

# A FEW THINGS YOU SHOULD KNOW ABOUT



Creating an outstanding experience for our customers drives everything we do. We want to provide our customers with great pizza, at a great value, in a great environment, and do it in a fast, fun and friendly way. It's really that simple.

We don't hire just anyone. We only hire people who are super-friendly, team players, and able to treat our customers like they would treat their friends. If you want to work at SOLOS, you need a friendly face, a ready smile, and a positive attitude. These are the qualities that will keep our customers coming back, and make SOLOS a fun place for our crew members to work!

We expect a lot from our employees, but we try to give a lot as well. We are a privately owned company and we try to run our business by the "Golden Rule" – treat others like you would like to be treated. If you think you have what we're looking for, go ahead and fill out this application—we'd love to talk to you!

Name

## A FEW THINGS WE SHOULD KNOW ABOUT YOU

Name \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Street Address \_\_\_\_\_ Apt. # \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone (\_\_\_\_\_) \_\_\_\_\_ Cell Phone (\_\_\_\_\_) \_\_\_\_\_

☺ Are you at least 16 years of age? Yes / No

☺ Are you at least 18 years of age? Yes / No

☺ Are you eligible to work in the United States? Yes / No (Proof of eligibility must be provided prior to employment as required by law.)

☺ Have you ever been convicted of a felony? Yes\*/ No (A conviction will not necessarily disqualify you.)

\*If yes, please explain \_\_\_\_\_

☺ Do you have reliable transportation to work? Yes / No

☺ How many shifts a week would you ideally like to work? \_\_\_\_\_

☺ Days & times you're available to work (hours we need to cover are from 8:00am to 10:00pm):

SUN	MON	TUE	WED	THUR	FRI	SAT

☺ When are you available to start? \_\_\_\_\_

☺ How did you hear about SOLOS? \_\_\_\_\_

# TELL US ABOUT YOUR WORK EXPERIENCE

(If you haven't had a job before, tell us about clubs, organizations or extra curricular activities you've been involved with.)

Company Name _____	Start Date ____/____/____	End Date ____/____/____
Address _____	Phone _____	
Job Title _____	Starting pay _____	Ending Pay _____
Responsibilities _____		
Name of Supervisor _____	May we call for a reference? Yes / No	
Reason for leaving _____		

Company Name _____	Start Date ____/____/____	End Date ____/____/____
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Reason for leaving _____		

## REFERENCES WHO CAN TELL US ABOUT YOUR WORK (Employers, Teachers, Coaches, Etc.)

Name _____	Phone (____) _____	How they know you _____
Name _____	Phone (____) _____	How they know you _____
Name _____	Phone (____) _____	How they know you _____

**EDUCATION** (please circle the highest level of education completed) **Are you still a student?** Yes / No

Some High School    
  H.S. Diploma    
  GED    
  Some College/Tech School    
  Associate Degree    
  BA/BS Degree    
  Other

I confirm that the information in this application is correct and true. I understand that if it is subsequently found that any statements are false or misleading, my application may be disqualified or I may be subsequently dismissed from my employment with SOLOS.

Signed \_\_\_\_\_ Date \_\_\_\_\_

**PLEASE ANSWER THE FOLLOWING QUESTIONS  
SO WE HAVE A BETTER IDEA OF WHERE YOU'D FIT IN BEST AT SOLOS.**

- 1. I think the most important thing about waiting on customers is:**
  - A. To be fast and efficient.
  - B. To be friendly and helpful.
  - C. To be accurate.
  
- 2. If a customer is unhappy with something, the first thing I would do is:**
  - A. Try to find out all the details about the problem, and explain why the problem occurred.
  - B. Tell the customer I will get my supervisor.
  - C. Apologize right away and try to find a solution to the problem on my own.
  
- 3. If a customer becomes rude and unreasonable, I would handle it by:**
  - A. Saying, "Let me get my supervisor, I'm sure he will be able to help you."
  - B. Saying, "I'm sorry but our policy does not allow me to do what you're requesting."
  - C. Giving the customer whatever he wanted so other customers would not be kept waiting.
  
- 4. During really busy times, I think that:**
  - A. Customers don't care as much about the friendliness of the staff as they care about getting their order made quickly and correctly.
  - B. As long as the customer receives a friendly greeting when they walk in, the rest of the crew should concentrate their efforts on speed and efficiency.
  - C. Every person who has contact with the customer still needs to be friendly and outgoing, because it's worth the few extra seconds it takes to make the customer feel appreciated.
  
- 5. When I'm waiting on a customer and a new customer walks in:**
  - A. I should always give the customer I am waiting on my undivided attention before addressing the new customer.
  - B. I need to acknowledge the new customer right away with a smile or a quick hello.
  - C. The most important thing is to stay on task so both customers can get in and out quickly.
  
- 6. In general, I think that it's best for me to:**
  - A. Stay on task and do the job my supervisor assigned me to do until it is finished.
  - B. Finish the job my supervisor gave me, but be willing to help out another co-worker after my job is done.
  - C. Pay attention to my station, but be willing to help out a coworker if they get behind or need help.
  
- 7. When a customer is deciding what to order, it's usually best to:**
  - A. Ask if they've ever tried our pizzas before and recommend a few of the most popular pizzas.
  - B. Wait patiently and not make them feel rushed.
  - C. Politely suggest they step aside while they decide, and ask the next person in line if they are ready to order.
  
- 8. Customers feel valued when team members show a personal interest in them by smiling, greeting them promptly and engaging in pleasant conversation. However, it might be better to just stick with a smile and not engage in conversation when:**
  - A. The customer seems preoccupied and isn't very talkative back.
  - B. It is busy and customers are waiting.
  - C. Two customers come in together and they are talking with each other.
  
- 9. When a customer looks stressed and glances at their watch, try to:**
  - A. Try to make it a better experience for the customer by engaging them in more conversation.
  - B. Pick up the pace, smile, and tell the customer you'll get their order ready right away.
  - C. Continue with a nice steady pace, so you don't look rushed or flustered to the other customers.

