Toppers Pizza

Franchise - Dale Porter::TEST::A TPR TEST

Not Submitted

Completed by Dale Porter

TPR Q1 2019
Number of Action Items: 1
Actions Completed: 0

Overall Score
100.00 %

Systems & Training (100.00 %)

Operational Systems - Daily DMR is in use (6 pts) (see standards for scoring)	**Yes (6 pts)**
Operational Systems - Opening Checklist is in use and completed 6 of last 7 days. (6 pts)	**Yes (6 pts)**
Operational Systems - Cleaning System is in place and in use (6 pts)	**Yes (6 pts)**
Operational Systems - Closing Checklist is used and completed 6 of last 7 days. (6 pts)	**Yes (6 pts)**
Training Systems - Manager has access to Toppers U/OS and has been used for training in the last 30 days (8 pts)	**Yes (8 pts)**
Training Systems - All TMs on shift have been properly trained on basic stations (phones, product, prep, ovens & delivery) See Standard for scoring guide (8 pts)	**Yes (8 pts)**
Training systems: All Makeline guides are clean, in good condition, current and posted (3 pts)	**Yes (3 pts)**
Training Systems - All finishing & oven guides are current, posted or available (3 pts)	**Yes (3pts)**
Training Systems - All prep guides are current, posted or available. (prep cards, date guides & Dough guides) (3pts)	**Yes (3 pts)**

Product Quality (100.00 %)

Receiving, Storage & Prep - All coolers are in working order & maintain a temperature of 41° or below. (8 pts)	**Yes (8 pts)**

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Receiving, Storage & Prep - All prep recipes and procedures are followed exactly. (cut items, precooking, cooling, thawing and PRP of food items) (4 pts)	**Yes (4 pts)**
Receiving, Storage & Prep - Delivered food products are stored & organized neatly and in a sanitary fashion, properly dated with written date or clear delivery label, are rotated & within expiration guidelines . (4 pts)	**Yes (4 pts)**
Receiving, Storage & Prep - All Prepped Food is properly dated, rotated & within freshness guidelines and no expired food is in use (3 pts)	**Yes (3 pts)**
Receiving, Storage & Prep - Standard refrigeration thermometers are available in all coolers (2 pts)	**Yes (2 pts)**
Receiving, Storage & Prep - Freezer/s are in good condition, operating properly and frozen foods are hard to the to the touch. Freezer maintains temp below 10° Fahrenheit. Score cleanliness in the Cleanliness section (2 pts)	**Yes (2 pts)**
Receiving, Storage & Prep - Drinks are rotated, within freshness date on bottles and clean for customers. (2 pts)	**Yes (2 pts)**
Receiving, Storage & Prep - All sauces are handled properly. Refrigerated stored cold, others kept in sanitary manner (3 pts)	**Yes (3 pts)**
Dough Mgmt - Store is following dough making procedures (water temp, weighing and use of proper cups, time on table & outside of cooler, proper yeast portions and weight of dough balls). (8 pts)	**Yes (8 pts)**
Dough Mgmt - Stem thermometers are available and calibrated accurately. (4 pts)	**Yes (4 pts)**
Dough Mgmt - Scale for flour & water is present, working, in use and calibrated properly. (4 pts)	**Yes (4 pts)**
Dough Mgmt - Manager in charge understands and follows dough management processes to ensure perfect dough at all times. (Proofing methods, identification of different levels of proofing & why it migh not proof or become blown). (6 pts)	**Yes (6 pts)**
Dough Mgmt - Store is using properly proofed 2 day dough. No Blown or under proofed dough in use (8 pts)	**Yes (8 pts)**

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***Action Item*: Pending**

Dough Mgmt - All in-use dough is within 45-60 degrees. Award points if dough is pulled prior to rush & there were minimal or no orders prior (4 pts)	**Yes (4 pts)**
Proper equipment is being used. Utensils, Sauce Bottles & Proper spouts, knives, spoodles, cutting boards, pans/screens etc. (3 pts)	**Yes (3 pts)**
Skins/Stix prep - Prepped up skins or stix are not used if dried out, kept longer than 30 minutes or refrigerated (6 pts)	**Yes (6 pts)**
Skins/Stix prep - Pizzas are not premade or refrigerated. Premaking pizzas is acceptable for large orders but cannot exceed 15 minutes prior to loading and should never be refrigerated (6 pts)	**Yes (6 pts)**
Pizzas - All skins are edge stretched properly using the correct techniques, with evenly defined edge and no thin middles (6 pts)	**Yes (6 pts)**
Pizzas - Skins are not docked unless necessary and not over docked (4 pts)	**Yes (4 pts)**
Pizzas - Sauce is spread evenly with correct portions and no bare spots or large ridges (4 pts)	**Yes (4 pts)**
Pizza Portioning - Pizza toppings are spread evenly and to the edge. (4 pts)	**Yes (4 pts)**
Pizza Portioning - Pizzas are not noticably over/under portioned. (2pts)	**Yes (2 pts)**
Finished Product - All Pizzas are cut through & evenly with correct number of cuts. (4 pts)	**Yes (4 pts)**
Stix - Single Topperstix are made using the proper techniques, and are even in thickness. (4 pts)	**Yes (4 pts)**
Stix - All TRIPLE Topperstix & Tallboy skins are made using the proper techniques, even thickness and minimal bubbles (4 pts)	**Yes (4 pts)**

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Stix - TRIPLE Topperstix/TallBoy portions are even and to the edge. (Butter, Cheese & Toppings to the edge) (2 pts)	**Yes (2 pts)**
Topperstix Portioning - Topperstix are not noticably over/under portioned (2pts)	**Yes (2 pts)**
Finishing Product - All Stix are cut through, even and correct number of cuts (4 pts)	**Yes (4 pts)**
Other Menu Items: Mac n Cheese is portioned & baked properly (4 pts)	**Yes (4 pts)**
Other Menu Items: Quesadillas are portioned properly including sauce, internal ingredients and seasonings & baked properly) (4 pts)	**Yes (4 pts)**
Other Menu Items: Boneless wings are baked and finished properly according to specs (4 pts)	**Yes (4 pts)**
Other Menu Items: Bone in wings are baked & finished properly according to specs (4 pts)	**Yes (4 pts)**
Other Menu Items: Monkey Bread is made according to specs. (4 pts)	**Yes (4 pts)**
Other Menu Items - Portioning - All other items are not noticeably or consistently over or under portioned. (4 pts)	**Yes (4 pts)**
Finished Product - Oven time is set at a minimum of 6 minutes (WOW ovens 5:30) (4pts)	**Yes (4 pts)**
Finished Product - Scales for weighing portions at the make line are available, calibrated & working. (4 pts)	**Yes (4 pts)**
Finished Product - All Pizza & Stix are evenly baked to golden brown, top and bottom, no excessive bubbling (4 pts)	**Yes (4 pts)**
Finished Product - Pizza screens are in good repair & free of excessive build up to ensure proper bake (4 pts)	**Yes (4 pts)**
Finished Product - All products are finished according to specs. (4 pts)	**Yes (4 pts)**

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Finished Product - RTE foods are handled properly - gloves or tongs used. (5 pts)	**Yes (5 pts)**
Finished Product - Finished Pizzas & Stix are free of UNFIXED bubbles & do not have uneven or poor edges. (4 pts)	**Yes (4 pts)**
Finished Product - All products are double-checked and stamped before leaving the store (3 pts)	**Yes (3 pts)**
Cost Controls - Daily & Weekly Inventory is done accurately and consistently (8 pts)	**Yes (8 pts)**
Cost Controls - Average food variance for the last 4 weeks is between +1.5% & -0.5% (8 pts)	**Yes (8 pts)**

Service (100.00 %)

PRP & Efficiency: Store is/was well-prepared for rush – DMR Pre rush Prep: Line stocked, dough out, cut table stocked and at least one extra bag of cheese under the line. (minimal runs to the walk-in during the rush). (5 pts)	**Yes (5 pts)**
All customers are being greeted within 10 sec with a "Welcome To Toppers" and eye contact is made while doing so. (3 pts)	**Yes (3 pts)**
Team is friendly and attentive to instore customers. (orders taken & given to customers in a timely manner) (5 pts)	**Yes (5 pts)**
Condiments are offered to every carry out customer. (3 pts)	**Yes (3 pts)**
Team understands how to communicates well to customers when issues arise. (Quoting accurate times, calling customers when late, Informing lobby customers when there is a delay, etc.) (2 pts)	**Yes (2 pts)**
MIC understands how to properly handle customer complaints. (Toppers Guarantee) How to refund, discount or otherwise correct issues to satisfy customers (8 pts)	**Yes (8 pts)**
Phones are answered within 2 rings. Nusutus Users: 80% AOT or better. (5 pts)	**Yes (5 pts)**

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Team members know when and what to upsell & does so if call is heard/observed. (4 pts)	**Yes (4 pts)**
Team members are repeating orders back to customers on phone (3 pts)	**Yes (3 pts)**
Team members can recite the ingredients on at least 2 house pizzas (4 pts)	**Yes (4 pts)**
Team members can recite at least 2 current menu deals. (4 pts)	**Yes (4 pts)**
The team understands and uses the slide technique for being efficient during the rush. (5 pts)	**Yes (5 pts)**
Hustle: Team is moving with a purpose, Drivers hustle in and out of store. (4 pts)	**Yes (4 pts)**
Makeline is not broken down during business hours. Makeline is not flipped during rushes (3 pts).	**Yes (3 pts)**
4 week average Load times are 4 min or less. (5 pts)	**Yes (5 pts)**
Out the Door Time (up to 20 pts available)	**18 or less**
Percentage of Single Runs Above 75% or higher for the last 4 weeks (5 pts)	**Yes (5 pts)**
Late Percentage for the past four weeks is 15% or less (5 pts)	**Yes (5 pts)**

Safety & Security (100.00 %)

All doors, locks and keypad entries are operating properly. (5 pts)	**Yes (5 pts)**
Door codes are changed when Team Members leave employment. All keys accounted for or locks changed when a key holder leaves employment. (5 pts)	**Yes (5 pts)**

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Security Camera System (if present) is working properly, lenses are clear & Owner/Supervisor has access to recordings (5 pts)	**Yes (5 pts)**
Manager in charge can produce first report of injury, robbery and accident/incident reports. (2 pts)	**Yes (2 pts)**
Manager knows and follows robbery procedures. (5 pts)	**Yes (5 pts)**
Manager knows what to do in case of fire. (3 pts)	**Yes (3 pts)**
Manager in Charge knows how to shut off Gas, Water and Electric.	**Yes (0 pts)**
Driver Checks - Drivers making drops and not carrying more than $30 in cash on deliveries and no more than 2 credit card receipts from previous deliveries on them. (10 pts)	**Yes (10 pts)**
Drivers know and follow robbery prevention procedures(3 pts)	**Yes (3 pts)**
First Aid Kit is available and has basic supplies- Band-Aids, gauze, antiseptic, tape, burn cream & sterile gloves. (2 pts)	**Yes (2 pts)**
All Team Member files are organized & kept secure in a locked file. (10 pts)	**Yes (10 pts)**
The safe is set to 15 minutes & is not opened during business hours. (8 pts)	**Yes (8 pts)**
All cash in store is secured. No cash in the open or unsecured. Cash is counted out of view of customers. (5 pts)	**Yes (5 pts)**
Cash drops are being made and tills do not have more than $150 in each one. (8 pts)	**Yes (8 pts)**
Driver Drop boxes are securely mounted boxes in use are locked. (8 pts)	**Yes (8 pts)**
Deposits are made daily & proper procedures are followed when night drops are made. (5 pts)	**Yes (5 pts)**

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Team understands difference between Voids & Bad Orders (2 pts)	**Yes (2 pts)**
Bad orders do not exceed 1.5% of sales. (4 pts)	**Yes (4 pts)**

Image & Uniform (100.00 %)

All Team Members are wearing a Toppers hat and it is clean and in good repair. (5 pts)	**Yes (5 pts)**
Hair Standards are followed. (4 pts)	**Yes (4 pts)**
All facial hair is trimmed according to Standards. (4 pts)	**Yes (4 pts)**
All Jewelry Standards are followed. (4 pts)	**Yes (4 pts)**
Fingernails are trimmed and free of polish. No fake nails worn or gloves are worn while working with food (4 pts)	**Yes (4 pts)**
All Team Members are wearing an approved Toppers Uniform Shirt and it is clean and in good repair. (10 pts)	**Yes (10 pts)**
Undershirt Standards are followed. Black, white, grey or red (2 pts)	**Yes (2 pts)**
Shorts & jeans are approved, clean and in good repair. (5 pts)	**Yes (5 pts)**
Appropriate shoes are worn, in good repair & socks are worn. (4 pts)	**Yes (4 pts)**
Proper hygiene is followed. No excessive odors. (Perfumes or Body Odor) (4 pts)	**Yes (4 pts)**
Aprons are being worn while handling food or doing dishes & removed at appropriate times. (4 pts)	**Yes (4 pts)**

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Drivers are wearing a caddy in and out of the store and it is stocked. (5 pts)	**Yes (5 pts)**
Approved Toppers Jackets are available and worn during cold weather. N/A during warm weather. See Standards for cold weather exceptions. (5 pts)	**Yes (5 pts)**
All car tops are clean, in good repair, are lit at the appropriate times and adequate number of signs are available. (7pts)	**Yes (7 pts)**
All exterior lights, awning & signage are approved, clean, in good repair (5 pts)	**Yes (5 pts)**
All Lobby décor & interior signage is approved and in good condition. (5 pts)	**Yes (5 pts)**
Media Standards are followed (TVs if present, should be on. Music should be on, be an appropriate genre, and appropriate volume). (4 pts)	**Yes (4 pts)**
All Point-of-Purchase Materials are current and being honored (4 pts)	**Yes (4 pts)**
All Marketing materials posted or used for marketing purposes are approved, within the current SMK and comply with brand standards. (logos, fonts, ect..) (8 pts)	**Yes (8 pts)**
Company ID plaque is posted and in view of the customer. (2 pts)	**Yes (2 pts)**

Cleanliness & Sanitation (100.00 %)

General - Proper hand washing procedures are followed and soap and towels are available (5 pts)	**Yes (5 pts)**
General - Clean aprons & towels are available and stored in a sanitary fashion. (5 pts)	**Yes (5 pts)**
General - All utensils, can openers, cutting boards, scales, storage containers for utensils & Knife holders are kept clean, sanitary and free of debris. (5 pts)	**Yes (5 pts)**
General - Utility carts are cleaned and sanitized before and after use (3 pt)	**Yes (3 pt)**

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General - Personal food is kept in appropriate areas. (2 pts)	**Yes (2 pts)**
General - The office is clean, uncluttered and organized. (3 pts)	**Yes (3 pts)**
Exterior - Front areas of the store are clean & free of trash and debris. (2 pts)	**Yes (2 pts)**
Exterior - The back/side door areas are clean and free of trash and debris (2 pts)	**Yes (2 pts)**
Exterior - Dumpster area is clean and in good repair (2 pts)	**Yes (2 pts)**
Lobby & Restroom - Restroom is stocked, clean, fixtures in good repair & hand washing sign is posted (5 pts)	**Yes (5 pts)**
Lobby & Restroom - Tables and seating (If present) are clean & in good condition (3 pts)	**Yes (3 pts)**
Lobby & Restroom - All windows, sills, door glass, handles and frames are clean & in good repair inside and out. (2 pts)	**Yes (2 pts)**
Lobby & Restroom - All lobby & window signage is clean and in good repair. (2 pts)	**Yes (2 pts)**
Lobby & Restroom - Coke cooler is clean and in good repair. (2 pts)	**Yes (2 pts)**
Lobby & Restroom - The ceiling, vents and visible ductwork are free of build up and in good repair. (1 pt)	**Yes (1 pt)**
Lobby & Restroom - All lights are clean, working and in good repair. (1 pt)	**Yes (1 pt)**
Lobby & Restroom - Trash receptacles kept clean, sanitary and in good repair. (2 pt)	**Yes (2 pt)**
Lobby & Restroom - Floors are clean, in good repair and free of build up. (5 pts)	**Yes (5 pts)**

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Lobby & Restroom - Baseboards are clean, in good repair and free of build up. (3 pt)	**Yes (3 pt)**
Lobby & Restroom - Walls & Trim are clean, in good repair and free of build up. (1 pt)	**Yes (1 pt)**
Kitchen Area - All inventory stock in customer view is neatly stored in a sanitary fashion. (2 pts)	**Yes (2 pts)**
Kitchen Area - Front counter is clean and organized top to bottom, including shelving (2 pts)	**Yes (2 pts)**
Kitchen Area - All POS monitors, bases, cash drawers, phones and printers are clean & working (2 pts)	**Yes (2 pts)**
Kitchen Area - The entire heat rack is clean, working and free of build up. (2 pts)	**Yes (2 pts)**
Kitchen Area - The cut table is clean top to bottom and kept organized throughout shift (4 pts)	**Yes (4 pts)**
Kitchen Area - Utensils are being replaced after every 4 hours. (Shift Lead/Mgr knows if not observed). (5 pts)	**Yes (5 pts)**
Kitchen Area - The slap table is free of build up, in good repair and kept organized throughout shift (4 pts)	**Yes (4 pts)**
Kitchen Area - The make line is working properly & kept completely clean and sanitary inside & out. (10 pts)	**Yes (10 pts)**
Kitchen Area - The oven hood and vents are working properly and clean with little or no build up (5 pts)	**Yes (5 pts)**
Kitchen Area - Top oven maintained clean and operational (5 pts)	**Yes (5 pts)**
Kitchen Area - Middle oven (if applicable) is maintained clean and operational (5 pts)	**Yes (5 pts)**
Kitchen Area - Bottom oven maintained clean and operational (5 pts)	**Yes (5 pts)**

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Kitchen Area - Driver tables are kept clean, organized & in good condition, including bottom shelves (2 pts)	**Yes (2 pts)**
Kitchen Area - Coke cooler is clean inside and out and in good repair. (2 pts)	**Yes (2 pts)**
Kitchen Area - All sinks, towel & soap dispensers are in good repair, free of buildup, including the sink basin, underside, faucets & splash guards. (1 pt)	**Yes (1 pt)**
Kitchen Area - Trash receptacles are kept clean and sanitary. (1 pt)	**Yes (1 pt)**
Kitchen Area - All tables and surfaces used for prep are cleaned & sanitized before and after use (3 pts)	**Yes (3 pts)**
Kitchen Area - Sanitizer buckets are in use and are maintained at proper PH. (3 pts)	**Yes (3 pts)**
Kitchen Area - Caddies and Hot bags are clean and in good condition (2 pts)	**Yes (2 pts)**
Kitchen Area - All dry storage/dunnage/utility shelving is clean and in good repair. (1 pt)	**Yes (1 pt)**
Kitchen Area - Ceiling tiles & vents are clean and in good repair. (1 pt)	**Yes (1 pt)**
Kitchen Area - All lights are clean, working & covers are in good repair. (1 pt)	**Yes (1 pt)**
Kitchen Area - Floors are clean, in good repair and free of build up. (5 pts)	**Yes (5 pts)**
Kitchen Area - Baseboards are clean, in good repair and free of build up. (3 pt)	**Yes (3 pt)**
Kitchen Area - Walls are clean, in good repair and free of build up. (3 pt)	**Yes (3 pt)**
Walk-in & Prep Area: Walk-in floors, baseboards, walls, door and gaskets are clean and in good repair. (3 pts)	**Yes (3 pts)**

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Walk-in & Prep Area - All walk-in food storage shelving is kept clean and sanitary (5 pts)	**Yes (5 pts)**
Walk-in & Prep Area - Walk-In Blower Vents & Condenser coils free of build-up (2 pts)	**Yes (2 pts)**
Walk-In & Prep Area - Freezer is clean inside and out (2 pts)	**Yes (2 pts)**
Walk-in & Prep Area - Dough table is clean clean & sanitized before and after use including bottom shelf and is in good condition.(3 pts)	**Yes (3 pts)**
Walk-in & Prep Area - The mixer is kept clean and is working properly. (4 pts)	**Yes (4 pts)**
Walk-in & Prep Area - All dry storage/dunnage shelving is clean and in good repair. (1 pt)	**Yes (1 pt)**
Walk-in & Prep Area - Hand sinks, towel & soap dispensers are working & free of buildup. Includes the sink basin, faucet, underneath and splash guards. (2 pts)	**Yes (2 pt)**
Walk-in & Prep Area - The Mop sink area is clean and organized. (1 pt)	**Yes (1 pt)**
Walk-in & Prep Area - Mop Bucket(s) are clean and in good repair (1 pt)	**Yes (1 pt)**
Walk-in & Prep Area - All spray bottles and chemicals including water spray bottles are properly labeled, used & stored (3 pts)	**Yes (3 pts)**
Walk-in & Prep Area - Water temperature is appropriate for hand washing and dish washing/sanitizing. (3 pts)	**Yes (3 pts)**
Walk-in & Prep Area - Sanitizer buckets are in use and are maintained at proper PH while prep/dough are being done (3 pts)	**Yes (3 pts)**
Walk-in & Prep Area - Dish Sinks are properly setup: Wash, Rinse, Sanitize (2 pts)	**Yes (2 pts)**
Walk-in & Prep Area - Dish sinks are working properly, clean & sanitary including basins, backplash, faucets and outsides (3 pts)	**Yes (3 pts)**

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Walk-in & Prep Area -Dish sanitizer PH level is at a proper levels. (See standards guide) (3 pts)	**Yes (3 pts)**
Walk-in & Prep Area - All dish shelving is clean & sanitary (2 pts)	**Yes (2 pts)**
Walk-in & Prep Area - Dishes are allowed to properly air-dry (3 pts)	**Yes (3 pts)**
Walk -in & Prep Area - Dough Trays & food containers & lids are clean and sanitary inside and out (4 pts)	**Yes (4 pts)**
Walk-in & Prep Area - Sanitizer strips are available and the manager knows how to use them. (3 pts)	**Yes (3 pts)**
Walk-in & Prep Area - Ceiling tiles & vents are clean and in good repair (1 pt)	**Yes (1 pt)**
Walk-in & Prep Area - All lights are clean, working & covers are in good repair. (1 pt)	**Yes (1 pt)**
Walk-in & Prep Area - Trash receptacles are kept clean and sanitary. (1 pt)	**Yes (1 pt)**
Walk-in & Prep Area - Floors are clean, in good repair and free of build up. (3 pts)	**Yes (3 pts)**
Walk-in & Prep Area - Baseboards are clean, in good repair and free of build up. (2 pt)	**Yes (2 pt)**
Walk-in & Prep Area - Walls are clean, in good repair and free of build up. (1 pt)	**Yes (1 pt)**
Walk-in & Prep Area - Chemical program is in place and MSDS are present for all chemicals (2 pts)	**Yes (2 pts)**
Walk-in & Prep Area - Store is free of any flys, bugs or evidence of rodents. Store has regular pest control service. (4 pts)	**Yes (4 pts)**
HVAC is operating properly. Heat and Air conditioning is working properly. (8 pts Yes) (4 pts No) (0 pts Critical)	**Yes (8 pts)**

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Compliance

All P&L reporting is up to date (includes Balance Sheets)	**Pass**
Minimum required marketing expenditures are met for the year (Check quarterly)	**Pass**
All current drivers have a current MVR (within 9 months)	**Pass**
The store is delivering only within their approved delivery area	**Pass**
Minimum of 3 POS stations in the store and working; store can process credit cards and gift cards	**Pass**
All products are approved and received from an approved vendor	**Pass**
Store has current proof of insurance on file for all drivers	**Pass**

Current Ops Changes Check

Store is no longer prepping/using BBQ Mix 12/17/18	**Yes**
Store is cutting all thin crusts in triangles. 12/17/18	**Yes**
Store is using mild not hot on the buffalo mac n cheese. 12/17/18	**Yes**
Noodle pan drainers are in use. 12/17/18	**Yes**
Store is cutting large pizzas in 8 slices 12/17/18	**Yes**
Store is cutting Small Pizzas in 4 slices 12/17/18	**Yes**

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Store is no longer selling removed menu items: Bacon Cheeseburger, Italian sausage & Asiago, BBQ Mac n Cheese, Pumpkin Spice Monkey Bread	**Yes**
Store has transitioned to saying "Small Pizza" instead of "Myza"	**Yes**

Store Info

Manager/Shift Lead in Charge during TPR
Manager

Last TPR Score
90%

General Manager
Manager

Store Email Address
Store@gmail.com

GM Personal Email Address
manager@gmail.com

Store is using Labor Program?	**Yes (fully)**

Current Variance 1
one

Current Variance 2
two

Current Variance 3
three

NOTES
Killin it at the details!