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dominos pizza employee handbook 2020

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Domino’s Pizza Employee Handbook 2020: A Comprehensive Guide

When you step into a Domino’s restaurant, you’re not just joining a pizza making business—you’re becoming part of a global brand that values teamwork, customer service, and consistent quality. The **Domino’s Pizza Employee Handbook 2020**serves as the cornerstone of that experience, outlining the policies, procedures, and culture that keep every store running smoothly. Whether you’re a new crew member, a seasoned shift leader, or a franchise owner, this handbook is your go to resource for understanding your role, your responsibilities, and the expectations that come with working for one of the world’s most recognizable pizza chains.

Why the 2020 Handbook Matters

Every year, Domino’s updates its handbook to reflect changes in labor laws, technology, and customer expectations. The 2020 edition is particularly significant because it incorporates lessons learned from the COVID 19 pandemic, emphasizing health and safety protocols, remote ordering systems, and new staffing models. By familiarizing yourself with this guide, you’ll be better equipped to:

- Navigate the company’s policies on dress code, punctuality, and performance.
- Understand your rights and benefits, from paid time off to health coverage.
- Apply best practices for food safety and customer interaction.
- Leverage training modules that enhance your skills and career prospects.

Getting Started: Accessing the Handbook

Domino’s makes the employee handbook available in multiple formats to accommodate different learning styles:

1. Digital Access – Log into the Domino’s employee portal using your credentials. The handbook is available as a downloadable PDF and an interactive web version.
2. Printed Copy – During your onboarding session, a hard copy will be provided. Keep it in a safe place for quick reference.
3. Mobile App – The Domino’s employee app offers a mobile friendly version, complete with search functionality and bookmarking.

Make it a habit to review the handbook regularly, especially when new policies are announced or when you’re preparing for a performance review.

Table of Contents Overview

Below is a quick snapshot of the handbook’s main sections, each designed to address a specific aspect of your role:

- Company Overview – Mission, vision, and core values.
- Employment Policies – Hiring, probation, and termination.
- Workplace Standards – Dress code, attendance, and punctuality.
- Compensation & Benefits – Pay structure, overtime, and perks.
- Health & Safety – Food safety, hygiene, and emergency procedures.
- Customer Service Excellence – Best practices for order accuracy and guest satisfaction.

- Training & Development – Onboarding, skill enhancement, and career pathways.
- Code of Conduct – Ethics, harassment policies, and conflict resolution.
- Technology & Tools – POS systems, mobile ordering, and data security.
- FAQs & Resources – Quick answers to common questions and contact information.

Company Overview: Mission, Vision, and Core Values

Domino's is built on the promise of delivering high quality pizza and exceptional customer service. The 2020 handbook begins by reinforcing this promise through its mission statement:

"To be the world's leading pizza and food delivery brand, driven by innovation, teamwork, and a relentless focus on customer delight."

From this mission, four core values emerge:

- Customer First – Every decision should enhance the customer experience.
- Teamwork – Collaboration is essential for operational efficiency.
- Integrity – Honest communication builds trust internally and externally.
- Continuous Improvement – Embrace change to stay ahead of market trends.

These values are woven throughout every policy and procedure, ensuring that each employee's daily actions align with Domino's global standards.

Employment Policies: Fairness and Transparency

Hiring and Onboarding

The handbook outlines a transparent hiring process that starts with an online application, followed by a phone screen and an in person interview. Once hired, employees undergo a comprehensive onboarding program that covers:

- Company history and culture
- Role responsibilities and expectations
- Safety and compliance training
- Customer service fundamentals

Probationary Period

All new hires are subject to a **90 day probationary period** During this time, supervisors evaluate performance against key metrics such as attendance, order accuracy, and teamwork. Successful completion of probation leads to a full employee status with access to benefits and career advancement opportunities.

Termination and Resignation

While the handbook encourages open communication and constructive feedback, it also provides clear guidelines for termination due to performance issues, policy violations, or other legitimate reasons. Employees wishing to resign must submit a written notice, typically two weeks in advance, to facilitate a smooth transition.

Workplace Standards: Dress Code, Attendance, and Punctuality

Dress Code

Maintaining a professional appearance is crucial for brand consistency. The handbook specifies:

- Clean, branded uniform (shirt, hat, and apron)

- Closed toe shoes for safety
- Minimal jewelry and no strong fragrances

Attendance and Punctuality

Reliable attendance is essential for meeting customer demand. Employees are expected to:

- Arrive on time for scheduled shifts
- Notify supervisors at least one hour before a shift if they cannot attend
- Keep a record of absences and provide documentation when required

Breaks and Meal Policies

Employees are entitled to breaks according to local labor laws. The handbook clarifies that:

- Breaks should be taken in designated areas
- Food prepared for customers must remain in the kitchen until served
- Employees must maintain a clean personal workspace during breaks

Compensation & Benefits: What You Earn and What You Receive

Pay Structure

Domino’s offers competitive wages that vary by position, location, and experience level. The handbook explains:

- Hourly rates for crew members, shift leaders, and managers
- Overtime eligibility and calculation methods
- Pay schedule (bi weekly or monthly)

Benefits Package

Full time employees are eligible for a comprehensive benefits package that includes:

- Health, dental, and vision insurance
- Short term and long term disability coverage
- Paid time off (vacation, sick leave, and holidays)
- Employee discount programs for food and merchandise
- Retirement savings plans (e.g., 401(k) with company match)

Bonuses and Incentives

The handbook details performance based incentives such as:

- Monthly sales bonuses for high volume shifts
- Employee of the Month recognition with monetary rewards
- Referral bonuses for bringing in qualified candidates

Health & Safety: Food Safety, Hygiene, and Emergency Protocols

Food Safety Standards

Domino’s adheres to strict food safety guidelines to protect customers and employees. Key points include:

- Proper handwashing techniques and frequency
- Temperature control for all perishable items
- Allergen management and cross contamination prevention
- Regular sanitation of kitchen equipment and surfaces

Hygiene and Personal Cleanliness

Employees are required to maintain personal hygiene standards, such as:

- Clean hair and hair restraints to prevent contamination
- Regular handwashing before and after handling food
- Use of gloves when appropriate

Emergency Procedures

The handbook outlines clear steps for various emergencies:

- Fire evacuation routes and assembly points
- First aid kit location and basic medical response
- Reporting incidents to local authorities and company management
- Regular drills to keep staff prepared

Customer Service Excellence: Delivering a Memorable Experience

Order Accuracy and Speed

Domino's prides itself on fast, accurate service. Employees must:

- Double check orders before packing
- Use the POS system to confirm details and calculate totals
- Communicate any delays or issues to customers promptly

Communication Skills

Effective communication enhances customer satisfaction. The handbook recommends:

- Greeting customers warmly with a smile
- Listening actively to special requests
- Offering suggestions or upsells when appropriate
- Handling complaints calmly and professionally

Brand Consistency

Every interaction reflects Domino's brand. Employees should maintain consistency by:

- Using the company's tone of voice in verbal and written communication
- Adhering to dress code and grooming standards
- Ensuring store appearance aligns with brand guidelines

Training & Development: Growing Your Career at Domino's

Onboarding Program

The 2020 handbook details a structured onboarding program that spans several weeks. Topics covered include:

- Company policies and procedures
- POS system operation
- Food safety and hygiene
- Customer service fundamentals
- Team collaboration and leadership basics

Ongoing Training

Domino's offers continuous learning opportunities:

- Monthly skill building workshops (e.g., pizza dough handling, delivery route optimization)
- Online courses accessible through the employee portal
- Cross training sessions that allow employees to learn multiple roles

Career Pathways

The handbook outlines clear career ladders, including:

- Shift Leader !’ Store Manager !’ Regional Manager !’ Corporate Roles

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