.at/abkjq
- Review your NPS tracking with the team. Read off any comments below 6. Any scores below 6 should also be followed up with and issued a credit.

<https://docs.google.com/spreadsheets/d/1of2jRRLgyvwmwjAxoyUMAvEBBYHnwwm9OfuWU17sP2w/edit?usp=sharing>

- Is your NY training completed and signoff posted? Is all your dough certification completed?
- Review any store visits over the last two weeks. Highlight any wins and deficiencies within your team. Notate any product failures and indicate the status of that MIT's retraining / failure #. Why are GM receiving the most product fails?



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