



# Life of Pie

Culture

2024 Book

# Life of Pie Culture Book

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**Welcome! This book was developed to share our values and beliefs with our team and community members.**

*01*

# Who We Are



**Life of Pie** is more than just a pizza joint; it's a supportive and comfortable environment for our team and customers. We don't just accommodate, we *include*; through our team benefits, community involvement, and inviting space we welcome everyone intentionally.



**In short, we're your friendly neighborhood pizzeria where all are welcome, and everyone is taken care of.**

*Who We Are*

**Our team is at the core of our business.**

We hire folks who align with our values to provide accessibility to and build connection with our community.

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*02*

# What We Believe

Hospitality *goes*  
*above and beyond*  
Customer Service.

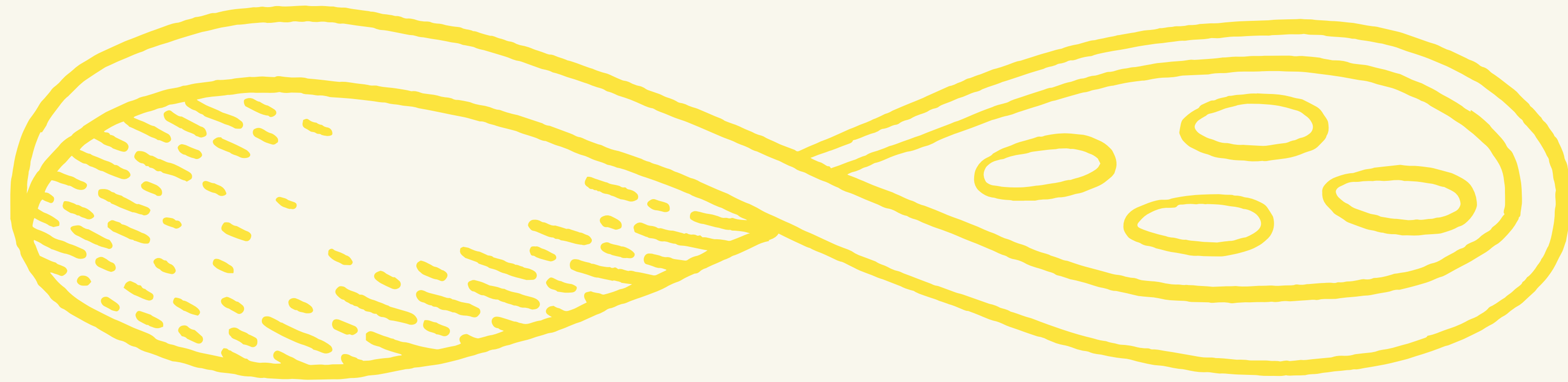
# Hospitality at Life of Pie is...

At minimum, good service: a transactional and basic to our job. Guests pay, and we provide friendly service in a clean environment with quality product.

Interactive: this is shared with our neighbors, our guests, and our team. We believe great hospitality is superior to great service because it focuses on the feeling we leave a person with.

Relational: it is a conversation between two people and a shared experience that brings a sense of belonging and connection.

Long-lasting: good hospitality lasts longer than the meal, it is felt long after the interaction.



**Our Brand Icon sums it up: we believe in generosity and reciprocity. What is good for the community is good for business.**

03

# How We Enact Our Values

# Our Team!

First and foremost, we take care of our employees. A happy and healthy team makes happy guests.

*Who We Are*



*Life of Pie Culture Book*



*Who We Are*

We aim to foster a healthy community within our team by providing extensive benefits and supporting their lives outside of the restaurant. *Read more about that on page 22!*





# Our Guests!

We take extra steps to ensure our guests feel welcome and included from the moment they arrive.

*Who We Are*



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# Our Community!

Our impact extends beyond our front doors—we have a responsibility to serve our greater community.

We support organizations in the area through fundraising campaigns and service in the community. If you want to nominate an organization, please let us know!



**Our partners!**

**We believe in sourcing from local purveyors— it makes a better pizza and supports our PNW community.**

## *Who We Are*

### *Purveyor: Mozzarella*

## Ferndale Farmstead

Our mozzarella is made fresh by Ferndale Farmstead, a sustainable creamery located in Washington. Ferndale is a “seed-to-cheese” operation. They take pride in growing their own crops to nourish their cattle, which they then milk and turn into the deliciously creamy mozzarella you know and love.

### *Purveyor: Flour*

## Small’s Family Farm

Part of our flour is made from the fresh wheats of the Small’s Family Farm, a family owned operated farm in Walla Walla, WA. The Small’s family has a strong commitment to sustainable farming practices that produce quality products to our restaurant and other’s homes. They value the most important ingredient within a kitchen by growing to satisfy the highest standards.

### *Purveyor: Flour*

## Camas Country Mills

Our other flour contributor is from the local and regional farmers of Camas Country Mills, located in Junction City, OR. Family- owned and operated by local and regional farmers, Camas Country Mills has built a strong, sustainable, and vibrant regional grain economy. They proudly supply home and commercial kitchens with grains and mills products from the heart of the valley.

*04*

# What Employees Can Expect

# We Walk the Walk

We care deeply about our team and invest in the folks who work with us.



# Benefits Offered

*Health Insurance for both full and part time members. 100% covered for BOH team members. Includes Health, Dental, and Vision.*

*Employee Assistance Program through Providence: 6 free counseling sessions available to all team members.*

*401k program*

*PTO: 80 hours PTO for BOH after 90 days; 40 hours PTO for FOH and dishwashers, increasing by 10 hours each after 2 years.*

*Transportation: Parking passes for NW team members, Bus passes*

*No-interest emergency loans after 6 months*

*Daily shift meals*

*Payment: Guaranteed pay increase yearly, Daily tips, Cash bonus for team member recommendations (if hired)*

*Federal Holiday payment of time and a half*

*Holiday Closures on New Years Day, Independence Day, Thanksgiving Day, Christmas Eve, Christmas Day*

*5 monthly family meal cards to give to friends, family or keep for yourself*

*Nonviolent communication form: access to optional anonymous form so your voice can be heard any day of the year*

*Team member of the month \$100 gift card prize awarded last day of each month!*

# Personal and Professional Development

## *01*

Flexible Scheduling: We want everyone to have the time and space to do whatever it is in their lives they choose to do. Whether you're in school, have another job, children, in a band or more. Our managers work closely with you to make your schedule work for you

## *01*

7-shifts Scheduling: We use 7-shifts to help our team: view schedules; ask for time off; swap shifts; view company news; pick up open shifts; communicate with other team mates directly; view estimated earnings, review hours worked, and review promotions.

## *03*

Promotions: We look to build a strong leadership team. Wherever you start out, anyone who is hard working, reliable, and positive can be promoted. We work to build all other skills with our leaders by; bonuses for certain book reads, one-on-one meetings, & training with leadership team.

# 360 Reviews & Annual Community Building

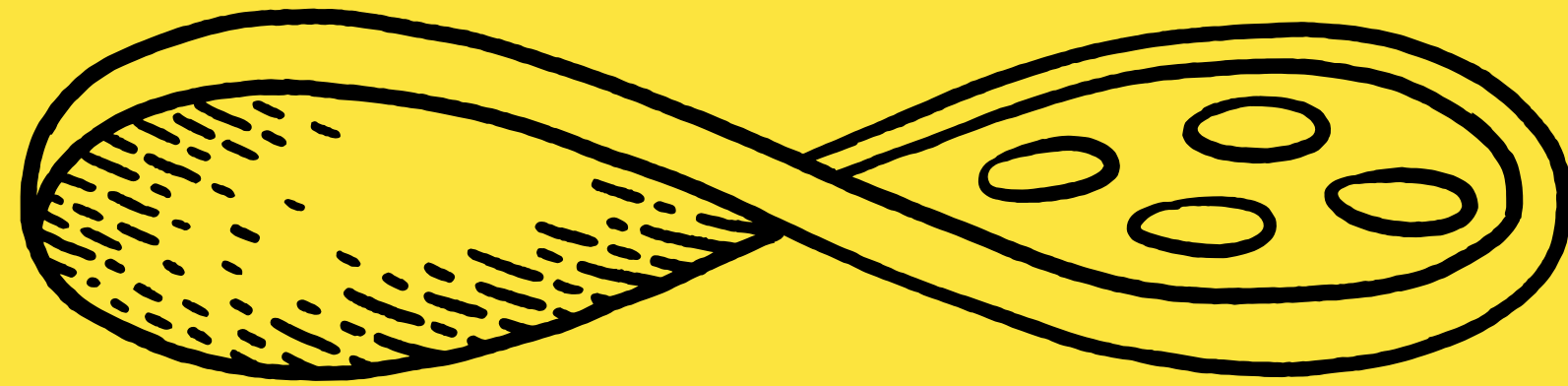
Every team member participates annually in a confidential and anonymous survey to help evaluate teammates, management, and operations. These reviews are to help improve our communication and promote accountability and recognition.

After reviews we team up to spend time volunteering for a local humanitarian cause. We end the days at a local restaurant or venue for amazing food, drinks, and lots of laughs!





And that's all we've got for you. Made it this far? We appreciate it! Let us know if you have feedback or want to learn more. *@lifeofpiepizza*



**Pizza forever and  
ever and ever.**