

# HIDEAWAY PIZZA.

## Pulling

Pulling is a position in the kitchen where you pull the pies out of the oven, cut them, and send them out or box them. This person is called the Puller.

- The Puller is responsible for cutting pizzas, boxing pizzas, and sending out hot pizzas. This is a very intense position when the restaurant is busy. The pizzas don't stop; they just keep coming out of the oven!
- The Puller must communicate with the Sandwich Room to coordinate food that is going out together.
- The Puller must always be in communication with the cashier and all FOH staff about the status of their pies. Be extra nice to the FOH. ☺
- Don't pull pizzas early; let them go all the way through.
- If the pizza has special instructions (lightly cooked or well done) always be sure and pay attention; **remember you are the cook.**
- The Puller must keep giving feedback to the Pizza Makers and Slapper such as: dog-ears, over/under topping, pies not round, pies sticking to the screen, pizzas with thin centers, and any other possible problems. The Puller also needs to give positive feedback if the pies are looking great.
- The puller must be calling out ticket times, we need the BOH, FOH, and Mgrs. to all be aware of how long it is taking to get pies out of the kitchen.
- **Crust**
  - Hand Tossed should be golden brown to brown, have a consistent rise about ¾" to 1" on the edge (depending on the size of the pizza), all the way around. There should be no flat spots or thin spots.
  - '57 Thin Crust should be brown on the edge; the dough should be out to the edge of the screen or pan.
- Make sure toppings are spread evenly over the pizza, all the way to the edge. No light amounts and no heavy amounts where it's not cooked all the way through, and the cheese is not completely melted. If you have to pop a big bubble pull a few toppings over with the pizza cutter to fill in the space.
- If you accidentally put a dine-in pie in a box there is a correct way to make the transfer to a pie pan. You should fold the lid of the box back and slide the pie onto the pan. Easy does it.
- When cutting thin pan pizzas, always take it out of the pans and cut it on the pizza peel. Then place it on the serving aluminum pan or in a box. Just like you do for all the pizzas cooked on the screens.
- Make sure you **cut all the way through the pie. Cut into equal slices.**

- **Kids = 6, Gluten Free = 6, Cauli = 6, Sm = 6, Med = 8, Lg = 10**
- Take your time cutting so you get even cuts. It is **very important** to make sure you cut it all the way through. Do not pull pies early; let them go all the way through. If part of the crust is lightly cooked turn the pie around so the light spot goes back in the oven.
- Don't let the screens fall on the floor. It not only looks bad and is unsanitary; it also bends the screens. If a pizza screen falls to the floor it should be run through the dish machine and then put through the oven to dry out.
- Keep your cutting table clean and the screens and pans organized and off the cut table, even when you are busy. Give your area a thorough cleaning when you are caught up, and help other areas when possible.
- **Keep your tickets in the order the pizzas were loaded. If the tickets get mixed up, it's a nightmare!!**
- When a dine in order is complete, put ticket beside the pizza(s), never put a ticket on top of any ready to eat food item.
- Whatever happens, don't lose your composure, and if you get backed up always ask for help.
- Pay Attention to the paid waiting (Paid To-Go), tell the cashier when they are ready.
- Half Bakes – **DON'T CUT** – these should only go half way through the oven.
- Half Bakes – place foil in bottom of pizza box and sprinkle corn flour on the foil, this is to ensure that the dough doesn't stick to the foil.
  
- **Fixing problems:** Inform the server or cashier and a Manager if a pizza is coming out late or you can't find it. There might be reason to call for a fly pie by an AKM or Manager. If the pie has been made incorrectly, we offer the mistake to the guest and remake the pizza. If they would like to box up the mistake pizza and take it home, that's fine. **Do not cook left off items and put them on the pie. Remake all mistakes.** Don't sacrifice quality. Never throw away or eat mistakes, alert a Manager to give mistake pie to the guest, just be certain that the pie is a mistake before offering it. Always remake the mistake pizza the same size, we cannot determine that ½ of a Large is the same as a medium etc.