



Station Code  
ORI-GUI-2014A

Updated  
Oct/2014

# Orientation & Welcome

## Station Guide

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This training material contains standards and procedures for the Shakey's system that relate to the Shakey's brand, specifically the quality of the products that the public associates with the Shakey's brand, other content is in the nature of advice and suggestion as to operations. You should consult with the Manager on Duty or the Franchise owner if you have questions about restaurant operations. For training use only. All Rights Reserved © 2014 Shakey's USA, Inc



# Employee Orientation

**Station Code**  
SAS-GUI-2014A

## **Content**

- 1. Company Philosophy & Culture**
- 2. Company Story**
- 3. Expectations**
- 4. Our Restaurants**
- 5. Team Member Training Program**



## Employee Orientation

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### Welcome!

Welcome to Shakey's®! We are excited to have you as a part of our team and have you continue our fast and friendly guest service. At Shakey's® we strive to give our Team Members the essential tools to be successful as a Shakey's® Team Member. During this module you will review our Company Culture through our Mission, Vision, and Values, learn how Shakey's® started over 60 years ago, learn the expectations that are set for every Shakey's® Team Member, and gain an understanding of what makes our Shakey's® Restaurant so great!



## Company Philosophy & Culture

Our company culture is based on our Mission, Vision, & Values. Shakey's® is about sincere hospitality, great food, and fun in a fast, friendly, and clean environment.

### Our Mission Statement

We serve Great Food with authentic hospitality in a fun gathering place!

### Our Vision Statement

#### Our Food

We satisfy our guests' need for fresh, craveable, affordable food. Our guests can choose from a wide variety of healthy options and indulgent favorites. Shakey's® pizza, chicken and Mojo®s are in a class of their own.

#### Our People

Other companies say their people are their greatest assets but at Shakey's® we live it!. Our team members are friendly, energetic and aspire to create a truly enjoyable experience. We operate with pride and treat others with sincere respect, honesty and integrity.

#### Our Environment

Shakey's® is a fun place for our guests and team members; and, we work every day to provide a clean, contemporary and casual environment.

#### Our Community

We are an active member of our community supporting local schools, sports team, and civic groups through fundraisers, recognition programs and sponsorship.

### Our Values

**S =SERVICE** - Our team members have a sincere appreciation of our guests and their needs.

**H=HONESTY** - Our team members act with integrity and do the right things.

**A=ATTENTION TO DETAIL** – We sweat the small stuff because it's important.

**K=KNOWLEDGEABLE** – Our people know their business.

**E=ENTHUSIASTIC** – Attitude is everything.

**Y=YOUTHFUL OUTLOOK** – We look at the world with fresh eyes every day and are open to new possibilities.

**S=SOCIAL RESPONSIBILITY** – We actively participate and serve our communities.

Whatever the job title, all Shakey's® Team Members are friendly, energetic and work together to create a truly enjoyable Shakey's® Experience for our guests.



## Shakey's® Story

The history of Shakey's® Pizza Parlor begins in 1954, when Sherwood "Shakey" Johnson opened the first Shakey's® Pizza Parlor in a remodeled grocery store on 57th and J Street in Sacramento, California. Originally established as "Ye Public House" for pizza & beer, Johnson indulged his passion for Dixieland jazz and added live ragtime music to the mix, featuring banjos and player pianos throughout his rapidly expanding franchise. As the concept caught on, the Shakey's® name became synonymous with the World's Greatest Pizza™ along with light-hearted slogans such as "You'll have fun at Shakey's®, also pizza," and "You can feed your face at any old place, but you can warm your heart at Shakey's®." For 60 years, Shakey's® has provided fun, food, music and memories for generations of pizza lovers.

## Expectations



What are the expectations of every Team Member in a Shakey's® Restaurant?

- ✓ Service – Deliver fast, friendly service to our guests in a clean environment. Remember that the most important person in our building is the guest.
- ✓ Consistency – Consistent in the way we deliver our service and our product to our guests. It is important that our guests get the same great experience every single time they come in to a Shakey's® Restaurant.
- ✓ Team Work – Working well in a team work oriented environment. Working as a team to provide great service and products to our guests.
- ✓ Attitude – Great attitude! Showing up to work every day and knowing what is needed to deliver great service to our guests. Start with a smile!

## Our Restaurants



What makes Shakey's® one of the best concepts in the US?

**Menu** – Shakey's® menu offers great value. Our guests can eat at Shakey's® and feed the entire family at a great price.

**Bunch of Lunch** – Shakey's® Bunch of Lunch is a great value and very convenient. Shakey's® Bunch of Lunch offers thin and pan crust pizza, specialty pizzas, hot items including our famous fried chicken and our home made mojo® potatoes.

**Salad Bar**- Shakey's® salad bar offers a healthy option for our guests.

**Game Room** – Shakey's® has a great game area for kids to enjoy their stay while their parents enjoy their meal.

Our Team Members focus on fast, friend, and a clean Shakey's® environment.



## **Team Member Training Program**

At Shakey's® we strive to provide excellent training to our Team Members. Upon hire, each Team Member will go through the training process in order to become certified in their position.

As a Team Member you will be provided with a variety of training tools:

- Online and classroom training
- Video training
- Hands on training with a certified trainer
- Station guides and training modules

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