



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 guests. We don't just accommodate, we strive to 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.

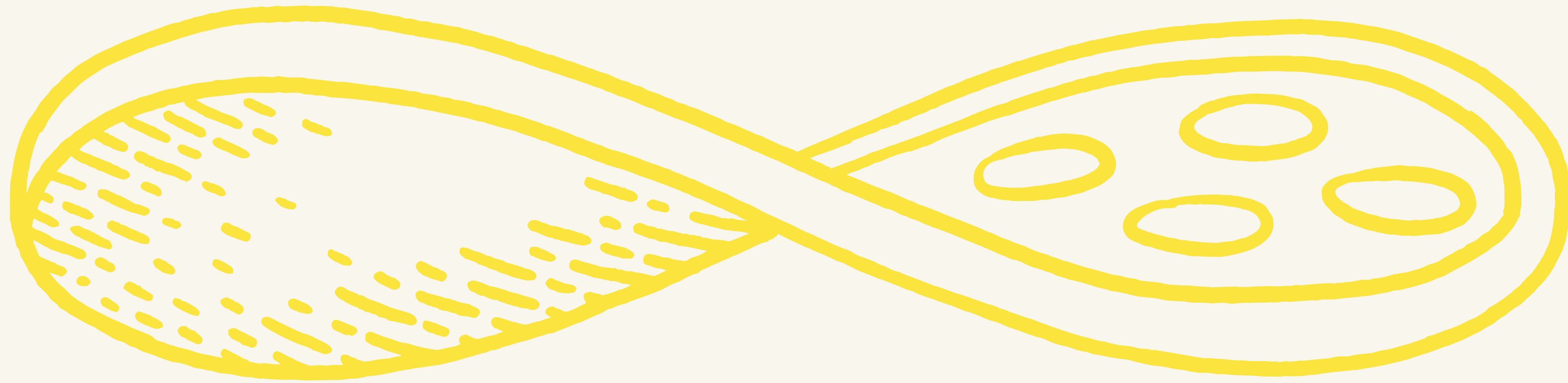
Hospitality at Life of Pie is...

AT MINIMUM, GOOD SERVICE: a jumping-off point. 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: a cycle of continuous generosity and reciprocity is good for both business and the community.

03

How We Enact Our Values

Our Team!

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

How We Enact Our Values



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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.

How We Enact Our Values



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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!



04

What New Team Members 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 for full-time team members.*

Up to \$2000 no-interest emergency loans after 6 months of employment

Daily shift meals & unlimited fountain drinks

Payment: *Guaranteed pay increase yearly, Daily tips, Team finder bonus \$200 cash*

Federal Holiday payment *of time and a half*

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

\$100 monthly gift card to give to friends, family or keep! *(food only, drinks don't apply)*

Team member 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!

**Some benefits excluded for Team members not reaching 17.5 hours per week.*

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.

02

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, and review hours worked.

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.

What Team Members Can Expect

360 Reviews & Annual Community Building

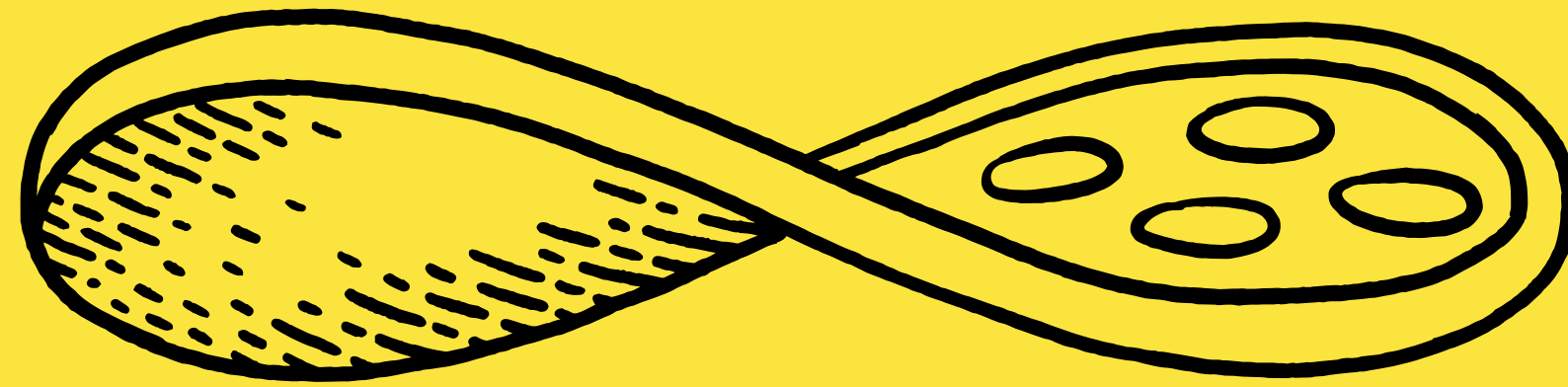
Every team member participates annually in a confidential and anonymous survey to help evaluate teammates, management, and operations. These reviews are to help improve our communication and promote accountability and recognition.

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