



Crew Handbook

AS OF JUNE 2026

Welcome to Landoughs



Our Story

Landoughs is a family-owned and operated mobile pizza company serving authentic Neapolitan-inspired pizza at farmers markets, private events, and community gatherings across SoCal. What started as a passion for great pizza has grown into a business built around quality, craftsmanship and community. Every member of our crew contributes to the customer experience and the reputation of our brand.

Our Core Values

QUALITY – We take pride in every pizza we make and serve.

TEAMWORK – We help one another and communicate respectfully.

RELIABILITY – We show up prepared, on time, and ready to contribute.

SAFETY – Food safety and workplace safety come first.

KINDNESS – We treat every customer like a guest in our home.

What We Expect From Every Crew Member

- Arrive on time and ready to work
- Maintain a positive attitude
- Communicate clearly and respectfully
- Follow food safety procedures
- Support teammates when needed
- Take pride in the customer experience
- Keep the work area clean and neat

Communication & Scheduling

All scheduling and communications are managed through google groups:

- Team Calendar
- Crew Sign-Up Sheet
- Team Chat

Check these regularly and communicate conflicts as early as possible.

contact landoughs:

Kent Land – 310-467-4522

LANDOUGH'S.COM

WORK STANDARDS & FOOD SAFETY

Arrival Standards

Please arrive 10–15 minutes before your scheduled start time.

Upon arrival:

- ✓ Check in with the shift lead
- ✓ Wash your hands
- ✓ Review assignments
- ✓ Assist with setup
- ✓ Be ready to work at your scheduled start time

Dress Code

Required:

- Closed-toe shoes
- Clean work clothing
- Hat or hair restraint
- Appropriate weather protection

Not Allowed:

- Open-toed shoes
- Excessive jewelry
- Dirty or damaged clothing

Food Safety Basics

Always:

- Wash hands frequently
- Keep hot food above 135°F
- Keep cold food below 41°F
- Sanitize food-contact surfaces
- Use clean utensils and equipment
- Store ingredients properly

Never:

- Work while sick
- Eat in food preparation areas
- Handle food with dirty hands
- Cross-contaminate ingredients

Illness Policy

Do not report to work if you are experiencing:

- Fever
- Vomiting
- Diarrhea
- Contagious illness symptoms

Notify management immediately if you cannot work a scheduled shift.

Safety Standards

- Be aware of hot ovens and surfaces
- Keep walkways clear
- Report damaged equipment immediately
- Follow instructions from shift leads
- Know the location of fire extinguishers

Safety is everyone's responsibility.

Customer Service Expectations

Every customer should feel welcomed and appreciated.

Always:

- Smile and greet customers
- Be patient and friendly
- Thank customers for their support
- Keep a positive attitude during busy periods
- Communicate wait times honestly

Never:

- Argue with customers
- Ignore concerns
- Speak negatively about teammates or the business