

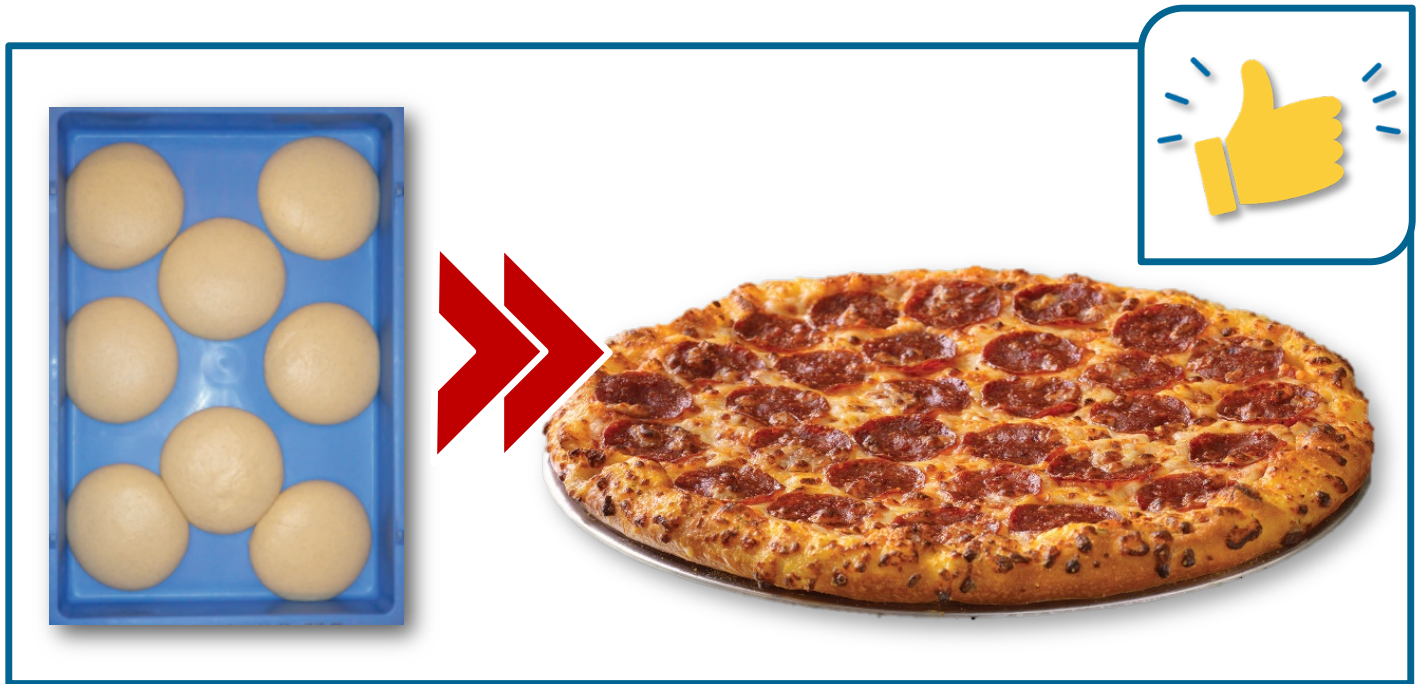


OPERATIONS INNOVATION
& SUPPORT

DOUGH EXPERT CERTIFICATION

OPTIONAL DOUGH EXPERT CERTIFICATION RESOURCES

Consider using these resources as part of your organization's training plan for dough management certification.



THIS BOOKLET BELONGS TO: _____

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Once you have worked through this booklet and successfully passed your Dough Expert Performance Skills Evaluation, you will have earned the title of “Dough Expert” – and here is your certificate to prove it!	

Optional Dough Expert Certification Job Aid Scavenger Hunt

If your store uses them, find the optional job aids below in your store! Once you find where they are located, read through them, and fill in the blanks based on the information you get from the job aids.

UNDERSTANDING DOUGH: How it works

Understanding Dough: How it works

Dough proofs (matures)

- As a result of time and temperature
 - Continuously during its life cycle
 - Slower where it is cold (in the walk-in)
 - Faster where it is warm (outside the walk-in)
- Within the first 3 usable days of dough life, it needs to be stored at room temperature to PROOF before use. The amount of time for proofing will vary, based on the temperature of your store and the age of the dough.

Yeast is a living organism

- By feeding on sugars, releasing gas as it grows:
 - Dough rises.
 - Flavor develops.
- Yeast continues to feed and grow during dough's shelf life.
- Once past the window of use, the yeast is less active and the dough is no longer usable.

To proof, keep the dough...

- Outside the walk-in
- Away from drafts
- Away from windows
- Away from ovens

Preparing dough for the rush

- Use Hourly Sales and Product Mix Reports to determine amount needed.
- Check dough tray label for days of use.
 - Use oldest dough that is not expired.
 - Don't use dough that is too young.
- Remove only the amount needed from the walk-in.

Proofing for high volume

- Only proof as much as you project you need.
- Cross-stack trays as shown on a dough dolly, maximum 25 trays high (empty and full).
- Leave 3" of air space on every side.



Proofing guidelines

- Dough performs best when proofed and used the same day.
- But if pre-proofing is necessary, follow the guidelines listed below.

Pre-proofing guidelines

- For dough needed the following morning:
 - Proof dough outside the walk-in, trays in the cross-stacked position, for 1/2 the indicated proof hours, knowing that the dough will continue proofing when placed back in the walk-in.
 - To ensure proper use and rotation, identify these trays with a dough tray clip (see photo).
 - As dough in the stack is used, the dough tray clip must remain on the cover tray, so other team members will know to use them first.
 - The pre-proofed dough can be used AFTER the clip has been taken off the dough (typically, 15 minutes or more).
 - Dough must be discarded after it is no longer usable, even if the dough tray label says it is still within shelf life. Refer to the photos on the Dough Proofing poster (dPp-20).

Dough proofs (matures):

- As a result of time and _____
- _____ where it is warm (outside the walk-in)

To proof, keep the dough...

- Away from _____, _____, and _____

Preparing dough for the rush:

- Check _____ for days of use
 - Use _____ dough that is not expired
 - Don't use dough that is too _____

Proofing for high volume:

- Cross-stack a maximum of _____ trays high (empty and full)
- Leave _____ of air space on every side

DOUGH PROOFING GUIDELINES

- Under Proofed
 - Excessive _____
 - _____ back after stretch
 - Lack of _____
- Proofed
 - _____ and pliable to the touch
 - Maintains _____ shape
 - _____ center rise
- Over Proofed
 - _____ spots can form during stretching
 - _____ flavor
- Unusable
 - _____ flavor

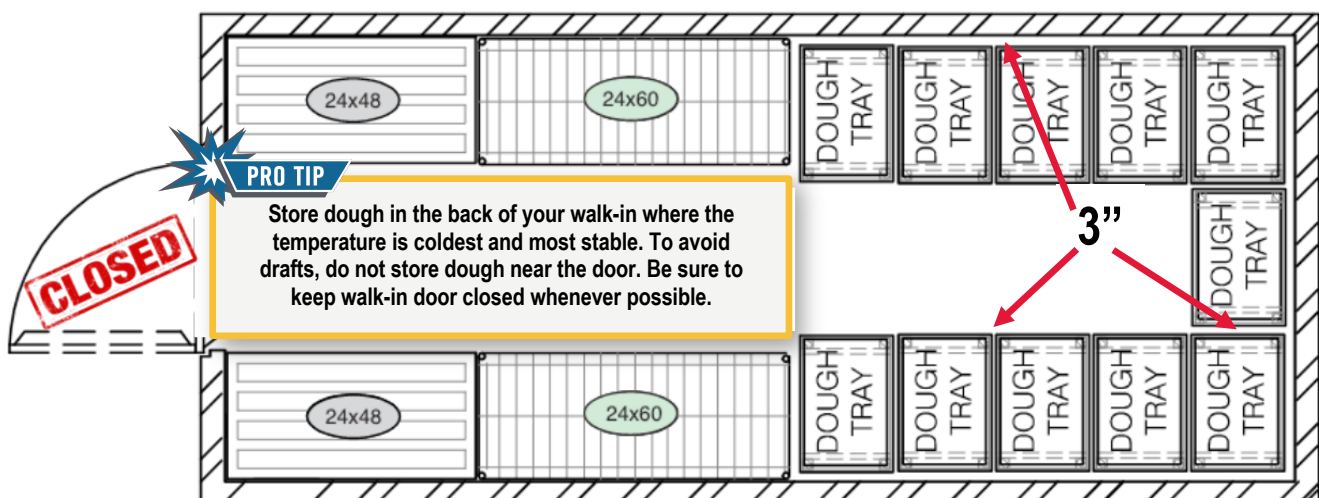
DOUGH PROOFING GUIDELINES					
SAMPLE DOUGH TRAY LABEL (NOTE: numbers reflected here are a guide and may vary based on dough type)					
LG	T 5/4	W 4/4	R 3/3	F 2/2	S 1/1
Size	Day	Suggested proof time/suggested usable time, once proofed			USE BY END OF DAY 6/17 061011 13:10
DOUGH CONDITIONS		HANDLING		CUSTOMER EXPERIENCE	
DAY 0		12"	14"	DO NOT USE	
UNDER PROOFED	Proof more 15 minutes. If not, plus 15 MINUTES			HAND TOSSED	PAN
		<ul style="list-style-type: none"> Excessive bubbling Difficult to stretch Shrinks back after stretch 		<ul style="list-style-type: none"> Lack of flavor Deer center rise Possible gel layer 	
PROOFED	Use with pride	<ul style="list-style-type: none"> Minimal bubbling Soft and pliable to the touch Maintains round shape 		<ul style="list-style-type: none"> GREAT flavor Consistent center rise Bread like air pockets 	
OVER PROOFED	Handle gently	<ul style="list-style-type: none"> Very soft Thin spots can form during stretching 		<ul style="list-style-type: none"> Inconsistent flavor Variable center rise Overwet texture 	
UNUSABLE	Proofed too long	<ul style="list-style-type: none"> Very soft to touch Difficult to put a round dough ball back together Over-oxidation, creates thin spots 		<ul style="list-style-type: none"> Stitch-like flavor No center rise Fluffy/no structure to slices 	
EXPIRED		DO NOT USE			



Directions: Consider reviewing this optional resource that provides tips and information for properly storing dough in your walk-in.

Tips for Storing Dough in the Walk-in

- Store the dough in the walk-in at 33°F – 38°F (1°C –3°C), with an ideal temperature of 35°F (2°C).
- Allow 3" gap between stacks of trays and walk-in walls to allow air circulation.
- If using a fixed rack, trays must be a minimum of 6" off the floor. If stacked on dollies, trays must be a minimum of 4" off the floor.
- Always place a clean, sanitized empty dough tray over dough to keep it from drying out.



Maintain 3" gap from walk-in wall and other dough stacks

Cover stacks of dough with a clean and sanitized top tray



Optional Dough Expert Certification

Dough Proofing Activity Guide



Before Training

Find your expert “go-to” person for this activity. This person will help you complete this task.



PRO TIP
Your manager can show you who this person is. It may be your manager, a trainer, or an expert team member working the shift with you.

During Training

Dough is a staple of traditional pizza, and proofing and prepping it the right way is the foundation of a GREAT Domino's pizza. Part of prepping dough is proofing the dough. Proofing is when you let the dough sit at room temperature to rise. This optimizes the dough's volume, texture, and flavor. Dough performs best when proofed and used the same day.

To help dough proof the correct way, make sure dough is:

- Outside the walk-in cooler
- Away from drafts, windows, and ovens
- Crossed stacked and covered with one clean, sanitized empty dough tray



UNDER PROOFED

Proof more, if possible, anticipate bubbles



PROOFED

Soft to the touch, maintains round shape, produces a consistent center rise



OVER PROOFED

Handle gently, very soft

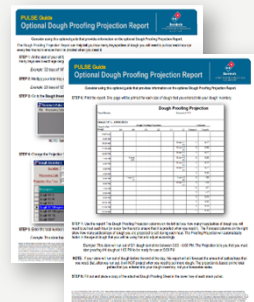
Ask your “go-to” person to show you how to:

- Proof dough per indicated hours on dough tray
- Stack dough trays for proofing
- Read the dough tray shelf life dates
- Identify the difference between Buttery Pan dough and Hand Tossed
- Properly store Gluten Free and Thin Crust
- Determine how much dough to proof (S, M, L, BP, etc.)



Consider using the **Pulse Dough Proofing Projection Report** to help determine how much dough you need to proof.

Guide available on



After Training

- Ask your “go-to” person or manager any other questions you may have

Optional Dough Expert Certification

Dough Management Expert Quiz



How well do you know dough? Consider using the following optional quiz to test your knowledge!

Directions: Complete the quiz below to test your knowledge of dough management. Once complete (no peaking!), check your answers using the answer key on the bottom of this page. Ask your “go-to” person any additional questions you might have.

1. How much air space should be left on all sides when storing and proofing dough?

- A. 1 inch B. 6 inches C. 3 inches D. 12 inches

2. Dough trays can be stacked to a maximum of _____ trays high.

- A. 25 B. 10 C. 30 D. 15

3. It is okay to use dough that has been proofed too long and has become “blown” as long as the dough label says it is still within shelf life.

☐

True

☐

False

4. Under Proofed dough will MOST likely (circle all that apply):

- A. be very soft to the touch B. shrink back after stretching
C. have excessive bubbling D. have consistent center rise

5. Over Proofed dough will MOST likely (circle all that apply):

- A. be soft to the touch B. develop thin spots during stretching
C. have variable center rise D. have bread-like air pockets

LG	T 5/4	W 4/4	R 3/3	F 2/2	S 1/1	S 0/1	USE BY END OF DAY	6/17	061011 13:10
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Use the sample dough tray label above to answer the following questions.

6. What is the suggested proof time for this dough if being used on THURSDAY?

- A. 5 hours B. 1 hour C. 4 hours D. 3 hours

7. What is the suggested usable time, once proofed for this dough if being used on SATURDAY?

- A. 5 hours B. 1 hour C. 4 hours D. 3 hours

8. What is the expiration date for this dough?

- A. 6/17 B. 4/4 C. 6/10 D. 3/3

9. What is the last day this dough can be used?

- A. Monday B. Friday C. Wednesday D. Sunday

10. What size is this dough?

- A. Medium (12") B. Smal (10") C. Large (14") D. XL (16")

1. C 2. A 3. False 4. B, C 5. A, B, C 6. D 7. B 8. A 9. D 10. C

Dough is the foundation of most of Domino's products, which is why properly managing dough is such an important step to making pizzas that look and taste great. Now that you've covered the basics of dough management, let's take a look at stretching!

Before Training: Find your expert "go-to" person for this activity. This person will help you complete this task.

**PRO TIP**

Your manager can show you who this person is. It may be your manager, a trainer, or an expert team member working the shift with you.

Consider having: Properly proofed 12" dough, clean apron, dough scraper, cornmeal, 12" screens/disks, Dough Evaluation Guide, and a pencil.

EXERCISE 1: Evaluating Dough

Step 1: Read the Medium or Large dough trays that are currently out for the shift, and record the following:

Day: _____ Proof Hours: _____ Usable Hours: _____

Step 2: Use the Dough Proofing Guidelines resource to determine the quality of the dough (check any boxes below):

☐ Under Proofed ☐ Proofed ☐ Over Proofed ☐ Expired

Step 3: Share your findings with your trainer and ask the following questions:

- ☐ What are the most challenging aspects of managing dough for the shift?
- ☐ What is our store's system for dough management?
- ☐ Why is it so important to read and understand the dough tray before using the dough?

EXERCISE 2: Removing Dough Balls from the Tray

- Trainer – Remove at least 3 dough balls from the tray and share your pro-tips with the trainee
- Trainee – Your Turn
- Trainer – Evaluate the trainee's performance and provide feedback:

Dough Ball #1: ☐ Not round ☐ Round

Dough Ball #2: ☐ Not round ☐ Round

Dough Ball #3: ☐ Not round ☐ Round

EXERCISE 3: Pencil Thin Edges

- Trainer – Form pencil thin edges on 3 dough balls and share your pro-tips with the trainee
- Trainee – Your Turn
- Trainer – Evaluate the trainee's performance and provide feedback:

Dough Ball #1: ☐ Pencil Thin ☐ Too Thick ☐ Too Thin

Dough Ball #2: ☐ Pencil Thin ☐ Too Thick ☐ Too Thin

Dough Ball #3: ☐ Pencil Thin ☐ Too Thick ☐ Too Thin



EXERCISE 4: Stretching

Step 1: Practice with a Pizza Screen/Disk

- Trainer – Demonstrate the proper stretching motion and positioning using a pizza screen/disk
- Trainee – Practice the proper stretching motion and positioning using a pizza screen/disk
- Trainer – Offer feedback

Step 2: Practice in cornmeal

- Trainer – Demonstrate the proper stretching motion and positioning using cornmeal
- Trainee – Practice the proper stretching motion and positioning using cornmeal
- Trainer – Offer feedback

Step 3: Stretch!

- Trainer – Stretch 3 dough balls and place them on a screen/disk. Share your pro-tips with the trainee
- Trainee – Stretch 3 dough balls and place them on a screen/disk
- Trainer – Evaluate the trainee's performance and offer feedback:

Dough Ball #1: ☐ Perfect Size ☐ Too Small ☐ Too Big
 ☐ Sombrero (thick center) ☐ Stadium (thick edge) ☐ Double Edge
Light Test: ☐ Perfect ☐ Thin Center

Dough Ball #2: ☐ Perfect Size ☐ Too Small ☐ Too Big
 ☐ Sombrero (thick center) ☐ Stadium (thick edge) ☐ Double Edge
Light Test: ☐ Perfect ☐ Thin Center

Dough Ball #3: ☐ Perfect Size ☐ Too Small ☐ Too Big
 ☐ Sombrero (thick center) ☐ Stadium (thick edge) ☐ Double Edge
Light Test: ☐ Perfect ☐ Thin Center

Optional Dough Expert Certification

Pan and NY Style Dough Procedures Job Aids



Find the optional job aids below in your store and read through them!

PAN: Dough Procedures



1 Apply 0.3 oz. of butter flavored oil, then spread with a silicone brush about halfway up the sides of the pan.



2 Gravity stretch pan dough.

Thumbs up!

Move dough ball in a circular motion, allowing its own weight to stretch the dough. Stop when you reach the size of a 10" screen.

Do not create a rim.



3 Place the dough in the pan and continue to stretch the dough using your fingers to stretch up to the edge. Do not form a rim!

Sticky side down!



4 Dock the dough using your fingers. Lift the dough to release larger air bubbles.



5 Seal the dough to the sides of the pan.

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PAN: Dough Procedures

New York Style: Dough Procedures

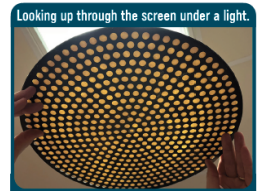
NEW YORK STYLE: Dough Procedures



Using finger tips, form a rim around the doughball. Finished rim width is 3/4".



Use one hand to stretch, the other as an anchor. Stretch to desired size.



New York Style crust is designed to be thinner than Hand Tossed crust. It will be thin enough to see light through some of the dough.

IMPROPER STRETCHING

Improper stretching

DO NOT:

- Stretch the center
- Use the palm or the heel of your hand



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PRACTICE: Using these optional job aids and consider working with your “go-to” person, practice stretching Pan and New York Style Pizzas!

Directions: Find your expert “go-to” person for this activity. This person will help you complete this task. Your “go-to” person can use this evaluation form to observe your abilities related to each item. Once complete, review the results with your “go-to” person.

Proofing and Dough Management

1. Trainee can demonstrate how to properly store and rotate dough trays in your store’s walk-in 1 pt.
2. Trainee can demonstrate how to stack dough trays for optimal proofing 1 pt.
3. Trainee can identify the difference between Buttery Pan dough and Hand Tossed dough 1 pt.
4. Trainee knows how to properly store Gluten Free and Thin Crust 1 pt.
5. Based on the optional tools available in Pulse and your store’s dough management system, trainee knows how much dough to proof on a given day (S, M, L, BP, etc.) 1 pt.
6. Trainee can identify dough that is under proofed, proofed, and over proofed 1 pt.
7. Trainee can describe the customer experience for under proofed, proofed, and over proofed dough (flavor, center rise, texture, structure, etc.) 1 pt.
8. Using the optional Shelf Life Guides, trainee can identify the shelf life of prepped Pan Pizzas depending on the age of the dough 1 pt.
9. Trainee can demonstrate how to read a dough tray label. trainee can identify the following:
 - a. Size 1 pt.
 - b. Day of the week 1 pt.
 - c. Suggested proof time 1 pt.
 - d. Suggested useable time, once proofed 1 pt.
 - e. Expiration date 1 pt.
 - f. “Made on” date 1 pt.

Stretching

10. Hand Tossed – Trainee can demonstrate the following:
 - a. Keep the dough ball round when removing it from the dough tray 1 pt.
 - b. Create a rim that is pencil-thin 1 pt.
 - c. Proper hand placement during stretching 1 pt.
 - d. Proper motion during stretching 1 pt.
 - e. Proper disk/screen placement 1 pt.
 - f. Stretch a skin that is the correct size 1 pt.
 - g. Stretch a skin that has the correct thickness 1 pt.



11. Pan – Trainee can demonstrate the following:

- a. Correctly apply correct amount of butter flavored oil when prepping a pan 1 pt.
- b. Gravity stretch to the proper size 1 pt.
- c. Properly stretch once placed in the pan with sticky side down 1 pt.
- d. Dock the dough and remove any air pockets 1 pt.
- e. Seal the edges 1 pt.

12. New York Style - Trainee can demonstrate the following:

- a. Keep the dough ball round when removing it from the dough tray 1 pt.
- b. Create a rim that is pencil-thin 1 pt.
- c. Proper hand placement during stretching 1 pt.
- d. Proper motion during stretching 1 pt.
- e. Proper disk/screen placement 1 pt.
- f. Stretch a skin that is the correct size 1 pt.
- g. Stretch a skin that has the correct thickness 1 pt.

FINAL SCORE

What score does it take to pass?

A passing score is determined by your individual organization

Your Score: _____ / 33

Passing Score: _____ / 33

Dough Expert Certification

I certify that: _____ Is a Dough Expert as of: _____

Manager Signature _____

Trainee Signature: _____

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CERTIFICATE OF COMPLETION



**Presented in recognition of your dedication and commitment
to the advancement of your career.**

Recipient Name

Store #

General Manager

Franchisee / DCO

