



EXPANDING YOUR CAREER



www.pizzahutfwi.com



Welcome

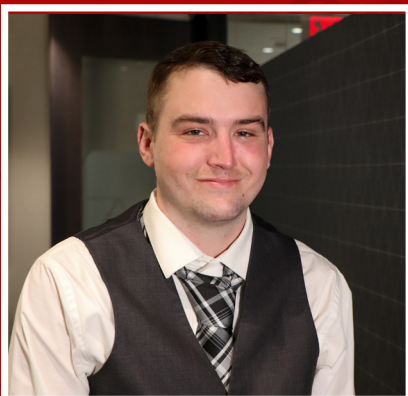
Welcome to Pizza Hut! We're excited for you to join our team! Our company is known to have some of the highest volume sales and best operations in the Pizza Hut system. This is only possible because of the amazing leaders running our restaurants. You are joining a team with a people-first mindset that want to help you grow in your leadership path. The recipe is simple, have passion for your guests and "treat them like you would treat guests in your home".

My personal journey started on the make table in 1983. From there, Pizza Hut of Fort Wayne provided me the leadership training and opportunities to help me to grow into my role today. Many of our General Managers, Area Coaches, and Directors of Operations started their Pizza Hut journey in the same manner as you. They merged their expertise and knowledge from previous experience with the culture of Pizza Hut of Fort Wayne to make this company what it is today.

We are excited to be a part of your growth journey and look forward to your future success!

Todd Hollman
President of Pizza Hut of Fort Wayne

Todd Hollman



YESTERDAY, TODAY, AND BEYOND

The story of Dick Freeland and the founding of Pizza Hut of Fort Wayne represents who we are as a company today—a hard working, fun-loving people who are constantly looking towards the future.

Dick Freeland was an ironworker from Iowa with little means. Even though funds were limited, Dick and his wife decided to go on a long-overdue vacation to the East Coast. When they returned from their vacation, Dick decided to get a second job at Pizza Hut to pay off the credit card he and Deanna used to pay for gas during their trip.

It didn't take Dick long to realize that he enjoyed working for Pizza Hut. He quickly worked his way from management to RGM to Area Coach, and, eventually, to part-owner of a Pizza Hut franchise in Iowa. Eventually, Dick was offered an executive job at Pizza Hut, Inc., but turned it down, because he loved being around the stores and saw a great opportunity in starting his own franchise. Dick and his wife Deanna would start their franchise, Pizza Hut of Fort Wayne (PHFW). In 1972, with the opening of their first restaurant on East State Street in Fort Wayne, Indiana.

As of January 2021, PHFW owns 45 Pizza Huts throughout the northern half of Indiana. PHFW is highly renowned throughout Pizza Hut nationally as the top operator in the system. We have won many national awards, including the Highest Volume Sales awards on multiple occasions. More importantly, PHFW is known for its people. The franchise lives the spirit of Dick Freeland through its dedication to its people through detailed management and leadership training, employee engagement events and programs, and its dedication to the community. PHFW understands that success requires giving people the tools they need to succeed.

Pizza Hut of Fort Wayne's financial stability and high-quality people allow growth opportunities. There is a place for you in our franchise now and, if you demonstrate the virtues of Humble, Hungry, and Smart, there will be an opportunity for you to grow with the company. Join us as we push towards the future and lead others by the philosophies developed by our founder.



Do what's right for the customer. Do what's right for the employee. Do what's right for the stockholder.

Dick Freeland- Founder
Pizza Hut of Fort Wayne



RISE UP MODEL

THINK OF THE POSSIBILITIES



There are certain steps you have to take to get to each point, which is good because you feel so successful once you hit that one point.

Stephanie Smith
Ligonier Pizza Hut

<https://tinyurl.com/2p8wnhw4>



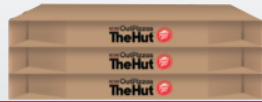
ASSISTANT MANAGER

Salary > \$40k to \$46k



ASSISTANT GENERAL MANAGER

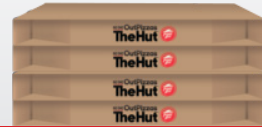
Salary > \$42k to \$50k



RESTAURANT GENERAL MANAGER

Salary > \$50k to \$75k

Quarterly Bonus Plan



BENEFITS AT GLANCE

HEALTH PLAN COMPARISON



2 Health Plan Options



Dental Insurance



Vision Insurance



Life Insurance



Short & Long Term Disability

DEDUCTIBLES	PLAN #1	PLAN #2
<i>Individual</i>	\$3000	\$1000
<i>Family</i>	\$6000	\$2000
COINSURANCE		
<i>Plan Pays</i>	70%	80%
<i>You Pay</i>	30%	20%
COMMONLY USED SERVICES		
<i>Primary Care Visit</i>	\$0 Copay	\$0 Copay
<i>Specialist Visit</i>	\$70 Copay	\$100 Copay
<i>Preventive Care</i>	100% Covered	100% Covered
<i>Urgent Care Visit</i>	\$50	\$50
<i>Mental Health & Substance Abuse</i>	<i>Inpatient: 30% after deductible Outpatient: \$0 Copay</i>	<i>Inpatient: 20% after deductible Outpatient: \$0 Copay</i>

EMPLOYEE ONLY PREMIUMS PER PAYCHECK	
<i>Health Plan #1</i>	\$44.69
<i>Health Plan #2</i>	\$80.13
<i>Dental</i>	\$1.66
<i>Vision</i>	\$0.45

- 2 weeks paid vacation after Shift Leader certification
- 401(k) retirement plan/ Profit Sharing with a minimum of 1 year of service.
- Short & Long Term Disability 100% Employer Paid for Management Team Members
- Preventive Dental Services 100% Covered
- Eye Exams (Once Every 12 Months) \$20 Copay
- 75% off-duty meal discount & free meals
- Free Leadership Classes
- Advancement opportunities

LEADERSHIP OPPORTUNITIES

THE PLACES YOU'LL GO



ASSISTANT MANAGER:

Be the first source in developing Humble Hungry & Smart team members in our restaurants. Find employees who fit our culture by using best interview practices. Provide for a great work environment through positive coaching and enhancing systems for smooth operations. Become responsible for store goals as you oversee inventory and operational controls. Continue to build your leadership skills through leadership classes and everyday opportunities to praise and coach during daily operations.



I was interested in management because I like growth. I like to see what I can do and how I can grow inside the company.

Brianna Curry
Pizza Hut



<https://tinyurl.com/yckm7a42>



ASSISTANT GENERAL MANAGER:

Begin final preparation in your development as a restaurant leader. Support the RGM in getting the most out of your management team by writing the schedule and coaching your crew. Learn how to run an effective restaurant while continuing to develop employees, build culture and drive financial results. Work alongside the RGM to learn how to evaluate the P&L and create a budget. Develop the mindset and systems to lead your future restaurant.



I honestly couldn't have done it without my bosses here at Pizza Hut.

Kristin Metz
North Manchester Pizza



<https://tinyurl.com/3p47az2k>



RESTAURANT GENERAL MANAGER:

Take extreme ownership over your restaurant. Develop a strong culture based on building relationships and developing leaders. Provide systems that lead to operational excellence and use data to determine store growth opportunities. Utilize the P&L to drive financial results. Empower and influence your managers to lead. Nothing is more rewarding than watching your people find success as a team.



Never forget that what you're doing today has the potential to be a great career. If you're having fun now just see where it goes.

Rich Brown
Lima Pizza Hut



<https://tinyurl.com/2p9fbptj>



AREA COACH:

Experience being a multi-unit leader with high-volume restaurants in areas with great customers. As an Area Coach, you must have the ability to find, train, and CELEBRATE great people. The ideal candidate has extremely high emotional intelligence and great organizational skills. Our Area Coaches lead a strong culture that attracts high-quality employees and customers into the Pizza Hut Family.











It's all up to the person how much they're going to grow. Pizza Hut gives you the opportunity to grow.

Tom Martinez
Area Coach Pizza Hut



<https://tinyurl.com/2p89ez43>

PREREQUISITES

-  Humble, hungry, smart
-  Dedication to providing exceptional customer service
-  Good communication skills, and strong interpersonal and conflict resolution skills
-  Team building capability
-  Basic business math and accounting skills, and strong analytical/decision-making skills
-  2 or more years of restaurant management experience
-  Possess excellent time management and organizational skills
-  Have FUN in a fast paced food service environment!



TRAINING OF A MANAGER

FROM TRAINING TO RUNNING SHIFTS

WEEKS 1 - 8



Position Training

Review **Red Hat & Team Trainer** training guide with and complete certification

Review **Food Safety, HQSC, Covid-19 Safety & Cleanliness** section with Trainer

Review **Regulations, Policies & Safety** section with Trainer

Review **Goals, Praise, Coach and Reprimand** section with Trainer

Review **Inventory & Systems** section with Trainer & train on Inventory Process

Attend Leadership Classes at Corporate Office

WEEKS 9 - 12



Learn Closing & Opening Manager Procedures

Review **Managing for Productivity** section with Trainer

Complete **Shift Leader Certification**

Conduct FSCC & HQSC Inspection with Area Coach

WEEKS 13 - 18



Train on Interviews & Orientation

Establish a Recruiting Plan

Review **Recruiting, Onboarding, & Retention** section with Trainer

Review **Importance of Controls** section with Trainer

Review **Coaching with Emotional Intelligence** section with Trainer

Attend leadership classes at Corporate Office

WEEKS 18 - 24



Review **Ideal Team Player** section with Trainer

Train Red Hat or Team Trainer

Tour with Area Coach

Complete **Assistant Manager Certification**



BECOMING A LEADER WE DON'T JUST TRAIN MANAGERS, WE TRAIN LEADERS



SHIFT LEADER CLASSES

EMPOWERING (SHIFT) LEADERS!

Shift Leaders who are empowered to make decisions provide a great impact on the culture of our stores. The more comfortable Shift Leaders are in making decisions, the greater opportunity for store leaders to delegate responsibility. Greater responsibility allows the Shift Leaders to grow in confidence as they develop their leadership styles.

During this course, you will:

- ▶ Examine reasons why people fail to make decisions and the consequences of failing to make decisions.
- ▶ Become empowered through understanding our values, recognizing coaching opportunities, and accepting leadership responsibility as a member of the management team

SERVSAFE

ServSafe® is the food safety certification course developed by the National Restaurant Association Educational Foundation. The certification verifies that a manager has adequate food safety knowledge to protect the public from food borne illness. The ServSafe Manager Course is followed by a test to become a certified ServSafe Manager. The cost of the test is completely covered by Pizza Hut!

During this course, you will learn:

- ▶ The Importance of Food Safety
- ▶ Good Personal Hygiene
- ▶ Time and Temperature Control
- ▶ How to Prevent Cross-Contamination
- ▶ Proper Cleaning and Sanitizing
- ▶ Safe Food Preparation
- ▶ How to Receive and Store Food
- ▶ Methods of Thawing, Cooking, Cooling and Reheating Food
- ▶ HACCP (Hazard Analysis and Critical Control Points)
- ▶ Food Safety Regulations
- ▶ And more . . .

ASSISTANT MANAGER CLASSES

IDEAL TEAM PLAYER

Humble, Hungry & Smart! These are three virtues introduced by Patrick Lencioni in his book “The Ideal Team Player”. You must be humble enough to take on any role within a store, hungry enough to always push for more, and have the people smarts to influence others. Understanding the concepts of the Ideal Team Player will help you hire the right people and find ways to support employees who are missing those virtues.

During this course, you will:

- Define Humble, Hungry & Smart.
- Learn how to develop Humble, Hungry & Smart in your team

COACHING WITH EMOTIONAL INTELLIGENCE

Coaching is constant. When a person enters our team, we must develop a relationship and envision their potential leadership possibilities. Coaching is the way we build our staff to be better people.

During this course, you will:

- Understand how to increase productive behaviour from your team through specific Praise & Coaching.
- Learn techniques that will prepare you for conducting the difficult conversations that can improve unproductive behaviour

RECRUITING, ONBOARDING & RETENTION

Having a store full of Ideal Team Players starts with the hiring process. Stores must use recruiting tools and a structured onboarding process to find Humble, Hungry and Smart employees. From there, it is crucial to maintain a company culture with a people-first vision.

During this course, you will:

- Get your store Recruitment Ready through Store Readiness, Creative Recruiting, and Team Awareness.
- Understand the Onboarding process and the importance of selling our store and franchise in the first week of employment



The leadership classes at Pizza Hut are awesome! I always look forward to going up there whenever there's a training that I need to go to.

Melanie Bard
Decatur Pizza Hut





I would not be in this position without the well structured, dedicated training plan that has been implemented.

Craig White
Hazel Dell Pizza Hut

ASSISTANT GENERAL MANAGER CLASSES

BUILDING OUR CULTURE

Building a strong culture requires an intentional mindset and systems to support that mindset. The store leader must influence the management team to push mindset and systems. The Building Our Culture course consists of six classes that focus on building the foundation for a productive store culture.

The six courses includes:

People Talks

Learn to emphasize the importance of Building Relationships with your management team and team members. Learn about tools that will teach the leaders of your store to become aligned in their team development. This will help build towards the future with effective bench planning.

Accountability or Bust

Empower your management team by providing clear expectations in the character of your management team and team members, emphasizing the standards, and creating norms for behaviour. Further strengthen the abilities of your management team by coaching them on how to complete documentation and conducting difficult conversations.

Training IS Recruiting

Increase retention by understanding the training programs. Learn how to schedule properly and teach other managers how to use tools to monitor the progress of your trainees.

More than Numbers

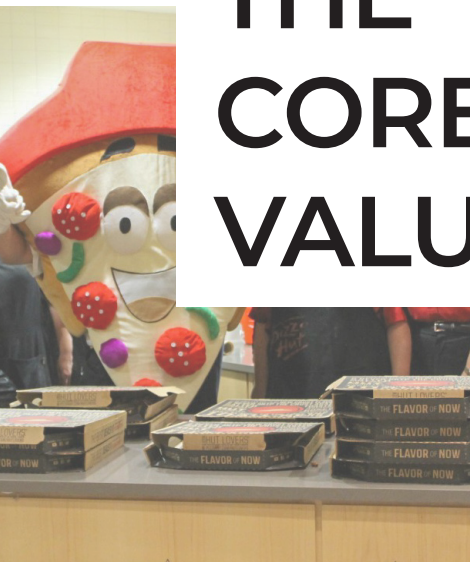
Store leaders must have a great understanding of “Big and Thick” data and how to use data to guide decision making. It is important to consider both numbers and observations as data and to use the company scorecard when determining store growth priorities.

Communication is the Key

Your store will only be as good as your ability to communicate messages from team members to the management team. Consider mediums for communication by learning which forms of communication are most effective. Practice holding meetings through best practices, preparation, and leading discussions.

To Community & Beyond...

Top Talent is more likely to stay when store leaders provide a Bigger Vision. Bigger Vision comes in the form of building community inside the store and outside with the community. Determine the organizations you would like to support and think through the logistics in making employee and community engagement a reality.



LIVE THE CORE VALUES

Open & Honest

Have open and honest conversation. Active listening and professional disagreement are healthy and encouraged components of conversations

Be Curious

Wonder. Ask questions. Seek the answers.

Growth Mindset

Have a growth mindset. Think of what might be—not how it won't work.

Embrace Differences

Learn from those around you. A variety of life experiences yield a variety of viewpoints and ideas.

Generous & Grateful

Regardless of position, help others be successful. Recognize and appreciate positive observations with others often.

Community Togetherness

Seek community togetherness. Have fun and give back both inside and outside the organization.



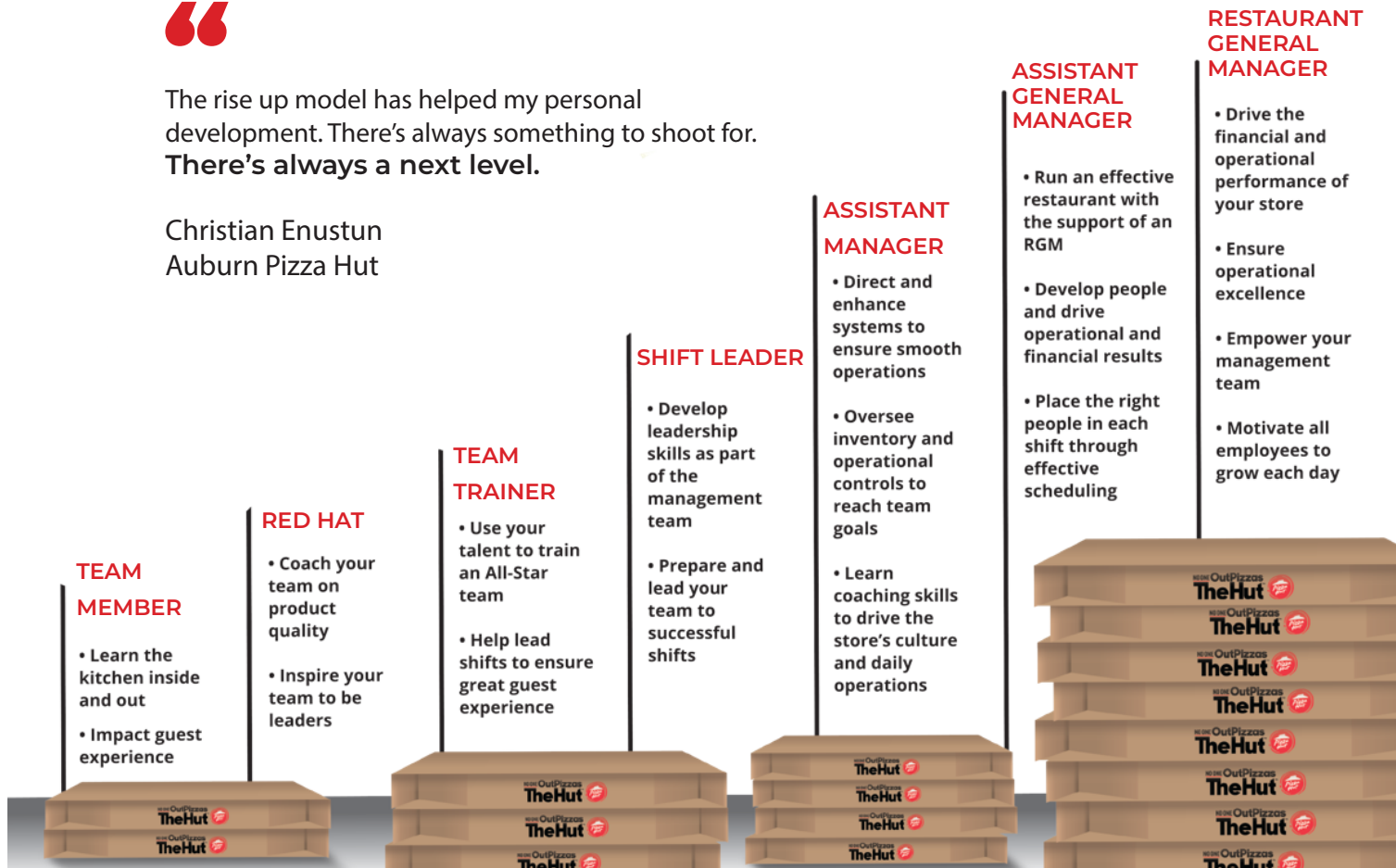
<https://tinyurl.com/ybymx52k>

RISING UP MODEL



The rise up model has helped my personal development. There's always something to shoot for. There's always a next level.

Christian Enustun
Auburn Pizza Hut





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