



# **Manager in Training Manual**

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## Training Expectations

Your training will consist of 4 weeks on the job training, with 3 days of classroom at the corporate office.

While in the process of learning each job function you will be working alongside a trained Team Member that will teach you the Cheeseburger Bobby's way.

### What we expect from you:

- Be on time—Lombardi time. Arrive at least ten minutes ahead so you are ready and prepared for the day.
- All tests passed with a 90% or better.
- Have all your project validation sheets signed off.
- Have your certification sheets signed by each trainer.
- Always set a great example to managers and Team Members.
- From your first day you are a manager representing Cheeseburger Bobby's. Be professional at all times.
- Be prepared and organized for your weekly one on ones with your GM.
- Take ownership of your training. Learn as much as you can, ask questions.
- Take notes and offer positive feedback to team members.
- Seek to understand, then to be understood.
- Take your one hour breaks each day to eat and study.
- Treat our Team Members and Guests with respect and appreciation.

### What you can expect from us:

- To make your learning experience positive.
- To give you the tools and resources needed to be successful and run great shifts.
- To always answer your questions to the best of our knowledge or to seek the answer from another source if needed.
- To set a positive example for you at all times.



## Orientation Objectives

- To complete payroll information and required paper work.
- To have a clear understanding of 4 week, 1 day training program and schedule.
- To review MIT manual with emphasis on projects, tests and certifications.
- To review MIT weekly one on ones with GM and required readiness.
- To review MIT manager tools and forms section in detail.
- Review Cheeseburger Bobby's Glossary.
- Take a tour of the store and meet Team Members.
- Discuss our passion for building business through Guest service.



## The Story of Cheeseburger Bobby's

Brothers Bob and Richard Stoll wanted to give people in their community a fast, casual dining experience that featured the freshest ingredients and the most inventive menu. Because they both have families, the Stoll's understand what people want when they take their families out to eat – good food, served hot and fresh by friendly folks in sparkling clean surroundings. Cheeseburger Bobby's was born of Bob and Richard's passion for giving their Guests the freshest, best-tasting food, great service and outstanding value in a place they're proud to bring their families.

The first Cheeseburger Bobby's opened in Hiram, Georgia in August, 2007 and became an overnight success. Guests couldn't get enough of our gourmet, hand-pattied burgers. We grill them to perfection and Guests top them any way they like at Bobby's "Build Your Own Burger Bar." Guests also love our fresh French fries, which we slice twice daily in our kitchen, our sizzling hotdogs and tasty chicken, and our old-fashioned Custard desserts.

Cheeseburger Bobby's burger was voted the Best Hamburger in Hiram in 2008, and suddenly it seemed as if every town wanted its own Cheeseburger Bobby's Restaurant. The formula for success caught on, and Cheeseburger Bobby's was soon opening corporate stores and franchised units.

Richard and Bob have extensive restaurant experience, a knack for carving a niche in the "Quick Casual" dining segment and a shared passion for excellence. Having hands-on experience in both full service and fast food operations gives the brothers a keen insight into what the Guest desires.

"The consumer wants a fresh product with a great price point," says Bob Stoll. "We give the Guest a great product with added touches of full service without having to pay the additional cost of a gratuity. Offering refills, handing out mints after your meal, and making special orders for our Guests is something our competitors do not do," he adds.

Cheeseburger Bobby's has the formula and great leadership to create the next winning concept. Providing fresh food with great hospitality will always be the cornerstone of Cheeseburger Bobby's long-term success in the restaurant industry.

As one of our loyal Cheeseburger Bobby's Guests states, "They just get it!"



## Cheeseburger Bobby's Mission Statement

“Be Brilliant At The Basics”



## **Team Member Responsibilities: Primary & Secondary Duties**

In this section each Team Member position, including primary and secondary responsibilities, will be detailed. Also listed are critical success factors that ensure quality is delivered to our Guests.

Each Team Member will have a Primary Responsibility. This requires the Team Member to be an expert in their area. As with any team each member has a specific role that they play to be successful. The primary role of each is written in detail. In order for Cheeseburger Bobby's to execute properly each Team Member must manage their job position to perfection.

Secondary Responsibilities require team work among the Team Members. When they are ahead of the game we require the Team Member to assist their co-workers. The ultimate goal is for the Guest to receive great food in a service driven atmosphere by all Team Members and Managers.

All of our Team Members must meet the following criteria:

- Be on time dressed and ready to serve the Guest.
- Maintain a professional appearance. Each Team Member's uniform is pressed and meets Cheeseburger Bobby's uniform standards. The proper uniform and good grooming speak volumes about Cheeseburger Bobby's.
- Be in full uniform. The full uniform consists of a name tag, clean Cheeseburger Bobby's T-shirt, clean apron, clean black slacks with a black belt, Cheeseburger Bobby's hat, black non-slip shoes and black socks.

Each Team Member is responsible for critical success factors. These factors will be detailed within each job description. Execution and knowledge of the critical success factors ensures that our Team Members will deliver a great product to our Guests.



## **Grill Cook Position**

### **Grill Cook Primary Responsibilities:**

- Stock area for lunch and dinner shifts.
- Rotate product to ensure FIFO (First In/First Out).
- Make sure all equipment is working and is at the required temperatures.
- Complete checklist.
- Place burgers, chicken, hot dogs, and veggie burgers on grill in timely manner.
- Ensure proper amount of seasoning is placed on proper items.
- Be sure work area is cleaned and sanitized throughout the shift.
- Keep the grill consistently clean of build up.
- Follow “Service Steps”

### **Grill Cook Secondary Responsibilities:**

- Stage baskets with liners.
- Restock grill items.
- Change sanitizer buckets as needed.
- Welcome our Guests with tag Team Greet

## **Grill Maintenance**

During the shift the grill must be constantly maintained. There must never be a dark build up on the grill for an extended amount of time.

Every week use the flat top thermometer to calibrate the temperature of the flat tops. This process will ensure the flat top is cooking even throughout the grill.

Turn the grill on at 9:00 AM to get ready to begin the day’s cooking process.

### **Grill Calibration: Thermostat Adjustment Procedure**

Each week the grill surface temperature is to be checked to insure that the grill temperatures are correct. Initially the temperature was adjusted at the factory. However, if the grill surface temperature varies greatly from the setting on the thermostat knob adjust the thermostat using the following procedure:

1. Turn all the control knobs to the 350°F setting.
2. Wait 30 minutes (or 1 hour if grill was cold) for surface to stabilize.
3. Place a thermocouple with surface temperature probe halfway back from the front to the back of the grill plate and directly over a burner set (in line with a burner control knob).



Check the temperature over each burner set every 5 minutes until the temperature over each burner set stabilizes and does not change by more than 30°F between two consecutive measurements.

4. If the average temperature over any burner set is not within 30°F of the knob setting (350°F), adjust the corresponding thermostat by removing the knob, holding the thermostat stem (do not allow stem to turn or temperature setting will be changed) and turning the small screw located within the base of the stem. Turn this screw counter clockwise to increase the temperature, clockwise to decrease the temperature.

## **Grill Cooler**

It is the responsibility of the cook to maintain the proper ingredient inventory in the grill drawers. The grill cook must constantly be aware of the temperature of products in the grill drawers. Refrigerated products require a temperature of 40 degrees F or less to assure a temperature that does not promote bacterial growth and to meet Health Department regulations.

Maintain a minimum of a two hour inventory of product in the grill cooler to include:

- 4.7 ounce hamburger portions
- Chicken breasts
- 6 to 1 and 8 to 1 Hot dogs
- Turkey patties
- Veggie patties
- American, cheddar, Swiss, Bleu, and shredded cheddar cheese
- Sautéed onions

Twice a day check the temperature of product in the grill drawers to insure products are maintained between 34 and 40 degrees. Temperature checks are made at 10 am and 4 pm. Refrigerated products require a temperature of 40° F or less to assure a temperature that does not promote bacterial growth and to meet Health Department regulations.

### Break Down of the Grill Cooler

- At closing each night, the entire grill cooler and bun flat tops area must be thoroughly cleaned and sanitized. Use the current grill cleaning method to ensure the best result.
- Pull out all products and wrap with plastic wrap. Make sure to date each item.
- Manager must be notified of any item which appears to be of inferior quality or is out of shelf life. Items can only be discarded with manager's permission.





## **Meat Grill Setup**

It will take 15 minutes for the grill to warm up to the correct temperature. Season the grill with oil from the fryer before cooking. The temperature of the burger and bun grills is set to:

- Burger grill set at 350° F.
- Bun grill set at 350° F.

### Small equipment required:

- One meat spatula
- One poultry spatula
- Grill scraper
- Grill squeegee/scraper
- One spatula for veggie burger/grilled cheese
- Red, yellow and black tongs
- Digital thermometer
- Six dome lids

### Other items required:

- Squeeze bottle with water
- Squeeze bottle with liquid margarine
- Burger seasoning in stainless shaker
- Small bucket with a clean towel and sanitizer solution
- Roller and with liquid margarine for buns

During the shift the grill is cleaned and maintained to minimize build-up of carbon on the surface. There must never be a dark build up on the grill for an extended amount of time.

Grease tub: The grease tub is designed to contain grease run off from the grill surface. The grease tub must never be allowed to overfill. Empty the grease tub twice daily and dispose of the grease properly.

## **Burger Cooking Procedure**

Proper cooking and seasoning of burgers is paramount to making a great burger. Always place the burger at the beginning of the grill that is designated for the first stage of the cooking process. Placement of the burgers is important in maximizing the space on the grill and tracking the cooking process. All burgers are cooked to medium well. On request burgers can be cooked to well done only. Burgers cannot be cooked less than medium well.



1. Using the meat tongs, place the burger meat on the grill three burgers' distance (14 inches) from the side of the grill. The side of the grill is determined by the product flow to the expo station.
2. Press burger using steak weight into a 5 inch patty.
3. Lightly sprinkle entire burger with burger seasoning. Move burger using spatula.
4. Cook for 2 minutes 30 seconds and flip the burger.
5. Lightly sprinkle entire burger with burger seasoning.
6. Check burger doneness in 2 minutes 30 seconds. To check that the hamburgers are cooked throughout, place a small nick in the center of the burger. If the juice comes out clear it is cooked. If it is bloody it must be cooked a little more. The internal temperature must reach at least 160° to 165° F.
7. Dredge burger through accumulated burger fat on the grill.
8. Put cheese on burgers immediately if requested and cover with dome. Pull burgers without cheese off the grill.
9. Allow cheese to partially melt (10 to 15 seconds) and remove burger from grill. American cheese takes 10 seconds and the other cheeses take 15 seconds.

### Critical Success Factors

- Use the burger seasoning mix on both sides of the burger.
- Do not over season product (use correct seasoning distribution container).
- Do not allow the cheese to over melt.
- To check that the hamburgers are cooked throughout, place a small nick in the center of the burger. If the juice comes out clear it is cooked. If it is bloody it must be cooked a little more. The temperature must be 160 to 165 degrees.
- It is important to properly forecast the flow of burgers to be placed on the grill based upon:
  1. The flow of Guest coming through the door.
  2. The number of take-out tickets.
  3. The number of Guest tickets spooling out of the printer.

### **Veggie Burgers**

#### Process:

- Squirt water on the grill where you will be putting the veggie burger.
- Using tongs, place the veggie burger on the grill that is assigned for the veggie burger. It is the one that the buns are cooked on.
- Place the cooking dome over the top of the veggie burger.
- Cook for 2 ½ minutes on one side.
- Flip, replace the dome and cook for an additional 2 ½ minutes.
- Top with any requested toppings.



### Critical Success Factors

- Use the small spatulas for the veggie burger. Other spatulas must not be used. You do not want to cross-contaminate your food products from one to the next.

### **Chicken (Cooking)**

#### Process:

- Squirt butter on the grill designated for the chicken.
- Place fully thawed chicken with tongs, rib side up on the grill.
- Lightly sprinkle with burger seasoning
- Cover with cooking dome and cook for 3 minutes.
- Remove dome, turn product over with designated spatula.
- Squirt water on grill beside chicken, replace dome and cook for 2 ½ minutes.
- Chicken is done when it reaches 165 to 170 degrees F.
- Top with cheese if requested and melt, must have a nice shine to it but not running off the product.

### Critical Success Factors

- Make sure that the chicken breast is fully thawed.
- Always place the chicken breast on the chicken designated part of the grill using the poultry tongs. Make sure to use the spatula that is only used on the chicken so that you will not cross-contaminate from one product to the other.
- Use the spec seasoning mix.
- Do not press the product. We want it to be juicy, not dried out.
- If you have an abnormally thick piece of chicken make sure there are nicks in it. Double check that the correct temperature of 165° is obtained.
- Do not over season product, ¼ teaspoon is correct amount.
- Do not use hands for placing chicken on grill. Use appropriate colored tongs.

### **Hotdogs (Adult)**

#### Process:

- Squirt water onto the grill and place 6 to 1 hotdog on the grill.
- Place cooking dome over the top of the hotdog, and cook for 2 ½-3 minutes.
- Take off dome and turn hotdog and let cook for an additional 2 ½-3 minutes.



## Hotdogs (Child)

### Process:

- Squirt water onto the grill and place 8 to 1 hotdog on the grill.
- Place cooking dome over the top of the hotdog, and cook for 2 ½ minutes.
- Take off dome and turn hotdog and let cook for an additional 2 ½ minutes.



## **Bun Cook Position**

### **Bun Cook Primary Responsibilities:**

- Stock area for lunch and dinner.
- Rotate bread to ensure FIFO. ( First In First Out )
- Make sure flat top grill is 350 degrees.
- Complete checklist.
- Drop buns in a timely manner.
- Ensure buns-bread is golden brown on both bottom and dome.
- Work area is clean and sanitized during shift.

### **Bun Cook Secondary Responsibilities:**

- Welcome our Guests if Register Position is backed up.
- Assist with dropping burgers and chicken (use tongs).
- Restocking assistance to Team Members.
- Change out sanitizer buckets as needed.

## **Heating Buns-Bread**

### Process:

- Brush the bun across the butter wheel and ensure even coverage on both sides of the bun to ensure even cooking on the grill.
- Let the bun cook for 3 minutes or until it is golden brown in color.
- Place in the basket set up that corresponds with the right order.



### Critical Success Factors

- Place on grill and gently press so that the entire bun comes into contact with the cooking surface.
- To ensure the freshest product our standard is to place the newest buns/bread on the top shelf and rotate down the rack as needed.



## Grilled Cheese Sandwich

### Process:

- Squirt butter onto the grill and make sure the surface that the bread will be placed on is evenly coated.
- Place two slices of bread on the grill with one slice of cheese on each side. (two total)
- Cook for approximately 2 ½ minutes.
- Place one slice on top of the other to complete sandwich.
- Cut in half diagonally.

## Hot Dog Bun Preparation

### Process:

- Squirt butter onto the bun and place over the edge of the grill guard.
- Let the bun cook for three minutes to ensure that it is soft and warm throughout the product.
- Place in the basket set up that corresponds with the right order.



### Critical Success Factors

- Ensure that the grill guard that you are warming the bun on is kept clean with food safe cleaning products.



## **Fry Cook Position**

### **Fry Cook Primary Responsibilities:**

- Blanching of French Fries.
- Cooking bacon, mushrooms, and sautéed onions (in the morning).
- Complete checklist.
- Make sure all equipment is working and all at proper temperatures.
- Cook fries, chicken tenders, onion rings as needed.
- Ensure fries are getting proper amount of seasoning.
- Work area cleaned sanitized throughout the shift

### **Fry Cook Secondary Responsibilities:**

- Assist with custards if needed.
- Stocking of line.
- Blanching fries for next shift.
- Backing up bun position

## **French Fries (Blanching)**

### **Procedure**

1. Preheat fryer set at 350 F.
2. Take 5 gallon container of cut potatoes from the cooler.
3. Drain water into the prep sink.
4. Dump uncooked cut potatoes into plastic drain tub with catch tub underneath, allowing the excess water to drain.
5. Place 2 ½ pounds of cut potatoes into a basket. Repeat.
6. Place the two baskets in the fryer for 2 minutes 10 seconds to blanch. Blanch two baskets of French fries per vat at one time.
7. Shake baskets every 30 seconds.
8. When timer goes off lift baskets from oil and drain excess oil. Leave baskets hanging over fryer as oil temperature recovers, up to two minutes.
9. Place blanched French fries in holding container with perforated insert.

### **Critical Success Factors**

- Let water completely drain from baskets.
- Make sure the temperature of the fryers returns to 350° F before blanching next baskets. Allow fryer to fully recover.
- Shake fries every 30 seconds during the blanching and cooking process to allow even cooking.
- Do not let the cut product become exposed to air or it will dry out and discolor.



## **French Fries: Sell**

### Process:

Fryer temperature must be 350° F. Cold fries will drop the temperature of the grease.

1. Cook blanched French fries for 3 minutes 10 seconds.
2. Shake baskets every 30 seconds throughout the cooking process.
3. Place cooked fries into fry warmer.
4. Salt fries immediately.

### Critical Success Factors

- Do not over-produce the French fries. The best fry is one that is piping hot.
- Remember to shake baskets every 30 seconds in both processes of blanching and selling.
- Temperature of oil must always be 350° F.
- Use gloved hand to serve fries or plastic tongs.
- When there are additional French fries, use these fries for Fry Walks.
- Do not hold fries under the heat lamp for more than two minutes.

### Maximum Shelf life

- 2 minutes, cooked

## **Bacon (Cooking)**

### Process:

- Place bacon on the burger grill, a sheet at a time leaving the paper on.
- As it starts to loosen from the heat melting the fat, remove the paper.
- After about 2 minutes you will be able to flip the bacon.
- Cook for additional 2 minutes.

### Critical Success Factors

- Do not over cook the bacon or it will become too brittle and difficult to work with.
- Set aside the amount of bacon that you will need for that shift in a third pan.
- After lunch repeat the same process for dinner.

## **Mushroom (Cooking)**

### Process:

- Squirt butter on the flat top grill in the designated area and place 3 pounds of sliced mushrooms on top of the butter.





- Sprinkle  $\frac{1}{4}$  cup of Burger Seasoning on top and lightly toss to mix together with the mushrooms. Cook for three minutes. Incorporate the seasoning with the mushrooms.

### **Onions-Sautéed (Cooking)**

#### Process:

- Slice 2 pounds of onions on the Nemco slicer in a  $\frac{1}{4}$  inch width.
- Evenly squirt butter on the flat top grill.
- Add onions on the top of the butter.
- Portion out 2 tablespoons of Burger Seasoning on to the onions and sauté for 2 minutes tossing (mixing) lightly.

### **American cheese Preparation**

Stack the American cheese as pictured (the star method) so it is easier to grasp one slice at a time.





## **Expediter Position**

### **Expediter Primary Responsibilities:**

- Keep make table spotless (cleaned and sanitized) at all times. This is the first impression the Guest has of Cheeseburger Bobby's cleanliness standards.
- Complete checklist.
- Have baskets set up in order for Bun, Grill and Fry persons to stage and sell food.
- Have To-go orders set up in correct size containers.
- Ensure special orders are correct.
- Communicate with your Team Members on the line making sure proper items are working in each station.
- Page the Guest for food pick up. The focus is timing when paging the Guest. Your goal is to have the Guest walk up as the last item is hitting the basket.
- Thank the Guest and tell them to have a great meal!

### **Expediter Secondary Responsibilities**

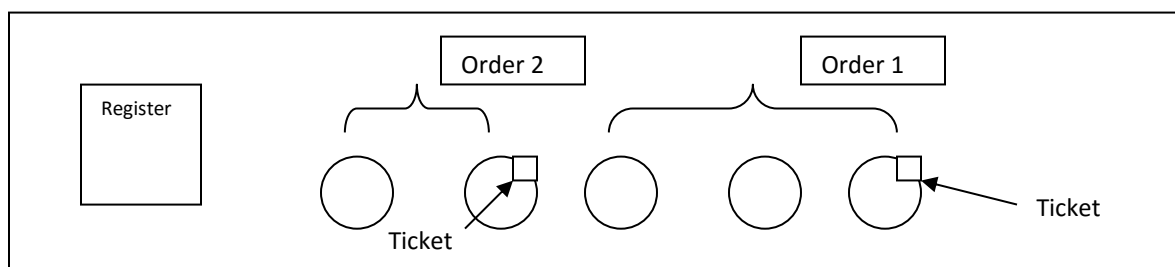
- Support Manager by making sure service sheet is being done.
- Change out sanitizer buckets on line as needed.
- Assist fry cook if needed.
- Welcome our Guests with tag team greet.

## **Critical Success Factor**

- Never place chili, mushrooms or other toppings directly on the bun. This will cause it to get soggy.
- When preparing an order to-go, if they have only one entrée it does not go into a bag. More than one order or container will go into a bag.

### **Ticket Process**

The ticket will always go in the 1:00 position on the lead burger basket. If there are numerous orders it will go on the first one on the ticket. See the diagram below.





## **Register Position**

### **Register Primary Responsibilities**

- Complete checklist.
- Greet all Guests who walk in the door. “Welcome to Cheeseburger Bobby’s” with a big smile.
- Take Guest order, always up selling to offer one of our bundle specials.
- Ring in order and repeat to the Guest to ensure accuracy of order.
- Collect payment, return change if paying by cash. If Guest is paying with cash count back change and thank the Guest. If paying with credit card process the card and thank the Guest by name.
- Hand pager to the Guest. Explain what the Guest must do when the pager lights up.
- Give cups for beverage.
- Communicate to the grill, bun and fry person(s) if special orders are requested.
- Communicate to the Team Members if a large group of Guests is entering the building.
- Communicate with the manager when second register is needed. The second register position is used when there are three or more guests in line at the first register.

### **Register Secondary Responsibilities**

- Keep area clean and organized.
- Answer the phone in less than 3 rings. “Thank you for calling Cheeseburger Bobby’s, this is \_\_\_\_\_. How may I help you?”
- Take to-go orders and communicate with Team Members on when to start the order.
- Stock area with baskets, paper and supplies to get through the rush.

### **Critical Success Factors**

- Product familiarity. The cashier must know all menu items and their prices.
  - Overall knowledge of the Point of Sales system: the cashier must know what is on each screen and pay special attention to any modifiers or special orders.
  - Adherence to the 4 steps in “Service Priorities”.
1. Greeting your Guests: You are responsible for creating the feeling of hospitality for every Guest that walks in our door. Offer a great smile and a warm welcome to Cheeseburger Bobby’s Guests. You set the mood for the Guest dining experience. If you are busy with other Guests and others are waiting in line, acknowledge them by saying “Hello, I will be with you in just a moment”.
  2. Ringing the sale: After you have greeted the Guest, it is time to take the order and ring in the items. Always offer the combination special to our Guest. This is a better value then ordering ala carte. Practice suggestive selling “Would you like our famous custard for dessert”.



3. Taking payment: If the Guest is paying in cash count the change back to the Guest. If payment is made with a credit card, thank the Guest by name. We do not accept personal checks.
4. The Salutation to the Guest: Once payment has been completed and you have explained the pager system thanks are in order. We like to let the Guest know we appreciate their business by saying "It has been my pleasure, enjoy your meal and come back to see us!"

### **Cash Handling and Security:**

These procedures and policies are discussed in the Safety, Sanitation and Security section of the manual.

### **Other Important Information:**

- If you have any Guest complaints listen carefully to the concerns of the Guest. Thank them for bringing this to your attention. Let the Guest know you are going to get the manager so that the issue can be resolved. When speaking with the manager share all the information you have been provided so they will be better prepared when discussing the situation with the Guest. Any complaint or comment the Guest has is a BIG DEAL. Without hearing Guest feedback we cannot improve!
- If taking a to-go order always remember to:
  1. Repeat the order back to the Guest. Make notes of any special requests.
  2. What time would they like to pick the order up?
  3. Get the Guest name and phone order.



## **Service Position**

### **Service Primary Responsibilities**

- Complete checklist.
- Burger bar is fully stocked and maintained at all times.
- Beverage area stocked and clean.
- Condiment area stocked and clean with napkins and silverware.
- All pump stations are full and clean.
- Tables clean and sanitized.
- All tables bussed and reset within 2 minutes after Guest departure, using sanitizer spray and clean towel.
- Pre bus tables. Offer to clear baskets and empty cups.
- Practice the 2 & 2 policy 100% of the time. No more than 2 dirty tables. Tables reset in less than 2 minutes.
- Floors free of debris.
- Front door and windows sparkle.
- Offer Guest refills on drinks and fries.
- Offer Guests a mint as they are finishing their meal.
- Service sheet filled out in a timely manner.
- Restrooms monitored every 15 minutes for cleanliness.
- Greet Guests as they enter.
- Thank Guests as they exit.

### **Service Secondary Responsibilities**

- Clean and refill sanitizer buckets as needed.
- Welcome our guests with tag team greeting.
- Replace empty soda boxes as needed.

### **Critical Success Factors**

- Always wear a smile. You are the Team Member who the Guest will interact with most during their meal.
- Make small talk with your Guests. Read your Guests who would like to talk and engage with these Guests.
- Help Guests who may have small children by getting high chairs or booster chairs. Do not put the child in the seat or chair.
- Help Guest who may have large to-go orders by carrying it out to their cars.



## **Dish/Prep Position**

### **Dish/Prep Primary Responsibilities**

- Complete checklist.
- Assist with morning prep and night prep. See the proper prep lists for assignments.
- Keep prep area and back of the house clean, organized and sanitized at all times.
- Keep the 3 compartment sink (dish washing station) clean and replace with proper detergents and sanitizer.
- Wash any utensils, pans or baskets as needed. Do not let them stack up.
- Keep dry storage spotless with a grocery store look. All labels facing out. Adhere to the FIFO (First in First out) by proper rotation of products.
- Make sure walk-in is always health department ready. Nothing on the floor. All product at least six inches off the floor. Do not store any raw product above any cooked product. All products are labeled with correct date. All like items stocked on the same shelves. Dairy with Dairy, Produce with Produce, and Meat with Meat.
- Make sure trash is being taken to the dumpster and all boxes are broken down.
- Make sure back door is locked at all times.

### **Dish/Prep Secondary Responsibilities**

- Assist Service Team Member with restocking of the Burger Bar.
- Assist all Team Members with restocking during the volume peak of shifts.

### **Critical Success Factors**

- All chemical must be stored in the proper areas at all times.
- Monitor the back door for security. More details available in the Safety, Security and Sanitation section of the Operations Manual.
- Keep the prep, dish, dry storage, and walk-in spotless at all times.
- Assist in putting stock away as soon as it is received and checked in by management.



## Food and Beverage

Build-To (stacking) procedures, recipes cards, prep procedures, checklists and forms used by Cheeseburger Bobby's can be found in this section. Strict adherence to Cheeseburger Bobby's Food and Beverage standards must be followed to ensure quality; consistency and FAT (Flavor Appearance Temperature).

A major focus of the Food and Beverage Section is the cooking process of our burgers. Over 85% of our business is selling Burgers. The following standards must be executed when cooking our burgers:

- Cook all burgers to a temperature of 160 - 165°. We do not cook any burgers to a requested temperature other than medium-well done!
- Cooking every burger to well done is one of Cheeseburger Bobby's operating standards. This is done for 2 reasons. One, the flavor is sealed in at the medium-well done stage giving the burger a crisp outer edge. Secondly we must always be conscious of the safety of our Guests. All possible bacteria are cooked out at 155°. We will never put our Guest at risk by cooking a burger any other way.
- Another key to cooking a great Cheeseburger Bobby's burger is to add the quarter teaspoon of seasoning on the burger at just the right time. The seasoning is added right when the burger is pressed. The burger is seasoned again when it is flipped covering the entire patty from coast to coast.

Recipe cards and prep procedures must be adhered to at all times by the Team Members:

- Assures product is always consistent and has great flavor.
- Usage will keep food cost in line.
- Ensures New Team Members are always seeing prep being done the correct way.

Shelf life chart:

- Lists the shelf life of each item. Shelf life is defined as the amount of time that a product can be held before use. Products with an expired shelf life date and time must be discarded.
- Lists the pack size of each item.
- Identifies quality standards of each product - storage, color, smell, size, appearance and other details

Forms:

- Prep Charts
- Ordering Forms



### Bobby's Single Burger

Item	Amount	Position
Bun with liquid margarine	1 each	4-7 Position in basket
Burger	1 each	on bottom bun
Burger seasoning	¼ teaspoon	cover both sides of the burger while cooking, coast to coast coverage
American, Swiss OR Cheddar cheese/add-on charge for cheese	1 each	on burger

### Bobby's Double Burger

Item	Amount	Position
Bun with liquid margarine	1 each	4-7 Position in basket
Burger	2 each	on bottom bun
Burger seasoning	¼ teaspoon	cover both sides of the burger while cooking, coast to coast coverage
American, Swiss OR Cheddar cheese/add-on charge for cheese	2 each	on burger

### Bobby's Kids Burger

Item	Amount	Position
Kid Bun with liquid margarine	1 each	4-7 Position in basket
Kid Burger	1 each	on bottom bun
Burger seasoning	1/8 teaspoon	cover both sides of the burger while cooking, coast to coast coverage
American, Swiss OR Cheddar cheese/add-on charge for cheese	½ slice	on burger





### Black and Bleu Burger

Item	Amount	Position
Bun with liquid margarine	1 each	4-7 Position in basket
Burger	Single: 1 patty Double: 2 patties	on bottom bun
Burger seasoning	¼ teaspoon	cover both sides of the burger while cooking, coast to coast coverage
Bleu Cheese crumbles	2 oz	on burger
Swiss Cheese	Single: 1 slice Double: 2 slices	on top of Bleu Cheese

### Smokehouse Burger

Item	Amount	Position
Bun	1 each	4-7 Position in basket
Burger	Single: 1 patty Double: 2 patties	on bottom bun
Burger seasoning	¼ teaspoon	cover both sides of the burger while cooking, coast to coast coverage
Cheddar Cheese	Single: 1 slice Double: 2 slices	on burger
Bacon	2 slices cut in 1/2	on cheese
BBQ Sauce	1 oz swirled on top	on top of bacon



### Chili Cheese Burger

Item	Amount	Position
Bun	1 each	4-7 Position in basket
Burger	Single: 1 patty Double: 2 patties	on bottom bun
Burger seasoning	¼ teaspoon	cover both sides of the burger while cooking, coast to coast coverage
Cheddar cheese	Single: 1 slice Double: 2 slices	on burger
Chili	2 oz	on cheese

### Bacon Cheese Burger

Item	Amount	Position
Bun with liquid margarine	1 each	4-7 Position in basket
Burger	Single: 1 patty Double: 2 patties	on bottom bun
Burger seasoning	¼ teaspoon	cover both sides of the burger while cooking, coast to coast coverage
Cheddar cheese	Single: 1 slice Double: 2 slices	on burger
Bacon	2 slices cut in 1/2	on cheddar cheese



### Mushroom & Swiss Burger

Item	Amount	Position
Bun with liquid margarine	1 each	4-7 Position in basket
Burger	Single: 1 patty Double: 2 patties	on bottom
Burger seasoning	¼ teaspoon	cover both sides of the burger while cooking, coast to coast coverage
Sautéed mushrooms	2 ounces	on burger
Swiss cheese	Single: 1 slice Double: 2 slices	on mushrooms

### Bobby's Veggie Burger

Item	Amount	Position
Bun with liquid margarine	1 each	4-7 Position in basket
Veggie Patty	1 each	On bottom bun

### Bacon & Swiss Chicken Sandwich

Item	Amount	Position
Bun with liquid margarine	1 each	4-7 Position in basket
Burger seasoning	¼ teaspoon	on chicken
Chicken breast	1 each	on bottom bun
Swiss cheese	1 slice	on chicken
Bacon	2 slices cut in 1/2	on cheese



### Classic Chicken Cheese Sandwich

Item	Amount	Position
Bun with liquid margarine	1 each	4-7 Position in basket
Burger seasoning	¼ teaspoon	on chicken
Chicken breast	1 each	on bottom bun
American, Swiss or Cheddar cheese	1 slice	on chicken

### BBQ Chicken Sandwich

Item	Amount	Position
Bun with liquid margarine	1 each	4-7 Position in basket
Burger seasoning	¼ teaspoon	on chicken
Chicken breast	1 each	on bottom bun
Cheddar cheese	1 slice	on chicken
Barbeque sauce	1 oz	drizzle over cheese
Bacon	2 slices cut in 1/2	on barbeque sauce



### Turkey Burger

Item	Amount	Position
Bun with liquid margarine	1 each	4-7 Position in basket
Burger seasoning	¼ teaspoon	on burger
Turkey Burger	1 each	on bottom bun
Guest choice of cheese; if Guest orders cheese, add on the charge for cheese	1 slice	on burger

### Jumbo Beef Dog

Item	Amount	Position
Bun	1 each	4-7 Position in basket
Hot dog (4 slits) Diagonal	1 hot dog	on bottom bun

### Slaw Dog

Item	Amount	Position
Bun	1 each	4-7 Position in basket
Hot dog (4 slits) Diagonal	1 hot dog	on bottom bun
Coleslaw	2 ounces	Over hot dog



### Chili Cheese Dog

Item	Amount	Position
Bun	1 each	4-7 Position in basket
Hot dog (4 slits) Diagonal	1 hot dog	on bottom bun
Chili	2 ounce scoop	Over hot dog
Melted nacho cheese	2 pumps	Over chili

### Chili Cheese Fries

Item	Amount	Position
French fries	6 oz	in basket
Chili	2/2 oz scoops	on French fries
Melted nacho cheese	4 pumps	on chili

### Grilled Cheese

Item	Amount	Position
Butter on grill	Even Coating	
White bread	2 each	4-7 Position in basket
American cheese	2 each	on bread melted
French fries	3 oz	11-1:00 position



### **Kid Chicken Tenders**

<b>Item</b>	<b>Amount</b>	<b>Position</b>
<b>Chicken tenders</b>	<b>2 each</b>	<b>4-7 Position in basket</b>
<b>French fries</b>	<b>3 oz</b>	<b>11-1 Position in basket</b>

### **Kid's Beef Dog**

<b>Item</b>	<b>Amount</b>	<b>Position</b>
<b>Bun</b>	<b>1 each</b>	<b>4-7 Position in basket</b>
<b>8 to 1 Hot dog (4 slits) Diagonal</b>	<b>1 hot dog</b>	<b>on bottom bun</b>



### CONCRETES

Item	Small	Medium	Large
<b>Custard By Weight</b>	<b>5 oz</b>	<b>7 oz</b>	<b>12 oz</b>
<b>Topping</b>	<b>1 ½ oz</b>	<b>1 ½ oz</b>	<b>3 oz</b>
<b>BLEND TOGETHER (Blender setting at zero)</b>			
<b>Garnish Same Topping</b>	<b>1 tablespoon</b>	<b>1 tablespoon</b>	<b>2 tablespoon</b>

### SHAKES

Item	Chocolate	Strawberry	Vanilla
<b>Custard By Weight</b>	<b>8 oz</b>	<b>8 oz</b>	<b>8 oz</b>
<b>Milk</b>	<b>6 oz</b>	<b>6 oz</b>	<b>6 oz</b>
<b>Syrup</b>	<b>2 oz cup</b>	<b>2 oz cup</b>	<b>2 oz cup</b>
<b>Whip Cream</b>	<b>1 oz</b>	<b>1 oz</b>	<b>1 oz</b>
<b>Blender speed at 20. Blend then drizzle top with syrup.</b>			

### PARFAITS

Item	Chocolate	Strawberry	Caramel
<b>Custard By Weight</b>	<b>5 oz</b>	<b>5 oz</b>	<b>5 oz</b>
<b>Topping</b>	<b>1 ½ oz</b>	<b>1 ½ oz</b>	<b>1 ½ oz</b>

- Sundae is built syrup first, then custard, then topping
- Do not overfill cup with syrup or the syrup will overflow





## **Produce**

### **Tomatoes**

#### **Yield**

- 6 x 6 vine ripened

#### **Equipment**

- Tomato slicer
- Tomato shark
- Latex gloves
- ½ size black Cambro containers with drain inserts

#### **Procedure**

1. Store tomatoes at room temp.
2. Remove core from tomatoes with tomato shark.
3. Prep using tomato slicer.
4. Stack only 1 tomato high in ½ size Cambro.

#### **Critical success factors**

- Check tomatoes for ripeness. Must be firm, not overly soft.
- Blades on slicer must be sharp for a clean cut to ensure uniform slice.

#### **Maximum shelf life:**

- 5 days in case
- 24 hours once prepped



## Potatoes/French Fries - Prep

### Yield

- 1 batch = 1 bag/case of #1 Idaho Burbank potatoes = 50 pounds = three 5 gallon buckets of sliced potatoes

### Equipment

- French fry cutter
- 5 gallon plastic buckets

### Procedure

1. Fill clean, sanitized prep sink  $\frac{1}{2}$  full with cold water.
2. Place fry cutter on sink shelf on the far left.
3. Place potato on the cutter and cut into the sink
4. Continue process until the sink is full.
5. Run cold water into the sinks to continue rinse process until the potatoes are thoroughly clean.
6. Place rinsed cut potatoes into 5 gallon buckets up to  $\frac{3}{4}$  full and fill with cold water. Date and place in walk-in cooler.

### Critical success factor

- Do not let the cut product become exposed to air or it will dry out and discolor.

### Maximum shelf life

- Bagged potatoes: 7 days
- Prepped potatoes: 36 hours



## Iceberg Lettuce (leaf)

### Yield

- Case of lettuce will contain 24 heads and will weigh 45-50 pounds
- 1 batch = 4 heads of lettuce

### Equipment

- Green cutting board
- Colander
- Ice

### Procedure:

1. Discard wilted leaves or those that have rust spots.
2. Strike the core end of the lettuce head on the cutting board to remove the core. Discard the core.
3. Sanitize prep sink. Prepare ice bath in prep sink. Place lettuce into colander. This will ensure no ice pieces are mixed with lettuce.
4. Break lettuce apart with your hands into bun size pieces. Size must measure 3x3.
5. Store prepped lettuce in Cambro.
6. Date containers and make sure to rotate.

### Critical success factors

- Use cutting board.
- Ensure no ice is mixed in colander.
- Size of lettuce is 3 inches by 3inches

### Maximum shelf life

- Case of lettuce shelf life is 5 days
- Prepped lettuce shelf life is 24 hours



## Iceberg Lettuce (shredded)

### Yield

- 1 batch = 4 Heads

### Equipment and supplies:

- Cutting board
- Slicer
- Colander
- Iceberg lettuce heads

### Procedures for preparation:

1. Discard wilted leaves or those that have rusted spots.
2. Strike the core end of the lettuce head on the cutting board to remove the core. Discard the core.
3. Sanitize prep sink.. Fill with cold water.
4. Shake off excess water.
5. Cut lettuce heads in quarters.
6. Slice lettuce quarters using Nemco slicer
7. Store prepared lettuce in cooler covered until needed.
8. Date containers and make sure to rotate.

### Critical success factors

- Use cut glove when using knife.
- Sanitize prep sink.
- Use cutting board.

### Maximum shelf life:

- Case of lettuce shelf life is 5 days.
- Prepped lettuce shelf life is 24 hours in cooler.



## Red Onions

### Yield

- 6-8 onions = 1 batch

### Equipment

- Cutting board
- Slicer
- Cut glove
- Cambro containers

### Procedures for onion preparation:

1. On a cutting board cut off ends of red onions and discard.
2. Remove the outer skin of the onion.
3. Place 1/3 size container under slicer blades.
4. Using the table-mounted easy slicer, slice onion into 1/8inch thick slices.
5. Separate onions into rings and place into colander.
6. Date containers and make sure to rotate.

### Critical success factor

- Use cut glove.
- Detail slicer after use.
- Store bag onions at room temperature.

### Maximum shelf life:

- Bagged onions shelf life is 7 days.
- Prepped onions shelf life is 36 hours.



## Burger Seasoning Mixture

### Yield

- 1 batch = 1/6<sup>th</sup> pan

### Equipment

- Cambro container

### Ingredients

- 2-26 oz. container salt
- 1-24 oz. container of restaurant grind black pepper
- 1-24 oz. container granulated garlic

### Procedure

- Pour mixture into the container and mix uniformly. Cover and store.

### Critical success factor

- Make sure all containers are dry.
- Do not substitute regular pepper or garlic powder.
- Store burger seasoning at room temperature.

### Maximum shelf life:

- 6 months



## Chili

### Yield

- 1 batch = 1 bag

### Equipment

- (2) Third pans
- Heat-resistant spatula

### Procedure

- Place thawed bag of chili into boiling water
- Cook until reaches temperature of 155
- Place into third pan

### Critical success factor

- Chili bag must be thawed.
- Water must be boiling when adding bag of chili.

### Maximum Shelf life

- Bagged frozen chili 6 months
- Thawed bagged chili 7 days
- Prepped chili 2 days



## Sweetened Ice Tea

### Equipment and supplies:

- Bunn-O-Matic brew machine
- Tea urn
- Metal kitchen spoon
- White brew funnel
- Filter paper
- Tea bag 1- Pouch Royal Cup Tea
- Granulated sugar 3 pounds sugar

Note: Brewing water temperature needs to be 195° F.

### Sweet Tea Procedures

1. Turn on tea brewer.
2. Pour 3 pounds of sugar into urn or 20 quart holding container.
3. Place urn or 20 quart holding container under brewing basket.
4. Place filter paper in brew funnel.
5. Empty one (four ounce pouch) of Royal Cup tea into the brew funnel.
6. Slide the brew funnel into the funnel rails on the tea brewer until it stops.
7. Push the start button.
8. When the tea no longer drips from the funnel tip, carefully remove the brew funnel and discard the tea and filter paper.
9. Remove urn or holding container from under the basket.
10. Stir tea using a long handle wire whisk or spoon and stir tea to dissolve remaining sugar.
11. Add 1/2 gallon of ice to the top of 3-gallon tea urn. If using a holding container add 1/2 gallon of ice.
12. Stir ice mixture until almost completely dissolved.
13. If using a tea urn, draw 16 ounces of tea and pour back into mixture to remove any sugar not dissolved in spout.
14. Label finished product with a 12 hour holding time and place in walk-in cooler. Place 4 hour holding time on tea left at beverage bar.
15. Place lid on product securely.
16. Place holding container in walk-in.
17. Discard tea when 12 hour holding time has expired.

### Unsweetened Tea Procedures:

1. Place urn or holding container under brewing basket.
2. Place filter paper in brew funnel
3. Empty one (four ounce) pouch of Royal Cup tea into the brew funnel.
4. Slide the brew funnel into the funnel rails on the tea brewer until it stops.
5. Push the start button





6. When the tea no longer drips from the funnel tip, carefully remove the brew funnel and discard the tea and filter paper.
7. Remove urn or holding container from under the basket.
8. Add ½ gallon of ice to the top of 3-gallon tea urn. If using a holding container add 1/2 gallon of ice.
9. Stir ice mixture until almost completely dissolved.
10. Label finished product with a 12 hour holding time and place in walk-in cooler. Place 4 hour holding time on tea left at beverage bar.
11. Place lid on product securely.
12. Place holding container in walk-in.
13. Discard tea when 12 hour holding time has expired.

#### Critical success factor

- Water must be 195° F to dissolve sugar.
- Allow proper time for Bunn-O-Matic to warm up.

#### Maximum Shelf life

- 6 months -bagged tea
- 8 hours - prepped tea



## Portion Control, Time and Temperature Chart

Item	Portion Size	Cooking Time	Temp	
<b>MEATS</b>				
Burgers (raw)	4.7 oz.	5 ½ minutes	160° min.	
Burger, Kids	2.3 oz	4 minutes	160° min	
Chicken (raw)	5 oz.	5-6 minutes	168° min.	
Hotdog (kid)	8 to 1	4 ½ minutes	155° min.	
Hotdog (adult)	4 to 1	5 minutes	155° min.	
Chicken Tenders	2 each	4 minutes	168° min.	
<b>SIDES</b>				
French Fries (Kid)	3 oz.	3 minutes 10 sec.	350° fryer	
French Fries (Adult)	6 oz.	3 minutes 10 sec.	350° fryer	
Onion Rings (Kid)	3 oz	2 minutes	350° fryer	
Onion Rings (Adult)	6 oz.	2 minutes	350° fryer	
Mush rooms	2 oz.	5 minutes	150° min.	
Chili	2 oz.	30 minutes	150° min.	
Bacon	2 pieces	5 minutes	155° min.	
Cooked onions	2 oz.	5 minutes	150° min.	
<b>Blanching</b>				
French Fries	½ Basket	2 minutes	350° F fryer	



## **Sanitation-Security-Safety**

The **3 S's** section of the operations manual is important to maintaining our brand. Each member of the management team must understand the proper steps required to ensure Cheeseburger Bobby's is in compliance and being proactive when it comes to sanitation, security, and safety.

This section will serve as a guide to keeping every manager aware and conscious of Risk Management. Documentation and having great systems will help you know how to react if an incident occurs. As in any business they are no guarantees but with the proper tools and resources you will be better prepared to react properly.

As you run the shift use the systems we have in place. This will guide you to stop, document, and coach our Team Members. By using our OMC (Open-Mid-Close) checklists you are managing each one of the **3 S's**. Teach your Team Members the importance of sanitation-security and safety.

In your Burger Huddles teach and instruct your team members the importance of each one of the big **3 S's**. In your manager meeting and manager 1 on 1's discuss in detail the units strengths and opportunities in the **3 S's**

Every month do a Quality Assurance inspection to grade the current ranking of your Cheeseburger Bobby's. Don't wait for the health inspector or your inspection from the corporate office.

Providing a safe, secure and clean work place is important not only to our Team Members but also our Guest. Word of mouth is our life blood to success. We want our Team Members and Guest to know we have the highest of standards in regards to the **3 S's**



## Sanitation

The primary goal of a food service sanitation program is to protect the Guest from food-borne illness. This task is not easy, but it can be done. The most effective method is a three-staged attack:

1. Protect food against contamination between the temperatures 41°-140°, the danger zone.
2. Reduce the effect of contamination that does occur.
3. Ensure all Team Members are well versed in sanitation procedures.

The definition of sanitized is the reduction of harmful bacteria to a safe level.

Two common causes of food borne illness:

1. Cross Contamination.
2. Food remaining in the danger zone too long.

Two ways to avoid cross-contamination:

1. Ensure proper hand washing with soap and hot water for 20 seconds and rinse.
2. Use proper color coded cutting boards and use proper utensils.

Food contamination may occur from any of three hazards:

1. **Biological** - Bacterial contamination. This is controlled by practicing safe food handling and storage procedures.
2. **Chemical** - Contamination of foods with pesticides, use of excessive additives, and contamination of food with toxic metals. Proper storage of chemicals and equipment and use of proper storage containers control this.
3. **Physical** - Contamination of foods with broken glass, metal fragments, etc. This can be controlled by good facilities maintenance, planning, and training Team Members in safe operating procedures.

## Food Poisoning

The fear of food poisoning is always present in every restaurant. Years of effort in building a great food service reputation can be destroyed, virtually overnight, if an outbreak occurs in an establishment. Food poisoning occurs in two ways:

1. A food-borne infection (disease which occurs from eating food which contains a harmful micro-organism)
2. A food-borne intoxication (when poisons or toxins in the food cause illness in the body.)



## Food Handling

It is of the utmost importance that food is handled with the greatest care to prevent the spread of any bacteria that may cause food poisoning.

Bacterial reaction creates what is called a TOXIN. Toxins that are produced by bacteria are poisonous in the finished cooked product. Sometimes, although we think that we have taken adequate care of our products; bacterial actions in these products are such that the toxins produced will remain poisonous.

Watchwords in the food service industry are KEEP IT HOT, OR KEEP IT COLD, or DON'T USE IT. All products must remain heated or refrigerated to maintain a product temperature within the food safeness range: Do not hold at room temperature!

Refrigerate to: 40° F or below

Heat to: 140° F or above

### Potential Food Safeness Problem Areas in a Cheeseburger Bobby's:

The manager must inform Team Members to notify him/her if any of the following procedures have occurred:

1. Containers of prepared foods not labeled with date and time.
2. Canned products that are swollen.
3. Any bone chips in the burgers.
4. Chicken that is not rotated and has a foul odor.
5. A foul odor when a can is opened or if the product appears to be unusually thinned.  
**DO NOT TASTE THE PRODUCT.** It is probably unsafe. Contaminated food could cause you to become extremely ill.
6. Have sanitizer buckets at all appropriate stations. Buckets must be changed every half hour or as needed.
7. Product left in opened can and put back in the cooler. No canned product must ever be stored in the original container once it has been opened.



## **Walk-In Cooler**

Fungus, mold, or spoilage may occur on the outside surface of some items in the walk-in cooler. In the walk-in cooler, warm air rises and condensation falls. All bacterial growth requires warmth and moisture. When the door of the cooler is opened warm air from the outside rushes into the cooler. This causes condensation on the food products stored on the lower shelves or floor. The moisture contacting the meat or produce can cause a slimy surface. Temperature of the cooler and cold units must be 40° or less.

1. Items stored on lower shelves of the walk-in cooler must be products that cannot be contaminated through condensation.
2. The middle shelves have the greatest air circulation.
3. The top shelves must be used to store perishable items such as lettuce, tomatoes, and other perishables that require a colder temperature.
4. Follow food hierarchy with all products in cooler.

No matter how well the refrigeration unit is cleaned and sanitized, if fungus or mold spores contaminate the refrigeration unit, they can reproduce and contaminate the entire cooler area. Although the cooler may be clean one day, if the fan, drip pan, and refrigeration unit are not cleaned as well, the entire cooler area can be re-contaminated. Therefore, when the walk-in units are cleaned, also clean the pans, the fan blades, the units themselves, and the top of the refrigeration units.

## **Grill Table Sanitation**

1. All products must be stored in proper containers to prevent meat juices from dripping into the other product.
2. The drawers must remain closed when not in use.
3. The internal temperature of the product in the grill table cooler inserts must be checked periodically during the day using a probe thermometer to ensure all ingredients are refrigerated to 40° F or below.
4. Product should never be left in the grill coolers overnight. All products should be removed and taken to the walk-in cooler for storage.
5. To avoid cross contamination the cook must never handle raw meat and then touch the cheese going on top of the burger.



## **Storage**

All stock must be stored in the designated storage areas immediately after it has been dated and rotated. Dry groceries, canned goods, and paper products must be placed in dry storage. Perishable foods must be refrigerated or frozen immediately.

## **Storage and Rotation**

1. Label all products immediately upon delivery to ensure the First In / First Out (FIFO) rotation procedures are followed.
2. All perishable foods must be refrigerated immediately upon delivery.
3. To ensure a food safe product temperature, equip all refrigeration units with thermometers and check at each shift change.  
Walk-in cooler, salad bar and coolers: 36- 40° F  
Freezers: 0-10° F
4. Properly store food items in the walk-in cooler and freezer to minimize contamination. To prevent spoilage and to ensure proper rotation, do not place new product directly on top of the previously thawed products.
5. Know and follow all shelf life guidelines. Any product that is not used before its expiration date must be discarded.
6. Do not store containers directly on the floor. Items must be stored at least 6" off the floor for sanitation purposes. Check with your local Health Department for requirements.
7. In storing foods, permit free circulation of cool air on all surfaces.
8. Check all food items daily for spoilage.

## **Dry Storage**

1. Dry storage items must be kept in a cool, dry (70-80° F) area to prevent spoilage and swelling of canned goods.
2. Dry storage areas must be kept clean and free of rodents and insects. This means that all walls, ceilings, and floor openings must be sealed or otherwise protected.
3. All products must be arranged to ensure the First In / First Out (FIFO) rotation procedures are followed. Arrangement of shelves must be in accordance with that of the inventory worksheet.

## **Food Handling Guidelines**

The best way to control the spread of bacteria is:

1. Cleanliness of food handlers- Hand washing-Glove usage
2. Proper sanitation in the kitchen.
3. Minimize exposure of opened or prepared foods to room temperature.



### **Team Member Sanitation Guidelines**

1. Practice good personal hygiene habits. WASH HANDS with soap and water for a minimum of 20 seconds before and after handling food, going to the restroom, using cleaning or other chemicals, smoking, handling money, handling raw meats, coughing or sneezing, picking up items off the floor, touching your hair, face, or other parts of your body. Restrooms must have a sign posted reminding Team Members to wash their hands.
2. Never let food come in contact with sores or cuts. Team Members must use proper colored bandages and finger cots.
3. Properly refrigerate food to 40° F or below; thoroughly heat or cook food to 140° F or above to ensure food remains within the food safeness range.
4. Prepare only one day's anticipated usage of any food item according to the Manager's Preparation List.
5. DO NOT add raw ingredients to foods that receive no further cooking.
6. DO NOT cross-contaminate different types of foods. This usually happens through mishandling or misuse of common cooking utensils or equipment.
7. DO NOT refreeze any product, which has previously thawed.
8. All food contact surfaces must be cleaned after every use with a clean, hot towel and an approved sanitized rinse (such as bleach/water solution).
9. Wear proper hair restraints to meet Cheeseburger Bobby's standards and Health Department regulations to prevent contaminating food with hair.
10. Investigate suspected contamination for determination of food safeness: suspect products must be discarded.





## **Keys To Prevent Guests Getting Food-Borne Illness:**

- Use sanitizer to clean all areas. Towels must be in hand or sanitizer bucket.
- Rotate sanitizer buckets a minimum of every 30 minutes or as needed.
- Keep raw and cooked food out of danger zone at all times.
- Team Members consistently wash their hands for at least 20 seconds.
- Check product temperatures every hour on the hour.
- Thoroughly complete Open-Mid-Close checklists.
- Keep all OMC checklists for documentation purposes.
- Constantly changing out gloves.
- While running the 8 steps look to ensure compliance of food handling.
- Aprons are changed as needed.
- Make sure your thermometer is calibrated.
- Use tongs to handle chicken.
- Use proper color cutting boards
- With any Guest issues follow risk management procedures 100% and inform the units GM.
- When inspections are done by health department shadow the inspector and make immediate impact on any violations. **SHOW A SENSE OF URGENCY.**



## **JOB SAFETY**

**The goal of every safety and health program is to provide a safe workplace and to prevent:**

1. Accidents.
2. Injury.
3. Job-related illness.

Managers want to prevent accidents realizing that accident prevention and efficient production go together. Managers must take the necessary steps to ensure that their Team Members have a safe place to work and that they follow work safety procedures.

**Major concerns in accident prevention are:**

1. Making the workplace as safe as possible.
2. Controlling Team Member action.

Most accidents are caused by inappropriate behavior on the part of the Team Member, rather than uncontrollable physical conditions. Accidents usually occur because a Team Member acted improperly or was in violation of Company safety rules or its policies.

**To make Team Members truly safety-conscious, the manager must:**

1. Make Team Members **aware** of safety.
2. Reinforce the concept in face-to-face relationships with Team Members.

**Safety responsibilities of management:**

1. Develop, maintain, teach, and enforce safety procedures consistently every day.
2. Identification of possible hazardous areas.
3. Keeping the workplace and machinery in safe condition.
4. Establishing and enforcing safe work methods for Team Members.
5. Instructing Team Members in safe job performance.
6. Follow-up to ensure Team Members continue to meet safety requirements.
7. Providing a good example of safe working habits.
8. Understanding in dealing with Team Members who are unresponsive to safety practices.



**To minimize the adverse effects of accidents and prevent their recurrence you must:**

1. Maintain all required first aid items in first aid kit.
2. Display emergency procedures including emergency phone numbers for police, paramedics and fire departments.
3. Train Team Members to:
  - a. Follow emergency procedures.
  - b. Promptly report every accident.
4. Gather, analyze, and report information regarding an accident.
5. Take action on the results of an accident investigation to prevent recurrence of a similar accident.
6. Maintain a working environment that has no safety or health hazards.
7. Communicate with employees in a manner that minimizes episodes of highly emotional behavior that often results in accidents.

Each manager must establish additional Team Member safety training. Films are available from your local fire department.

**Costly Injuries:**

**The primary accidents within our industry are:**

1. Injuries that occur due to improper lifting procedures. These injuries are normally the MOST COSTLY in work-time loss, medical treatment and claims.
2. Injuries due to a slip or fall on a wet floor.
3. Injuries by cuts, i.e., punctures, scrapes, lacerations.
4. Injuries by burns due to scalding or heat/cold exposure.

**These accidents result in:**

1. Time lost by injured Team Member.
2. Lost time by fellow Team Members who stop to aid an injured co-worker or those who stop out of curiosity.
3. Lost production.
4. Spoilage or damage to inventory.
5. Property damage.
6. Hiring and training of a replacement Team Member.
7. Resulting loss of business.
8. Valuable time spent by company Management investigating cause of accident.
9. Unfavorable publicity.
10. Lowered Team Member morale.
11. Unfavorable impact on bottom line profit.
12. Personal discomfort and inconvenience to the injured Team Member.



## **Do it the Safe Way**

Here are some pointers management can use at a safety training session for food service Team Members concerning the four most prevalent types of accidents that occur in food service operations.

### **Strains due to improper lifting**

1. Lift trays or any object, using the leg muscle, not your back. (See lifting procedures)

### **Falls**

1. Keep floors clean; wipe up spilled foods, grease, etc. immediately.
2. Keep floors and aisles clear of obstructions.
3. Do not stand on boxes, tables, or chairs to reach objects. Use proper size ladder or step stool. Do not overreach.
4. When carrying anything, do not allow your view to become blocked.

### **Cuts**

1. Use knives properly; keep them sharp.
2. If a knife falls, do not try to catch it. Let it fall.
3. Use care in removing broken glass. Don't pick it up—sweep it up! Remove slivers with dampened paper.
4. Never hand-feed slicing machines.
5. Use cut gloves at all times.

### **Burns**

1. Assume that every pot or steam table pan is hot.
2. Keep handles turned inward.
3. Open hot water or other hot liquid faucets slowly to avoid splashes.
4. Tip pot covers toward you to release steam in opposite direction.
5. Get assistance where necessary to handle heavy, hot utensils.

### **Lifting Procedures**

**Chin UP! This automatically puts the back into a position ready for lifting.**

### **Feet**

Place feet about as far apart as the width of your musters with one foot a little ahead of the other. Stand directly facing the object to be lifted, and as close to the object as possible.

The farther away from the load you stand, the more strain it puts on your back. For example, assume the weight of the load is 20 pounds and you have to stand three feet



away in order to lift it. The strain of lifting it is equal to the weight of the load times the distance, or 20 lbs. x 3 ft = 60 lbs. Not an easy lift anymore is it?

## **Knees**

Bend your knees to help you straddle the load and develop leverage as you pick it up or put it down. In the bent position, get as close to the load as possible.

## **Back**

The back actually must be referred to as the spinal column and back muscles. The spinal column is made up of bones; the cushiony, spongy discs between the bones; the ligaments; and the muscles that hold the bones upright and together.

When your spinal column is held correctly, it can support a substantial amount of weight; although when you bend or twist your spinal column to lift something, the bones are “tilted” and unable to bear as great a load. Twisting the body in order to pick up or put down a load can lead to back injury. Remember to lift the object gradually. Jerky lifting motions can put a sudden strain on the spinal column or muscles and cause injury.

## **Hands and Fingers**

Properly gripping the object to be lifted is very important. Use one hand underneath to support the load. Place the other across the top and grip the far edge. Avoid getting your fingers pinched when you put down the object by setting one corner down first. While carrying a carton, DO NOT attempt to ADJUST YOUR GRIP WHILE IN MOTION. STOP, REST it on a support, and THEN make the change.

## **Stomach**

Abdominal as well as back muscles play a part in lifting. Too heavy a load or sudden twists can cause a strain in the abdominal muscles.

If the load is too heavy, get help; either a material moving device such as hand truck or forklift, or another person. Two or more people lifting a load requires teamwork. If one person on the “team” lifts too soon, shifts the load, or lowers the load improperly, either person may be overloaded or overstrained. It is wiser to decide in advance who will give the orders to coordinate all the moves. Once the order is given, don’t change your mind at the last second to get a better grip or shift your position! This has been the cause of many accidents.

When carrying objects, many people rest the object against their stomachs to lighten the load. In doing this, they will be leaning backward causing the spinal column to be bent, thus putting unnecessary stress on both their muscles and spine.



## **Eyes**

Don't allow the load you're carrying to block your vision causing you to trip over unseen objects.

The answer to all the following questions must be "yes" prior to lifting and carrying a heavy or bulky load:

1. Is the route to be taken clear and properly illuminated both upstairs and downstairs?
2. Is the object free of nails, sharp corners, loose metal straps or splinters?
3. Am I wearing the protective equipment to handle it safely, i.e. gloves, apron, goggles or foot protection?
4. Am I remembering to place the short object on top of the long, and the narrow on top of the wide?

## **Summation**

The lifting position for each person will vary slightly depending on their height and weight. The key points to remember are:

1. Check the planned route. Decide on how to best grasp the object and make sure the load is easily within your lifting capacity.
2. Position feet and squat close to the load.
3. Get a good grip and lift gradually using your leg muscles as much as possible and the leverage created by your bent knee. Keep the load close to the body.
4. Make sure the object is close to you when lifting and keep it close when carrying. Make sure you can see where you are going.

## **Receiving and Storing**

1. When opening boxes, crates, etc, use the proper tool designed for removing nails, wire, or sharp metal bands. Remove these objects and discard immediately.
2. Store heavy material on bottom shelves, medium weight on the next shelves, lightweight and breakables on top.
3. Keep food containers covered in refrigerators when not in use.
4. When opening edibles, examine for possible foreign matter.
5. In handling boxes, crates, or any food material follow rules for safe lifting. Use ladders to reach for anything too high for you. Do not stand on crates, boxes, or trashcans.
6. Use handles to open and close drawers.
7. Store all insecticides, pesticides, disinfectants, and washing compounds in areas away from food or food-handling areas. Do not store on shelves above food preparation or food-handling areas.



8. All walk-in boxes must have a bump handle release. When coming out of a walk-in box, open door gradually.

### **The Kitchen**

1. Grills, fryers, blenders, freezers, and slicers can all cause accidents if mishandled.
2. Never allow any machine to be used unless the Team Member has been trained to use it properly. Make certain that all safety devices are in place before using.
3. Do not wear loose clothing (open shirt, sleeves, neckties, apron strings) or jewelry around any machinery or equipment.
4. Pull plug on any piece of equipment that is not direct-wired or throw breaker on any direct-wired piece of machinery before cleaning or adjusting any machine.
5. Keep fingers, hands, knives or spoons away from moving parts.
6. Keep fingers, hands and arms out of all equipment.
7. All electrical kitchen equipment must be grounded.

### **Knives**

1. The sharper the knife, the less chance of injury. It cuts more easily, takes less pressure, and has less chance of slipping.
2. Pick knives up by the handle, never by the blade. Put them away in racks when not in use. Never cover them with a cloth, even temporarily; you may forget they are there.
3. In handling knives:
  - a. Cut away from your body or hand.
  - b. Use cut glove at all times
  - c. When drying a knife, keep the sharp edge away from you.
  - d. Never leave knives in the sink or water, or where they cannot be easily seen.
  - e. Properly dispose of all knives that are worn, broken, or have loose handles.
4. Do not put dirty knives into a tub of soapy water where it cannot be seen.  
Someone may reach in and cut themselves.

### **Floors**

1. Spilled liquids, grease and food cause most slips and falls in the kitchen area.
2. Keep floors clean and dry.
3. If you spill it – wipe it up immediately!
4. If you drop it – pick it up immediately!
5. Tile floors may be slippery when the weather is humid. Take special care to avoid slips and falls. Wipe tile floors periodically when weather is humid.
6. Shoes - wear proper shoes such as rubber or crepe soles (must say non-slip on the box) to avoid slips and falls.
7. Walk; do not run across the floor.
8. Keep floor clear of utensils, boxes, or pieces of food.



## **Trash disposal**

1. Do not let containers overflow.
2. Keep garbage can lids on tightly.
3. If plastic disposal bags are used, be sure that they are tied securely.
4. All lids from can must be put back into the can or in a box so when you compact garbage with your hand you do not cut yourself.

## **Dining Room Area**

1. Subdued lighting must never be so dim that movement required for serving is unsafe.
2. A routine inspection conducted at least once a day must be established to inspect chairs, stools, counters, and tables for broken parts, splinters, and loose joints. If such faulty items are found, they must be removed from the area and repaired or replaced.

## **Hygiene and Sanitation**

In eight hours, one bacteria cell, under certain conditions, can multiply into a family of over thirty-five trillion, causing food poisoning to your customers.

This is an extremely threatening condition for a business. There are two things that must be done to control bacteria and prevent hazardous conditions.

1. Insist Team Members follow good personal hygiene and sanitation procedures.
2. Keep food refrigerated and covered. In this way, the amount of bacteria that is already present or enters the food is controlled. Proper refrigeration---below 40°F retards the rapid multiplication of bacteria. Maintaining a temperature of 140° F or over discourages bacteria in hot foods.

Team Members must be checked out by the medical department or a doctor if they have the following symptoms:

1. Gastrointestinal disorders.
2. Sore throat or persistent cough.
3. Skin lesions, boils on hands or other parts of body.





Team Members must be made aware of the importance of washing their hands often with soap and hot water. Specifically, hands must be washed:

1. After using restrooms.
2. After smoking.
3. Anytime you touch your hair or skin.
4. Before any food prep activity.
5. After handling money.
6. After busing tables.
7. After mopping or sweeping.
8. After putting stock away.
9. Upon return from a break.
10. Before you clock into work.
11. After emptying trash.
12. After daily cleanup.
13. Before handling any food or clean utensils.

In other words, anytime you may have picked up bacteria from a non-sanitary surface. Washing hands often with soap and water and drying them with a sanitary towel will reduce the transfer of harmful bacteria from your hands to other food contact surfaces.

### **Summation**

Heat hot foods to over 140° F as fast as possible and keep them at that temperature or chill them as quickly as possible. Cold foods must be chilled to below 40° F as quickly as possible. Do not prolong preparation of foods. Deviating from the desirable temperatures for too long invites bacteria that we try to control.

Here are three rules to follow concerning food safety and sanitation:

1. Keep it hot or keep it cold.
2. Keep it covered.
3. When in doubt...throw it out!



## **General Electrical Safety**

1. Use quality electrical equipment; look for the underwriters label (signifying approved by the underwriters laboratory) on the equipment.
2. Only qualified electricians must be permitted to perform electrical work.
3. Stay off wet or damp footing areas when using electrical appliances. Do not use electrical equipment while standing in the rain. Keep your hands dry.
4. Use the appropriate sizes of electrical cords (light or heavy-duty).
5. Never pull the plug out of an outlet by yanking the cord.
6. Motors must be used in accordance with their designated horsepower - do not overload.
7. Any small shocks from equipment are a warning of leaking electricity and must be repaired immediately.
8. All portable electric tools must be grounded and their power always turned off when not in use.
9. Set up a preventative maintenance inspection system for electrical equipment to prevent electrical hazards before someone is injured.
10. All electrical installations and utilization of equipment shall be installed and maintained in accordance with the provision of the national electrical code nfpa 70-1968 (ansi-c-i-1968).

## **Fire Hazards**

In the event of a fire occurring at a restaurant, it is up to the management to take charge of the situation. Fires vary greatly in size and nature, sound judgment must be applied. In general, there are two major objectives to be accomplished:

1. Eliminate the danger to customers and employees.
2. Minimize damage to the store premises.

## **Fire Prevention**

1. Keep combustible material and supplies a safe distance from hot water heaters and other cooking equipment.
2. Practice good housekeeping at all times.
3. Clean filters and hoods on cooking equipment on a regular basis.
4. Check gas jets and pilot lights frequently. Promptly report any odor of gas.
5. Do not overload outlets or use temporary wiring.



## **Fire Emergency Plan**

The key to the success of any emergency plan during an actual emergency is that store personnel are given specific responsibilities and instructed on how to perform these duties before the emergency occurs.

1. Train all Team Members in the use of the fire extinguishers.
2. Show all Team Members where the gas cut-offs are and how to turn off the gas mains. Keep a wrench or pliers near that location.
3. Show all Team Members where the circuit breakers are. Ensure that the markings are clear.
4. Pre-arrange responsibilities in the event of a fire.

## **Accidents and New Employees**

Surveys show that 60 percent of all accidents involve Team Members who have been with a company less than one year. In the restaurant business, at any given time, there are a number of Team Members working in our restaurants that are relatively new. They work during peak periods, full-time and part-time. Therefore, extra effort must be made to make the Team Members “safe for the job and the job safe for the Team Members”.

The first step is to carefully interview the applicant, and determine that the person is suited to do the job.

Once management has ascertained that the applicant is qualified, the next step is to make certain that the new Team Members receives all the proper safety instructions.

Stress that each Team Member is responsible for his/her own safety and obeying safety rules is a condition of employment!

New Team Member safety indoctrination must not stop here.

Beginning with the Team Members first day at work, the manager must spend time pointing out safety procedures and potentially unsafe conditions that may be encountered on the job. Stress the importance of having a “safe job” attitude.

The number of part-time personnel employed by Cheeseburger Bobby's places additional importance on the need for thorough safety training. Many part-time Team Members are students who have already completed a full day in class when they arrive at work. They must adjust to a completely different environment. It is imperative that our safety procedures and regulations be reviewed periodically with Team Members. Only in this way can we prevent injury and retain our excellent safety record.



## **Accident Investigating and Reporting**

Accident investigation is a fact-finding process. The objective of an accident report is to:

1. Obtain complete and true information about the alleged accident or incident.
2. Identify hazardous conditions and unsafe acts or practices.
3. Give the accident investigator as much as possible to help process the claim.

### **Keep the Atmosphere of the Investigation Informal.**

1. Do not put the verbal comments of witnesses in writing while they are giving their accounts of the accident.
2. Wait until you are away from witnesses to write your report. You can always check your written report with them to verify that the facts they reported are accurate.

### **Use Common Sense: Stick to the Facts.**

1. Make no assumptions and take nothing for granted.
2. Do not look upon the accident investigation as additional work, but rather as an opportunity to correct an unsafe situation.

### **Investigate Each Sequence.**

An apparently reasonable conclusion will often be changed by exploring facts that were not considered important enough to be mentioned.

### **Check for Unsafe Conditions and Actions.**

State what unsafe conditions contributed to the accident. They are always present when accidents occur. Give reasons for their existence, if possible. List any unsafe acts involved. Why did they occur? Note: never accept an investigation report that says an employee was “careless”. This is a result, never a cause. If you think the employee was careless, find out why. There is always a cause.

Make the necessary recommendations for corrective action to your supervisor and send a copy to the corporate insurance department.

Follow up to see that the corrective recommendations have been put into effect.

The following questions and answers will help you in accident investigations.

1. Which accidents must be investigated? All of them.



2. When must the accident investigation be made? Immediately after the accident. Delays can permit pertinent evidence to be removed or change and important information forgotten.
3. What questions are necessary to accident investigation? There are six basic questions that must be answered:
  - a. Who was injured?
  - b. When did it happen?
  - c. Why did it occur?
  - d. What were the unsafe conditions or unsafe practices involved?
  - e. Where did it happen?
  - f. How did it happen?
4. Must separate accident reports be used for Team Member and Guest accidents? Yes. Certain types of information for one do not have to be recorded for the other. (See sections of employee injury and public injury).
5. Who must investigate accidents? The store manager is the most logical person to make the investigation. The manager is best informed concerning every phase of work operations in the restaurant. Accident prevention is proper safety training, supervision and follow-up.

### **Team Member Injury Procedures**

When a Team Member is injured while working, the manager or person in charge must:

1. Do whatever can be done to obtain the extent of injury without further injuring the Team Member?
2. Correct any unsafe conditions to prevent a recurrence of the accident.
3. Require Team Member to receive first aid and/or medical treatment. Even minor injuries must receive first aid to prevent them from turning into serious problems.
4. If Team Member goes to a doctor/hospital, do not allow him/her to return to work without a doctor's release.

### **Serious Injuries**

1. Call an ambulance and/or doctor. If Team Member can be moved without risking further injury, take them to our medical care provider in your area.
2. Notify a relative or close friend of the injured person. (Check employment application for emergency information).
3. Call your Supervisor immediately.



Instruct the Team Member who goes to a medical care provider to:

1. Report or have someone report to you the status of the injury/illness and the appropriate return-to-work date.
2. Have the medical care provider complete a return to work slip before returning to work.
3. Schedule checkups following the injury/illness during non-scheduled work hours.

### **Report of Injury**

Whenever a Team Member accident occurs, a record of the accident must be immediately supplied to our insurance company.

You will be talking to various individuals, the injured Team Member, as well as other Team Members and witnesses. Your goal in the investigation is not to establish fault, but to establish and correct the cause. Employees will omit vital points in their exchanges with management if they fear repercussions from their statements, either from their manager or fellow Team Members.

Information required in completing the first report of injury:

1. Team Member name and social security number. Both are mandatory.
2. Restaurant location. Give the location of the Team Members permanently assigned store.
3. Occupation/job assignment at time of accident.
4. Date and time of injury or initial diagnosis of injury. Mandatory. Include hour, and "am" or "pm."
5. Did Team Member return to work on next scheduled shift? An answer is necessary even if Team Member does not miss any days.
6. Date returned to work. Give actual date Team Member returned to work or doctor's release date if it precedes return-to-work date. If this is unknown at the time of report, notify area office as soon as the date is known. If Team Member terminates, indicate termination date.

### **Workdays scheduled per week**

This must be filled in as accurately as possible. If unknown or not always the same use average number of days worked per week or number of days Team Member was scheduled during week of accident. Unless noted otherwise, it will be assumed that an 8-hour shift was scheduled.



### **Length of Service with Company**

The total time the Team Member has been employed without a break in service.

### **Rate of Pay**

The rate of pay for the Team Member is on an hourly basis and daily basis.

### **Address Where Accident Occurred and Store Number**

Give address of accident and store number whether it is Team Member is permanently assigned store or a temporary duty store.

### **Can Team Member Perform Regular Job?**

1. Was Team Member assigned to another job on a temporary basis?
2. Did Team Member work at a permanent assignment, but could not perform all duties normally connected with it? If no, state days unable to work. Record only scheduled workdays.

### **Did Team Member Terminate or Transfer as a Result of Accident?**

Indicate if Team Member terminates or transfers after accident and if it would have been a lost time accident (a lost time accident is one in which Team Member misses scheduled work time due to accident.)

### **Recommendation to Prevent Future Occurrence**

Make recommendations which you feel will help to prevent a recurrence of this incident (e.g. use of available safety equipment if not in use at the time of incident; suggested safety equipment not now available; re-training; equipment replacement or maintenance, etc.)

### **Date Accident Reported to Supervisor**

Show date Team Members supervisor was informed of accident (e.g. either manager or assistant manager). Show date of report, your name and title.

### **Supplemental Accident Report**

A supplemental accident report is used to report the following in conjunction with a work-related accident:



1. An injury/illness which was originally reported as a “no lost time” accident but develops into a “lost time” accident.
2. Lost time subsequent to reported return-to-work date; e.g. Team Member returns to work, date is reported, and then employee loses time due to accident three days after reported return date.
3. Termination when Team Member does not return after a work-related injury/illness.
4. Corrections or additions to the data recorded on the Team Member accident report.

When any of the above conditions exist:

1. Request a supplemental accident report from the supervisor.
2. Complete each item on form.
3. Return the completed form to the proper supervisor.

### **Public Injury: Injury to persons other than Cheeseburger Bobby's personnel**

Examples:

1. A Guest claims a slippery floor caused him to fall in the store.
2. A Guest claims a foreign object in her food caused a broken tooth.
3. A Guest claims hot food/plate caused a burn.
4. A Guest chokes on food.

### **Personal Property Damage**

The loss or damage to property of others. Examples:

1. A person damages a vehicle on our building or lot and makes claim for damage to car.
2. A Team Member spills a drink on a customer's clothing and customer makes a claim for damage to clothing.

### **Management Responsibility**

To protect the company against unnecessary claims of loss, damage, or injury:

1. Be courteous but make no statements about who is liable in the case of public injury or personal damage.
2. Obtain and report accurate information regarding the incident.
3. Make certain Team Members are trained in emergency procedures.





## **Action**

In case of public injury or personal property damage, the person in charge must adhere to the following:

1. Make certain no liability statements are made by store personnel. It is extremely important that neither store management nor Team Members make a statement regarding the cause of accident or payment for damages. The only statement that must be made is that a report will be submitted to the corporate office for evaluation and the person will be contacted.
2. Correct any conditions which might have caused the incident to prevent a recurrence.
3. Fill out a Cheeseburger Bobby's "Customer Accident Report Form".

You will be talking to the customer, to witnesses, and possibly medical personnel to determine the accident-causing facts. Be sure to include:

1. Name, address, phone number and driver's license number of persons involved, including witnesses.
2. Description and license number of any vehicle involved in an accident.
3. Date, time and conditions of the accident.
4. Any other pertinent data.
5. Record this information on the Cheeseburger Bobby's injury report form.

Consult the manager to find out what, if any, first aid treatment can be administered by a person certified in first aid.

## **In the Case of a Serious Injury or Property Damage:**

1. Call the police department immediately. They will send an ambulance/doctor. Do not recommend a specific doctor or call a specific doctor or private ambulance, if you do, you may be responsible for all expenses incurred.
2. Call the Supervisor immediately.

## **Store Property Damage**

Any store property loss or damage (other than money) resulting from the following perils must be reported:

1. Accident caused by a Guest's vehicle (most common).
2. Fire.
3. Smoke.
4. Vandalism.
5. Malicious mischief.
6. Lightning.
7. Windstorm.



8. Hail.
9. Riot.
10. Explosion.
11. Accident caused by an aircraft.

### **Management Responsibilities**

To prevent and minimize the damage to the store and avoid unnecessary costs:

1. Make no liability statements.
2. Obtain and report accurate information regarding the incident.
3. Make certain that employees are trained in emergency procedures.
4. Prevent recurrence of similar incidents.

### **Action**

In the case of store property damage, the manager or person in charge must adhere to the applicable measures:

1. Correct any conditions which could cause injury, further loss or damage.
2. When conditions interrupt store operation, immediately contact the area manager.
3. When someone damages store property. Make no statement other than to say a report will be submitted to the area office for evaluation. The company does not expect to pay for the damage if it is someone else's fault. Avoid such statements as: "don't worry about it, it's been hit before" and "don't worry about it, it won't cost much." Do not threaten arrest if damages are not paid, as your threat constitutes extortion. Punishment for vandalism is a criminal matter; filing suit for damages is a civil matter.
4. For the company to recover money for losses, obtain and record as much information as possible, such as:
  - Name, address, phone number and driver's license number of persons involved, including witnesses.
  - Description and license number of any vehicle involved in an accident.
  - List and description of damaged items.
  - Date, time and conditions of the accident.
  - Any other pertinent data.

**Make certain all Team Members are trained to make no liability statements and to gather all pertinent data.**



## Security

### Register Security

Since you work with money, you must also be concerned with robbery, internal theft or short-change artists. This is a serious subject, and you must follow these procedures very carefully to maintain proper safekeeping of the restaurant's employees and assets.

When leaving the register for any reason, keep both security and customers in mind. This means you must:

- Lock the register.
- Keep an eye on the register and on the line for upcoming guest.
- Never keep guest waiting at the register.

In addition, you must keep the register locked when you're not at the cashier station to keep delivery or service personnel (or even fellow employees) from opening the register and taking money from the register. Often it's hard to believe one of your fellow workers would steal money, but it does occasionally happen. Remember, you will be held accountable for shortages in your cash drawer.

### Short-change Artists

DO NOT interrupt a transaction to discuss anything. Quick change artists and counterfeiters may try to get you confused. Sometimes they work in pairs.

1. If interrupted, say: "Just a moment, please. I'll be right with you."
  2. Finish transaction.
  3. Then say: "Thank you for waiting. How may I help you?"
  4. If, when you are counting back money they interrupt to ask for additional change or for additional purchase, tell them you will take care of them as soon as you finish counting back their money. Criminals often try to confuse the CASHIER with an interruption. DON'T let it happen to you.
- DO NOT take money from two people at the same time.
  - DO keep the bill on the register shelf until you finish transaction.
  - DO keep the drawer closed when ringing up the order.

If they give you currency that has handwriting or any other obvious marks on it, make a casual comment about it. Some quick-change artists work in pairs in order to have the first one use a larger denomination marked bill, and when the second one comes through the line, he will use a smaller bill. But once the change has been given, and the drawer is closed, he will politely say there may have been a mistake and he gave you a larger bill. To convince you, he will even refer to a specific handwritten note or mark on the larger bill. You look in your drawer and find the very bill he is referring to, and if you hadn't



noticed it before, you may feel compelled to return the extra change. After all, he sounds so convincing and so harmless.

## Counterfeit Money

Counterfeiters usually deal only with large bills (i.e. Twenties, fifties, hundreds) although occasionally they will use \$5 or \$10 bills.

Consult with your manager on how to recognize counterfeit bills. If you suspect you have been given a counterfeit bill, you must do the following:

- **Do not** return it to the Guest until the manager has instructed you to do so.
- **Do not** physically grab the Guest. This could lead to a lawsuit if the money is NOT counterfeit!
- **Do not** accuse the Guest. You are not a government agent, so don't try to act like one.
- Call the manager **immediately**.

## Robbery

If a robbery occurs at the register during business hours, it is important to remember one word "**Cooperate**". Do not try to be a hero or resist a robbery attempt. Your life is more valuable than the money in the drawer.

If a robbery must occur, do the following:

- Do whatever the robber asks within reason.
- Remain calm and avoid sudden movements.
- Give the robber all the money in the register.
- Be alert and notice features (height, weight, attire, color of eyes, scars, etc...) **don't be obvious about this!**
- Contact the manager immediately after they leave and have someone call the police.

Some things you can do to reduce the risks of robbery:

- Be aware of suspicious-acting guests.
- Be suspicious of guests who ask questions about how much business you do each day, who stare at the money in the drawer, or who linger near the cashier area for no apparent reason, or people who stay in the restaurant for a long period of time without eating or drinking anything.
- Make frequent money drops during your shift, removing all large bills from your register. Check with your manager on how and when to do this.
- Keep the cash register door closed at all times except when conducting sales transactions.



- Keep the register key in a hidden location.

Security in our units is paramount. There are factions in our society that will try and initiate criminal activities against restaurants. Please read carefully and do not put your unit, management staff or team members in harm's way.

### **Opening Procedures**

- In the morning, circle the building in your vehicle checking to see if all the doors are secured before entering. When in doubt be cautious, don't go in. Call the police to clear the building before entering.

### **Deposits and Cash Handling**

When making a deposit, try to vary the time you go to the bank. Do not let it be routine. Make deposits during the daylight hours. When going to the bank be aware of any suspicious looking vehicles. If you identify any, ride by and come back at a different time.

- Keep an eye on bushes, trees or any other obstacles that could be used as a place to hide while waiting for a depositor.
- Make cash drops regularly so that you never have over \$400 in the cash drawer.
- When leaving to make a deposit do not run any other errands before making the deposit. Go straight to the bank. Money left in the car is an easy target.
- When going to the bank to make a deposit make sure that when coming to a stop light you leave plenty of space in between cars so that you cannot be boxed in easily and are able to maneuver your car out of the space.
- If there are pedestrians in the vicinity make sure you are aware of their movements and how close they are to your vehicle. Chose the farthest distance from them.
- When leaving with money do not make it apparent that you are carrying a deposit.
- If possible when transporting money to or from the unit try to have someone meet you at your car outside the front door while you are in your vehicle. Walking from the far end of the parking lot with large amounts of money makes you an easy target.
- Always count money in a secure place out of the view of Guests and Team Members. The office must be used to count money and always have the door closed and locked. Team Members do not need to know the cash handling aspects of our business or how much cash may be on the property at a time.
- Have 2 drawers available so that the drawers can be switched out seamlessly during the mid shift and the other drawer counted in the office. While counting down the AM drawer make sure to have someone monitoring the shift. It must take no longer than 10 minutes to count down the mid shift drawer.



## **Deliveries**

- When accepting deliveries, make sure to be aware of the surroundings before opening the door. Shut the door securely and then check in the product. Walk the delivery agents to the door and let them out after the surroundings have been observed and then secure the door.
- The back door must never be left unattended. A manager must always be present.

## **Structure Security**

- Locate the main breaker boxes that are outside the building during the day time and ensure they are secure. If the lights go out in the building do not run outside. This may be a ruse to get the door open. If lights do go out remain inside, call the police to come and check out the building and surrounding before opening the door.
- Install a peep hole on the back door and/or mirrors to allow you to see around corners.
- Put an alarm bar on the back door. The alarm bar must always be in place. The door must remain closed after dark.
- If you have cameras make sure they are functioning.
- A well-lit place will not be as easy a target. If lights are out around your building make sure to quickly get them replaced. Criminals will stage their crime scenes well.

## **Public Relations**

- Cater to law enforcement guests when they come in. Thank them regularly for the hard work they perform and for patrolling your area. The more times you have the Police seen in and around your building the more secure you will be.



## Closing Procedures

- Leave for the night in pairs. The last 2 people must follow this procedure. First look both ways out the door and let the first person go. After they are secure in their car and have observed the surroundings, flash your headlights to the person inside. The first person out must wait until the second person is safely in their car and car is started before leaving. The person inside must be close to a phone ready to call 911 if the first person out is accosted. Do not hesitate time is crucial.
- Do not allow anybody in the building after closing except for those closing the shift. This includes off the clock Team Members or family members of someone working. People waiting to give an employee a ride must wait outside.
- Do not let the Team Members exit or enter from the back door.
- After closing hours, lock the door even if there is still guest in the restaurant. Let them out when they want to go. Be observant of all areas outside before opening the door, someone could be hiding nearby.
- Be aware of any suspicious people that come in just before closing.
- Make your last trash run before dark and attend the door during the run. During daylight savings time make trash runs early in the evening. Leave the last trash container inside and dispose of it in the morning. The manager must be present at the door during the trash run to ensure someone is not hiding behind the dumpster and then walking your team member in the back door.
- Before closing and after the late night guest are out of the front parking spaces move your vehicles closer to the unit. Try and park away from any other cars so you will have a clear view around your vehicle upon leaving. Do not park around obstructions in the area such as trees, bushes, landscaping accoutrements etc.
- When going to your vehicle make sure your key is in your hand and ready to open the door.
- Do not carry numerous items out with you late which will prevent you from quickly entering your vehicle.
- If you have to scrape ice off your windows be observant of your surrounding during the process.



## **Crisis Management**

In the case of a Natural Disasters which would include the following circumstances

- Tornado
- Hurricane
- Flood
- Major Power Outage

The following steps must take place.

- Secure the unit by moving all Guests and Team Members away from windows, doors and patio.
- Remain calm and move those in the building to a safe place i.e. Prep area, Walk-in Cooler, Restrooms.
- Keep all people calm and monitor the situation. If possible monitor TV to see the status and when all is clear for business to resume.

Your Guests and Team Members will be looking for you to control the situation. During a team meeting discuss the proper steps that would be taken if such occurrence takes place.

If there is a power outage call the power company to get updates on when power will be restored, it may only be a matter of minutes. As soon the power company is called inform your supervisor and seek knowledge.

In the case of Media on Premises regarding a situation the following steps must be taken.

- Be polite and let them know you need a few minutes. Ask what the reason they are on site is. After you have gathered the proper information excuse yourself and immediately contact your supervisor.
- If you are not able to contact your supervisor get the reporters contact information and let them know your supervisor will be in contact.
- DO NOT make any comments or quotes to the Media. You have no idea what will be televised or put into print.
- YOU DO NOT have to allow them into the building.
- DO NOT allow any Team Members to speak with the Media they are not trained in these matters.





## **Cheeseburger Bobby's Glossary**

This glossary contains Cheeseburger Bobby's company specific Buzz Words. We use these in our day to day operations. These words will also appear in our Operations Manual, Training Manuals, MESS surveys, QA reports, and Performance Review Forms.

<b>Word(s)</b>	<b>Definition</b>
<b>14/14</b>	Number of shifts per week: 7 in the a.m. / 7 in the p.m.
<b>2&amp;2</b>	2 minutes to bus dirty tables/ Never 2 dirty tables visible
<b>3 Service Steps</b>	<p>The Team Member at the register greets the Guest. "Welcome to Cheeseburger Bobby's."</p> <p>The expo or front line Team Member greets the Guest again. "Welcome to Cheeseburger Bobby's."</p> <p>Offer to replenish French fries or mints, or refill drinks, or do any combination of these three.</p>
<b>8 S's</b>	Management Figure 8 for running great shifts
<b>Aces in Places</b>	Having the most qualified Team Member working in the position they are best suited to perform an excellent job! Putting our Aces in Place ensures that the Guest has a great experience.
<b>All Day</b>	Total count of item(s) i.e. 13 burgers on grill "all day"
<b>Burger Bar</b>	Where the Guest tops our burgers with condiments
<b>Burger Buddy</b>	Quick reference book containing recipes and standards
<b>BURGER Goals</b>	Each Manager writes 30-day goals that are BURGER S.M.A.R.T.
<b>Certified Trainer</b>	Team Member who attended training class; a "Top Dog"
<b>Coast to Coast</b>	Seasoning on Burgers covering one side of entire burger
<b>Danger Zone</b>	41°-140° F - the temperature at which bacteria can cause serious illness
<b>F.A.T.</b>	Flavor, Appearance, Temperature of food and beverage



<b>Family on the grill</b>	Burgers on the grill and tickets sold in “groups”
<b>FIFO</b>	First In/First Out rotation system for quality product
<b>Guest</b>	The person who keeps us in business
<b>Hamburger Huddle</b>	Team meetings before each shift to share knowledge
<b>Make Table</b>	Where we prepare our burgers and other menu items
<b>M.O.D.</b>	Manager on Duty
<b>MESS form</b>	Manager Evaluation Standards Survey
<b>My Pleasure</b>	Cheeseburger Bobby’s Golden Rule
<b>OMC</b>	Opening shift, Mid shift, and Closing shift checklists
<b>QA audit</b>	Quality Assurance inspection
<b>Quick Casual</b>	Cheeseburger Bobby’s segment of the restaurant industry
<b>T.T.T.</b>	Train the Trainer - the class that all future Aces attend
<b>Tag Team</b>	All Team Members are responsible for greeting and serving our Guests. Showing a true passion for exceeding our Guest expectations is our goal for every Guest.
<b>Team Member</b>	Cheeseburger Bobby’s most valuable asset



## **Cheeseburger Bobby's MANAGER CRITICALS**

### **Service and Guest Focus**

**Expectation-** Front of House: Adhere to the “Cheeseburger Service Values;” high manager visibility, awareness and involvement on the floor. Quick greet times and 6 minute ticket times. Develop a comfort level with Guests and establish a strong relationship with the regular Guest. Clearly communicate service and food standards to Team Members. Kitchen: Food quality #1 over all else. The manager must be quick to initiate a hands-on role when necessary by coaching, directing and showing support for Team Members. Be proactive about identifying a potential issue before it occurs.

### **Communication Skills**

**Expectation** - Good upward and downward communication including effective writing skills involving performance evaluations, Manager Logs, meeting agendas and interactions with the corporate office. The manager must exhibit strong listening skills and concise verbal communication. Provide positive reinforcement always making an impact on Team Members while conveying the Cheeseburger Bobby's message and standard.

### **Food and Beverage Standards**

**Expectation** - Complete knowledge of recipes, procedures, Team Member standards and training in these areas: quality of food, FAT (Flavor-Appearance-Temperature) evidenced in line checks and Guest feedback, correct portioning, consistency, sanitation and organization of walk-in, dry-storage, prep area, work table and burger bar.

### **Training and Retention**

**Expectation** - Hiring the right people by ensuring the training and retention program is followed and understood by Management, Team Members and Trainers. Retention goals must be seen as an overriding philosophy and an ongoing process. Clearly communicate standards, expectations, and offer continuous feedback in Burger Huddles, one-on-one reviews, and on an informal basis. Use existing or customized methods to verify learning. Teach clear goal-setting and follow-up with developmental advice. Success of subordinates is a direct measure of effective development and ensures retention of Team Members.

### **Planning and Organizing**

**Expectation** - Maintain a clear sense of direction and priorities for the restaurant on a daily, quarterly, and long-term basis. Continuously set understandable, challenging and



attainable Burger Goals for the unit and Team Members. Complete execution of daily shifts through proper scheduling and staffing, personal organization with note cards, Manager weekly calendar, incident reports, MOD log, administration, meeting preparation and proactive time management anticipating Cheeseburger Bobby's needs and following through on projects. Obtain efficiency through delegation and holding others accountable. Strive for an overall balance between personal and business organization.

### **Self Development**

**Expectation** - Take initiative and assume responsibility for personal growth and development. Be open to influence, direction and constructive feedback. Be aware of image and overall health through personal goal-setting, a clear sense of priorities, and striving for a balance between ones personal and professional life.

### **Teambuilding, Motivation, and Unit Morale**

**Expectation** – Develop an overall sense of energy and enthusiasm that is immediately evident in the unit. Through Manager attitude and body language create a positive and fun, yet challenging environment. Strive to show management participation and sensitivity needed to establish credibility and promote unity within the team. Be the “Model Manager” through attitude, involvement and positive influence. Establish an environment that does not permit or promote sexual harassment. Always show a capacity to recognize and reward good performance.

### **Operating Results**

**Expectation** – Utilize systems, controls, goals and budgeting to obtain overall profitability. The manager must be consistent and diligent with these tools. Develop an action plan for sales building and a balance between sales and profits. Effectively work the balance between operating results and quality of operations (i.e. staffing needs, equipment maintenance, etc.) Run consistent numbers while remaining compliant to Cheeseburger Bobby's policies and procedures.

### **Facility Maintenance**

**Expectation** - The building, including its furniture, fixtures, equipment, lighting, signage and landscaping must be consistently kept clean, maintained and repaired so as to project a positive image to Guests, Team Members, Managers, and Vendors. The Manager has the systems, controls, overall awareness and general repair knowledge to maintain the restaurant. Health code requirements must be adhered to and maintenance checklists and projects are kept up to date and seen through to completion.



### **Accountability**

**Expectations – Set all standards high and hold** yourself, as well as others, to those standards through effective delegation, follow-up and follow-through. Adhere to Cheeseburger Bobby's expectations and standards. Take responsibility for personal actions and store results. Hold Team Members accountable and ensure that evaluations are accurate and up-to-date.

### **Sense of Urgency**

**Expectations-** Demonstrate a consistent “do it now” attitude. Use good judgment in establishing daily priorities. Work expeditiously but not frantically. Control the shift vs. the shift controlling you.



## **Goal Writing:**

At Cheeseburger Bobby's we operate on the business principle that goals are critical to running a successful Operation. We have structured our goal format to incorporate the acronym of BURGER. Your goals must include each these acronyms:

<b><u>B</u></b> ehavior	"Conduct & Integrity"
<b><u>U</u></b> nderstood	"Agreed Upon"
<b><u>R</u></b> ewarding	"Valuable Experience"
<b><u>G</u></b> uest	"Receives Hospitality"
<b><u>E</u></b> mpower	"Delegates Duties"
<b><u>R</u></b> esults	"Notable Success"

Your goals must be for a One Month period, starting the first day of the month and ending on the last day of the month. Example would be starting June 1<sup>st</sup> and ending June 30<sup>th</sup>. Keep your BURGER goals to one page in length. Keep your goals focused on the aspects of Cheeseburger Bobby's operations. Select one area of your business to impact, any more then that will be hard to achieve. Here is a list of some operations challenges:

1. Sales inside the 4 walls
2. Team Member Training
3. Food Cost
4. Sanitation
5. Training and Retention
6. Marketing in the community
7. Labor Cost
8. Systems

Keep the BURGER format in mind to ensure your goals are a win-win for your operation, your staff and your Guest. When your Goals are complete ask yourself if they reflect the standards that the BURGER acronym exemplifies. Have you incorporated all factors? If you have then you have written attainable and workable goals.

Each member of your management team is expected to write BURGER goals.

On the next page is an example of a BURGER goal. This particular Cheeseburger Bobby's unit scored an 85% on the last QA Audit administered by Corporate. Here is an example of what the BURGER goals must look like to achieve a passing score of 90% or better.



Goals for Cheeseburger Bobby's

Any City GA

Starting June 1<sup>st</sup> 2009

Ending June 30<sup>th</sup> 2009

### **GOAL:**

To Score a 90% or better on next Corporate Quality Assurance Audit

- |   |                       |
|---|-----------------------|
| • Internal audit administered by GM and Manager #1  | June 2 <sup>nd</sup>  |
| • Implement department housekeeping checklists.   | June 7 <sup>th</sup>  |
| • Weekly housekeeping checklists approved by GM.  | June 14 <sup>th</sup> |
| • Meet with all Prep Team Members to review recipes and recipe cards. Have each manager prep 4 items per week. GM sign off    | June 17 <sup>th</sup> |
| • Coach Service Team Members on 2 minute/2 table rule. Any Service Team Members gets 100% Shopper Score, they win \$50 bonus. | June 19 <sup>th</sup> |
| • Role play "Power of 3" at Hamburger Huddles. Focus on greeting and selling special meal deals with all Guests.              | June 23 <sup>rd</sup> |
| • Power wash front door entrance and dumpster areas.  | June 25 <sup>th</sup> |

As you see this goal touches on all aspects of the BURGER format.



### **Numbers That Make a Difference to Your Bottom Line and Top Line!**

Here are real numbers that could impact each Cheeseburger Bobby's **Bottom Line!**  
What are the correct answers to the following questions? Do not look at the bottom of this page!

The cost of training one hourly Team Member is?

1. \$850
2. \$980
3. \$1099
4. \$1508
5. \$2077
6. \$2200
7. \$2400

The cost of losing a family of 4 who had a bad experience and tells 10 of their friends will be lost **Top Line** sales of?

1. \$750
2. \$980
3. \$1190
4. \$1800
5. \$2400
6. \$5000
7. \$9000

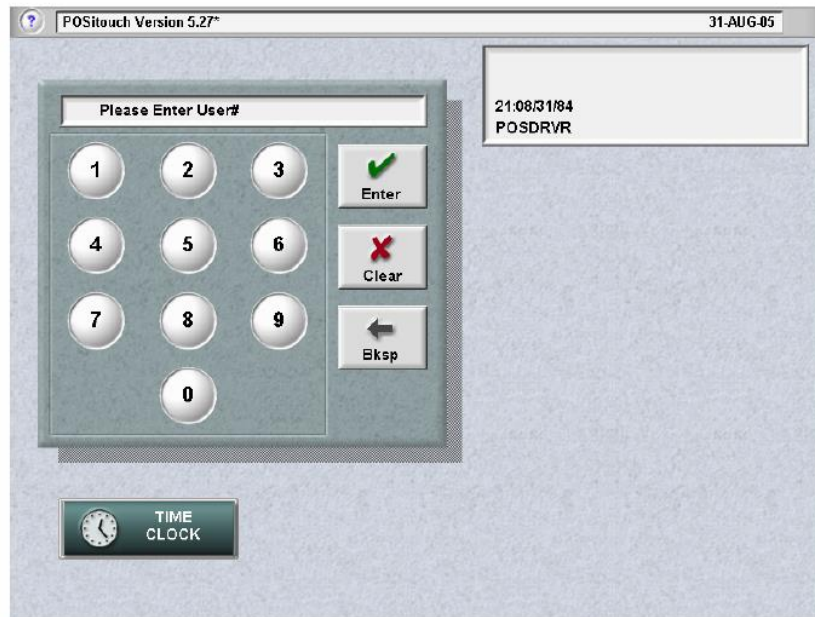
This scenario is based upon a family of 4 with a check average of \$25 visiting 3 times per month. That total would be \$75 a month. Assume that this family's bad experience is shared with 10 other families of 4 who will never dine with us because of this 1 bad experience and 1 poor recommendation! Here is how the numbers work:

**\$75 per month with each family of 4 dinning 3 times per month *times the 10 families!*  
That number is \$750 in lost sales for 1 month. Take that \$750 and annualize that!  
You have lost \$9000 in sales due to 1 bad experience that a Family of 4 had.**

This scenario could be very real. It is a fact that for every bad experience a Guest has in the service industry, they tell 10 people! Think about your past negative experiences you had while dinning. Did you go back? Did you tell anyone about your experience?

The answer to question 1 is number 7=**\$2400!** According to People Report in 2004 the cost for training 1 Team Member was \$2400. This cost includes: training wages, wages to the trainers, cost of management time spent with new hire, cost of uniform, cost of manuals, cost in food waste, and payroll taxes.





## **POSITOUCH QUICK SERVICE & DELIVERY HANDBOOK**

**With Credit Cards & Time and Attendance**

*For versions 5.22 – 5.29*

By  
**Retail Control Solutions**



## **Order Entry for Quick Service Take Out, Pick-Up and Delivery**

*There are many different configurations for quick service restaurants. Some have the very basics while others are using every feature and more. This manual is provided to give you a step by step of the most common features.*

### **“For Here” or “To Go” Orders**

1. Enter your user number.  
*\*\*most systems have a feature set up so that you only need to enter your user number once when you start working to log in for the shift. If the menu choices are showing, and your name appears in the top left corner—then your number is already entered.  
To cancel back to the front screen to either enter a new user number or log off, touch the “Quit” button.*
2. Touch the menu (i.e. “For Here”) that you want to order from.
3. Select the items that you wish to order by touching them on the screen.
4. When all of the items have been ordered touch the “Take payment” button.
5. Touch the “Cash” button if it is not already selected.

#### *To See Change:*

6. Type in the amount of money that you received from the customer and then touch the “Enter” button or touch one of the preset dollar amounts.
7. Touch “ok”.

#### *To not See Change:*

6. Touch “Enter.
  7. Touch “Ok”.
- 
8. The screen should return to the menu choices to ring the next order.



### **For a Credit Card Payment**

1. Press the “cc auth button” at the bottom of the payment screen.
2. Swipe the credit card.
3. The total amount of the check should be in the middle of the screen, press “Enter”.
4. The credit card slips should print out, have the customer sign one copy. If your restaurant does not accept tips then the check may close automatically, otherwise hit the “Okay” button and go back to the payment screen.  
*Hitting the “Quit” button here will store the check to memory and not close the check, you will need to go back and close it.*
5. Enter the total amount with tip and press “Enter”.
6. Press the “Ok” button.

*The screen should return to the menu choices to ring the next order, in some cases the screen will return to the first orderscreen in the first menu.*

### **To Remove an Item from a Check**

**\*\***These directions are for removing an item before it has been sent or printed. If the order has been finished see your manager handbook for overrings and deletions.

#### **From the order screen**

1. Highlight the item that you wish to remove on the on-screen guest check by touching it—it will highlight red.
2. Touch the delete (“Del”) button.

#### **From the view/edit screen**

1. On the order screen touch the “View/Edit” button.
2. Highlight the item that you wish to remove by touching it.
3. Touch the Delete button.
4. Touch “Return” to get back to the order screens or touch “Send/Prt/Pay” to take payment.



### **Sending an Order without Taking Payment (Phone Orders)**

1. Enter user number if not already logged in.
2. Touch the menu (i.e. "Pick Up") that you want to order from.  
*You may come to the phone number input screen, see delivery on how to enter phone numbers or using caller id or you may come to an orderscreen with a button that says "Name" on it so you can put the customers name on the order..*
3. Select the items that you wish to order by touching them on the screen.
4. When all of the items have been ordered touch the "View/Edit" button.
5. Review the order with the customer and then touch the "Send/Prt-Tot" button to print a check to be closed later.

For delivery orders where they are paying by credit card, touch the CC Auth button on the "View/Edit" screen, authorize the card then print the order with the "Send/Prt-Tot"

You can also go to the "Take Payment" screen ("Send/Prt-Pay, on View/Edit) then hit CC Auth and then "Quit" after your slips print to store the order for later payment.

*There may also be a "Send" button or "Print" button on the orderscreen so you do not have to go to "View/Edit".*

### **Closing Out a Printed Check (phone orders)**

1. Enter user number if not already logged in.
2. Touch "take payment".
3. Highlight the check that you want to close, if you used a name on the order it will appear on the check.
4. Touch the "Take Payment" button.
5. Touch the "Cash" button if it is not already selected.

*To See Change:*

6. Type in the amount of money that you received from the customer and then touch the "Enter" button or touch one of the preset dollar amounts.
7. Touch "ok".

*To not See Change:*



6. Touch "Enter."
7. Touch "Ok".
8. The screen should return to the menu choices to ring the next order.

#### Advance Orders

An advance order is done when a customer orders food for later in the day. For example: the local high school teachers want to pick up 10 pizzas for 5:00PM and it's still before lunch. You still want to ring the order in but not send it to the kitchen till later in the afternoon.

1. Order all the items.
2. Press the "Advance Order" button.
3. The current day is already selected for you, if it is another day you can press that day. This feature must be set to work ahead of time, otherwise checks for days other than today may be deleted at the end of the night.
4. Put in the time that you need the order, press AM or PM. See your manager about giving lead time for orders.
5. Go to "View/Edit".
6. Hit the Send/Prt-Total button.
7. A box will pop up asking you to send now, store for later or print a copy of the check. Hit "Store".  
"Store" puts the order in memory for later.  
"Send" will send the order and will ignore the time you put in.  
"Print" will print you a copy of the check but you will still have to hit "Store" or "Send".
8. When you sign back in the "Reopen Check" button will now say "Advanced Orders" on it as well. When you go into Reopen you will see all the checks. Checks that have not been sent yet will be yellow. There will also be a button for "Advanced Orders", that will display only Advanced Order checks.

If you need to send this order before the time you specified, you can send it from the Reopen screen or go back into the check and send it from View/Edit.



### **Delivery orders**

*In some cases the following is used for phone orders as well.*

1. Enter server number.
2. Touch "Delivery".
3. Enter the customer's phone number.  
(See below if you have caller id).
4. Touch "Enter".

### **For a Previous Customer**

The computer will recognize the phone number and the screen will show the customer's street and address information as well as their last order.

5. Verify that customer's information is correct (they haven't moved or it's not a new customer).
6. On the left hand side you will see the customer's last order.  
On this screen either touch "Accept" or "Place Order" to continue.  
"Accept" let's you place a new order.  
"Place Order" will order (repeat) all the items from the previous order displaying on screen onto the new check. The "Next" button allows you to scroll through their last 5 orders.

### **For a New Customer**

If the computer did not recognize the phone number

9. Go to keyboard and press new ( F2) to enter customer's account information or lookup an account.
10. Enter the customer's information.

you must enter:

- Customer's last and first name.
- Customer's address, don't forget their apartment number.
- Check for any special instructions for driver.
- Check that the town is correct

Press "Save".

This will bring up the touch screen with the key pad and customer's account number. Touch "Enter" and then touch 'Accept' on the next screen to continue with order entry.



### **If you have Caller Id**

When the computer prompts you to enter a phone number touch the function button that corresponds to the line #, line 1 (F3), line 2 (F4), line 3(F5), etc on the attached keyboard.

If the line # is not blocked the phone number will show up in a box, confirm the number with the customer and hit "Ok".

### **Other Features**

In some cases, when you press "Take Payment", you may see a screen with buttons that say "For Here" and "To Go". In this case you must select something on that screen before you can take payment on the check.

Also, you may have to put the customer's name on every order. You can select name on an order screen at anytime or the computer will prompt you when you go to print or pay the check.

More Information about the Delivery Module.

By pressing f2 at any time and selecting an entry from the account list you can bring up customer's information, but if you have entered information that day for a new customer, it will not appear until the next day

If you skipped adding the phone number to the order at the beginning of the order there is an account button on "View/Edit" that will take you back to it.

The lookup button allows you to lookup customers alphabetically.

A phone number can be in the system more than once to allow for different area codes and people changing numbers. If a number is in twice it will prompt you to confirm which account to use. To add a second account in on the phone number screen or the verify account screen just hit F2.





### **Transferring a Check from Cashier or Dispatcher to a Driver**

The Dispatcher or Cashier should transfer check to driver when driver is ready to deliver order. This is extremely important when there are multiple drivers and or the cashier handles other orders.

To Transfer Check

1. Enter server number.
2. Touch "Reopen Checks".
3. Touch "Delivery".
4. Choose the appropriate check or checks and touch "Enter".
5. Touch "Drivers".

Names will appear of drivers that are working, touch the correct driver and then touch "Transfer".

You may transfer the same check more than once if you make a mistake.

This process will now start a second timer under "Reopen Checks/Delivery". The first time listed is the time the order was placed. The second time is the time when the order was transferred to the driver.

### **Taking payment of a delivery check**

Depending on your configuration, a cashier may close the checks or the drivers must close them.

1. Enter employee number.
2. Touch "Take Payment".
3. Highlight the check you wish to close and touch "Take Payment".
4. Choose the payment type from the top right corner of the screen. This will prompt a payment type warning, touch "Ok" to continue or reselect appropriate payment type.

*The system will warn you anytime you try to pay a check that has either a credit card swiped or in this case, an account attached to the check when you try to change the payment method because it assumes you would pay it with the credit card or the account.*

### **If Cash**

5. Enter amount tendered.





6. Touch "Enter".
7. Computer will give change amount.
8. Touch "Ok"

If credit card

- ◆ After you have highlighted the appropriate type of credit card:
- ◆ Enter the total amount of the charge, including tip and touch 'enter'.
- ◆ Verify that the totals match or reenter correct information (tip amount should never be changed, reenter the correct total amount)
- ◆ Touch 'touch here to end sale'

### **Some other delivery features**

There is a button on the delivery screen that shows dispatched checks, undispached and all delivery. When you press it the view you are looking at will be displayed on the button.

There is a button on the drivers screen that says 'in/out'  
With this you can log drivers in and out, red is out, gray is in.  
When you log a driver out it will start timing them in minutes to give you an idea of who will be coming back soon.



## **PRE-OPENING CHECKLIST**

	<b>TASK</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>	<b>S</b>	<b>Su</b>
MOD	Drive around unit check for breach of security							
MOD	Check around building for trash: Guest Ready							
MOD	Lock door after opening							
MOD	Turn off alarm							
MOD	Conduct security walk through							
MOD	Turn on ½ A/C units 74°							
MOD	Read the Manager Log							

## **CHECKLIST**

### **ADMINISTRATIVE DUTIES**

	<b>TASK</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>	<b>S</b>	<b>Su</b>
MOD	Complete Service Sheets							
	Assign shift positions- Hello to all Team Members							
MOD	Call Production-Prep Sheets 100%							
MOD	Orders placed using correct order guides							
MOD	Retrieve bank deposit change order from bank, do these before you perform a run.							
MOD	Set up register							
MOD	Staple deposit to last night's cash sheet							
MOD	Audit last night's cash sheet							
MOD	Team Members arriving on time in proper uniform							
MOD	Make any pertinent phone calls							
MOD	Register counted – Initial on daily cash sheet (Note exceptions)							
MOD	Cash box counted – Initial on daily cash sheet (Note exceptions)							
MOD	Sales and Labor plan for day							

### **PREP AREA**

	<b>TASK</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>	<b>S</b>	<b>Su</b>
MOD	Check walk-in temperature 34° to 38° degrees							
MOD	Complete Build To Sheet Complete by (9:30)							
Fry	Fresh French Fries being cut and stored							
MOD	Check calibration of scales							
MOD	Check organization from night before (cooler and dry storage must be fronted) Grocery Store Look							

### **BOH AREA**

	<b>TASK</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>Th</b>	<b>F</b>	<b>S</b>	<b>Su</b>
Grill	Set-up sanitizer buckets, cook, fry, prep area							
Dish/Service	Trash run, complete after bank run							
Dish/Service	Organize chemical rack							
Dish/Service	Organize 3 compartment sink so team can wash as they go.							
Dish/Service	Check soda boxes in the back, change if needed							
Fry	Fry blanched for ½ day usage							



### BURGER MAKE STATION AND KITCHEN

	TASK	M	T	W	Th	F	S	Su
MOD	Turn on burger bar unit							
GRILL	Turn on fryer (9:00 AM)							
GRILL	Start cooking 9:30 AM)							
SERVICE	Set-up and fill burger bar items.							
SERVICE	Fill take-out supplies							
EXPO	Check burger bar temperature 38° to 40°							
EXPO	Check make-table temperature 38°to 40°							
COOK	Stock all cook drawers							

### RESTROOMS AREA

	TASK	M	T	W	Th	F	S	Su
Service	Check lights if out replace immediately							
Service	Make sure all trash is out							
Service	Check toilet tissue, hand towels, soap, and other							
Service	Check toilet seats top and bottom							
Service	Smell Clean and Sparkles							

### BEVERAGE AREA

	TASK	M	T	W	Th	F	S	Su
Service	Make tea 2 sweet 1 unsweetened iced tea							
Service	Ice bin full							
Service	Place all diffusers on machine							
Service	Check all condiments, Sugars, Sweeteners, Straws, Lemon packets, S&P, Utensils, Napkins							

### DINING ROOM

	TASK	M	T	W	Th	F	S	Su
Service	Check all chairs and booths							
MOD	Check previous closing cleanliness procedures. Note and exceptions and record in Manager Log							
Service	Check all light bulbs replace immediately							
MOD	Turn on ½ AC units (stagger to reduce cost)							
Service	Check all windows to ensure cleanliness (inside and out) Glass Clean							
Service	Check table napkins (fill if needed)							
MOD	Check floors for cleanliness, GUEST READY							
MOD	Spray for flies/Back door locked and secure							

**All the above must be completed by 10:30 A.M.**

**Unlock doors at 10:30: Hamburger Huddle at 10:45 GUEST IMPACT!**

**Shopper Ready 100% Treat all Guests as they are first timers and shoppers!**

	TASK	M	T	W	Th	F	S	Su
MON	Check on prep procedures							
MOD	Turn on remaining lights and AC units							
MOD	Orders Placed for the upcoming day							



## MID-AFTERNOON CHECKLIST

### ADMINISTRATIVE DUTIES

	TASK	M	T	W	Th	F	S	Su
MOD	Keep focused on Guest needs at all times							
MOD	Close out cash drawers							
MOD	Run readings verify cash							
MOD	Conduct interviews							
MOD	Calculate labor and record							

### PREP AREA

	TASK	M	T	W	Th	F	S	Su
Dish	Clean prep areas, including floors, and equipment							
MOD	Check Build –To- Chart, make adjustments							
MOD	Discard out of date product							
MOD	Check burger bar back-ups. Make adjustments to prep if needed.							
Expo	Sanitation Check/Sanitizer Buckets replaced every hour							

### BOH AREA

	TASK	M	T	W	Th	F	S	Su
Expo	Set-up sanitizer buckets, Discard old and start fresh							
Dish	Trash run							
Dish	Organize chemical rack							
Dish	Organize 3 compartment sink so team can wash as they go.							
Service	Check soda boxes in the back, change if needed							
Service	Check CO2 tank							
MOD	Ensure all floors are clean dry and areas are organized							

### BURGER BAR AREA

	TASK	M	T	W	Th	F	S	Su
Grill	Set-up, fill and flip burger bar items							
Grill	Empty all trash from the line							
Service	Clean all sneeze guards (Glass Cleaner)							
Service	Stock to-go supplies							
Grill	Switch out all utensils spatulas, and burger bar items							
Service	Stock all equipment and take-out supplies							

### RESTROOMS AREA

	TASK	M	T	W	Th	F	S	Su
MOD	Check lights if out replace immediately							
MOD	Make sure all trash is out							
MOD	Check toilet tissue, hand towels, soap, and feminine receptacle.							
MOD	Check toilet seats top and bottom							



### BEVERAGE AREA

	TASK	M	T	W	Th	F	S	Su
Service	Check teas / make if needed							
Service	Make sure ice is being produced							
Service	Check all condiments, Sugars, Sweeteners, Straws, Lemons, Eating utensils							
Service	Insure station is clean							

### DINING ROOM AREA

	TASK	M	T	W	Th	F	S	Su
Service	Check all chairs and booths							
Service	Check all light bulbs replace immediately							
Service	Check all windows to ensure cleanliness (Inside and Out)							
Service	Check table condiments and napkins (Fill if needed)							
Service	Check floors for cleanliness, no trash or debris							

**All the above must be completed by 5:00 P.M.**

	TASK	M	T	W	Th	F	S	Su
MOD	Burger Huddle with all PM Team Members Assign Service Sheets							

## CLOSING CHECKLIST

**CLOSE TO OPEN MENTALITY IS IMPERATIVE**

### PREP AREA

	TASK	M	T	W	Th	F	S	Su
Dish	Clean and organized							
Dish	Floors swept and mopped							
Dish	Dry storage faced, all cans labels facing out							

### BOH AREA

	TASK	M	T	W	Th	F	S	Su
Expo	Set-up sanitizer buckets							
Dish	Trash run, not after dark							
Prep	Organize chemical rack							
Dish	Check soda boxes in the back, change if needed							
Dish	Check CO2 tanks							
Expo	Ensure all floors and walk-in cooler spotless							

### BURGER BAR AREA

	TASK	M	T	W	Th	F	S	Su
Service	Empty all trash from the line							
Service	Clean sneeze guards							
Service	Stock To-go supplies							
Expo	Stock all baskets and equipment							
Fry	Wipe down stainless and condiment containers							



### RESTROOMS AREA

	TASK	M	T	W	Th	F	S	Su
Service	Check lights if out replace immediately							
Service	Make sure all trash is out							
Service	Check & stock toilet tissue, hand towels, soap							
Service	Wipe down counters, sinks, and faucets with disinfectant cleaning solution							
Service	Clean garbage baskets and feminine waste disposal receptacles							
Service	Sweep and mop							
Service	Clean all toilets and urinals inside and out with scrub brush							
Service	Clean mirrors with paper towel and glass cleaner.							
Service	Clean exhaust fan cover							

### BEVERAGE AREA

	TASK	M	T	W	Th	F	S	Su
Service	Fill ice bin if needed							
Service	Check all condiments, sugars, sweeteners, straws,							
Service	Insure station is clean							
Service	Empty all tea urns and take to dishwasher for cleaning.							
Service	Remove all diffusers soak in hot water							

### DINING AREA

	TASK	M	T	W	Th	F	S	Su
Service	Stock all napkin holders.							
MOD	Turn off fans.							
Service	Clean tables and chairs with sanitizer solution Table top (remove napkin holder) Table legs, chair seats, legs, and backs							
MOD	Turn off televisions							
Service	Organize tables in spec formation.							
Service	Clean booster seats with sanitizer solution							
Service	Clean high chairs and check the buckles.							
Service	Clean hanging light fixtures-Replace lights if need							
Service	Clean windows and doors-SPARKLE							

### REGISTER AREA

	TASK	M	T	W	Th	F	S	Su
Register	Wipe down front counter with sanitizer solution							
Register	Restock both the receipt and journal tape of each register if necessary.							
Register	Restock Styrofoam cup and lid dispensers							
Register	Empty the cashier's trash can and replace trash can liner with a new one.							
Register	Sweep the floor around the register area.							
Register	Remain in the store until your register drawer is counted by your manager.							
Register	Do not open any change rolls until they are needed.							
Register	All pagers clean and working							



### DISHWASHER AREA

	TASK	M	T	W	Th	F	S	Su
Dish	Take out all trash prior to 8:00 pm-							
Dish	Clean all baskets and equipment.							
Dish	Bring out baskets and equipment to front area							
Dish	Drain, clean, and dry 3/4-compartment sink.- Sanitized							
Dish	Clean and dry all self-serve tables (top and bottom).							
Dish	Sweep and mop floor							
Dish	Sweep and mop walk-in cooler.							
Dish	Bag all trash cans with new trash bags.							
Expo	Organize walk-in cooler: Face all labels fronted Remove all empty boxes, Remove all food products from floor, Organize all shelves							
Dish	Stack all trash in double bags by the back door.							
Dish	Wipe down all walls with soapy water hot water.							
Service	Break down and clean all tea urn nozzles with hot water							

### MANAGERS CLOSING DUTIES

One hour before closing (9pm Sunday-Thursday, 10pm Friday-Saturday), trash must be taken out to the dumpster. Back door(s) will then be closed and locked for the night and not opened for **any reason!!**

	TASK	M	T	W	Th	F	S	Su
MOD	Close and lock all doors, front and back.							
MOD	Turn off open sign							
MOD	Do not leave front of restaurant until every guest has left the store. Also, do not let anyone enter the restaurant after you have locked all of the doors.							
MOD	Perform a walkthrough of the restaurant to inspect for the presence of any people (other than on-duty team members) in the restaurant.							
MOD	Check the following areas especially: Dining room (under/behind tables. Restrooms (especially in stalls), Ceiling (look for displaced ceiling tiles) For Security							
MOD	“Z” out the register (s) and bring cash drawer (s) to the office. Never leave any unattended cash drawers in the office unless you have locked them in the safe and locked the office door behind you, even if you intend on being gone for just a minute.							
MOD	Count down the following and initial the daily sheet accordingly: Change box, Register drawer #1, Register drawer #2							
MOD	Complete the day’s bank deposit							
MOD	Complete daily sheet. You must call the store owner /supervisor if drawer is short by more than \$10.00							
MOD	Make a change order for the next day.							



### Managers Closing Duties Cont.

	TASK	M	T	W	Th	F	S	Su
MOD	Check next day's schedule to ensure proper staffing							
MOD	Closing Manager and Team Members Cars Move to front door							
MOD	Supervise the following all pre and closing duties.							
MOD	Verify appropriate amount of burger meat for next day in walk-in.							
MOD	Turn off all air conditioning units-TV-Sound System							
MOD	Check cooler operation/unit running/temperature 38° to 40° degrees Fahrenheit.							
MOD	Set alarm							
MOD	Exit building with a Team Member							





## The Successful Franchisee/General Manager

It has been asked many times what the company, franchisee, or supervisor is looking for in a potentially successful General Manager or Manager. What do you have to do to make your operation a shining example of efficiency and organization? We will touch on many of the key components needed and give you a checklist of sorts of what responsibilities you need to focus on in order to be a successful General Manager, an asset to Cheeseburger Bobby's, and your Franchisee.

It takes hard work, dedication, consistency, perseverance and passion to be a phenomenal General Manager. Those who emulate the above will reap the rewards and continue their journey to the next level and be successful in obtaining your financial goals.

Taking pride in your work and operating with little supervision without constant accolades is sometimes the road you must travel. You must be self propelled in finding your way without losing steam in our environment.

We will be supplying you with a list of items, task, and challenges that you must be aware of to be successful. You are not expected to complete all of them, however the team that you build is. As you assign tasks to your fellow managers remember you need to develop your team and set the expectations as well as give them the tools to complete the assignment that you give to them.

They will only be successful at the assignment if you set them up for success. You are their best resource for knowledge and guidance.

## REMEMBER IF THEY LOSE, YOU LOSE!!!

What are the **Key Characteristics** of the successful manager?

➤ Passionate	➤ Understanding	➤ Guest Focused	➤ Self Motivated
➤ Sympathetic	➤ Fast Paced	➤ Multi-task oriented	➤ Detail Oriented



Along with these Key Characteristic points Cheeseburger Bobby's has created a list of critical points to exceptional management. These Manager Criticals have 11 key points. If you hold yourself and your management team to these standards we will all be winners. (It is also suggested that the Manager Criticals be used as a standard when writing performance reviews of your management team).

At Cheeseburger Bobby's we believe that setting attainable goals is an intricate part of our success. When writing your BURGER goals or your managers are writing their goals use the Key Characteristics and the Manager Criticals as a bench mark in your preparation.

Running 14 great shifts per week (14/14) is the number one priority for each member of the management team. If we are not running a great 14/14 we run the risk of delivering poor service or food to a first time Guest. You as a manager must ensure the proper scheduling coverage is provided in each of those shifts. Your heavy volume shifts will be Friday am/pm, Saturday am/pm, and Sunday am/pm. These account for over 60% of your business. As the General Manager you want to be on duty these shifts to ensure the Team is executing to 100% of the standard.

These days are real Game Days, in football terms. Every shift is live and the game has begun! When writing the manager schedule the General Manager (The Head Coach) must be working each Game Day. It is suggested that Monday morning is the best time for the General Manager to be doing administrative office work including:

- Inventory
- Reviewing your key cost areas: Food Cost/Paper/Labor
- Doing the weekly Profit loss Statement
- Reviewing last week's sales
- Forecasting the coming week's sales/labor
- Marketing strategy meetings
- Holding Manager meetings/suggested 2 per month
- Manager or Key Team Member 1on1's/suggested 4 per month
- Reviewing Order Books

Think of this in terms of the head football coach. He is watching films from last week and planning for his upcoming game.

The GM/Franchisee must make time to review and get the team focused for the upcoming week.



## **Qualifying Your Team**

Developing your team is one of the best ways to insure your success. Providing the time and resources to make someone great promotes you as a great leader and team builder. This ensures that everybody is knowledgeable and efficient at their jobs. When team members know the expectations and have a knowledge base to draw from they get much more proficient at a task. Having numerous individuals effective at different positions gives you the flexibility to have a maximum impact on the operation and your shift.

Each week you must be meeting with your fellow managers to discuss the team's training needs. Identify who needs development and plan for it. If you don't have the time to develop your team you will fight endless battles during each shift. Investing in training time with your team members will pay off in the form of smoother shifts and increase the time you have to build sales later on.

Your team members must be tested on each position of the restaurant. You can verbally qualify the team by asking questions about each task they are performing.

## **Human Resources**

### **Counseling Team Members**

1. Greet the employee.
2. Identify the problem, giving specifics in a calm and friendly fashion.
3. Ask the employee for his/her input on the problem, paraphrasing the information he/she provides.
4. Ask the employee for a plan.
5. Summarize, spelling out the commitments.
6. Agree on a time and place to follow-up.

### **Disciplining Team Members**

1. Greet the employee.
2. Review the problem discussed in the previous meeting, what was agreed to, and what has happened since.
3. Ask the team member for his /her input, paraphrasing the information he/she provides.
4. Ask the team member what he/she plans to do.
5. Summarize, spelling out commitments.
6. Notify the team member of necessary formal procedures.
7. Agree on a time and place for follow up.



## Leadership

Cheeseburger Bobby's managers represent the ideal team member, and they provide the example from which other team members model their behavior. Managers must lead by example by showing an excellent work ethic, following Cheeseburger Bobby's standards and procedures, and displaying outstanding Guest service.

As managers, you have to realize how important our role is. The Guest experience is directly impacted by how we organize our crew and utilize our time and the team's time.

## Enforcing Cheeseburger Bobby's Standards

In addition to exemplifying the model Team Member, managers will also take an active role in enforcing Cheeseburger Bobby's standards as they apply to food quality, cleanliness, employee hygiene, uniforms, and service. The following must be consistently enforced each and every shift.

1. **Quality of food** – Only the freshest, hottest product must be served to the Guest. Insure that quality line checks are getting done before each shift. Take this time to guarantee all products meet our standards. They need to meet the **FAT test**. **F=Flavor A=Appearance T=Temperature**. If we are 100% in compliance with the FAT profile we will exceed what the Guest expects.
2. **Hygiene** –Team Members must be neatly groomed each and every time they come to work. Baths, deodorants, mouthwashes, and colognes are all known to be protective measures. Hair must be cleaned and neatly combed; long hair must be restrained. Arrive to work in 100% proper uniform.
3. **Uniforms** –Team Members must be instructed as to the designated uniform to be worn in the restaurant. The Cheeseburger Bobby's uniform includes: black, non-slip soled shoes (no sneakers), black belt, and pressed black pants, pressed Cheeseburger Bobby's shirt, name tag and Cheeseburger Bobby's hat. This uniform must be worn at all times and with all of the accessories issued. The most important part of your uniform is a **sincere SMILE!** A smile is such a critical part of our uniform. A great Smile radiates a contagious feeling to your fellow Team Members and our Guest.
4. **Service** – The distinguishing feature of Cheeseburger Bobby's is our outstanding Guest service. As a result, managers must make Guest service their number one priority. You only get one chance to make a first impression with our Guest. We must WOW our Guests with awesome service and great food.
5. **Sanitation**- Our Guests like to know they are eating in a clean, sanitized and well run business. Every Team Member must be very conscious of sanitation, using gloves when required and washing their hands often. Keeping your Cheeseburger Bobby's clean is everyone on the TEAMS job.

Cheeseburger Bobby's basic operating principles are the heart to our success. Each of these principles is basic and simple to execute. Each must become standard behaviour in



the execution of running shifts. It must be clear to all managers that being active with Guests and Team Members during hours of Operation is a standard requirement. Between the hours of 11a.m.-2 p.m. and between the hours of 5p.m.-9p.m. a manager or Key team member must be out front on the floor. If you must leave for any reason communicate to the shift leader.

**The Home Base Principle:** This is a simple principle that leads to great execution.

When running a shift one of the key locations for the manager to always be keyed into is the make table. From there 100% of the food quality and most of the service and cleanliness standards can be managed identified and rectified by the manager or by giving direction to a team member. When working your 8 steps always return to **HOME BASE**.

Getting out from behind the line must take place about every 20 minutes. Additionally, as the manager walks the dining room he/she must also be quickly checking the restrooms for cleanliness and stocking issues. Walk the back of the house to follow up on the prep, dish and storage procedures.

Little time must be spent in the office. Our business is so simplistic that during open hours the manager must not be in the office at all. It is imperative to the success of the business to focus on what is inside the 4 walls in the front of the house. When leaving Home Base always manage these 2 important action plans:

1. Praise the appropriate behaviors; this promotes more of the same.
2. Coach to the standard, if you do not address substandard work quality you in essence make a new standard. When you don't address inappropriate work behavior the Team Member thinks that you don't really know the standard yourself and lose respect for you as well.



## **Running a Quality Shift: Managing the 8's**

Below are the Managers Figure 8's items. The Figure 8's is an easy way to remember the areas you as the Manager must be touching on constantly throughout every shift. The General Manager and the entire team must be focused on the Figure 8's. By hitting the 8's list 100% you will be assured of exceeding our Guest expectations and creating raving fans in our restaurants. Once you have completed your figure 8, make notes. Address any issues and take immediate steps to fix any problems that impact food quality or Guest service. Once you have completed one Figure 8 go on another figure 8 trip. You must make several figures 8's during the course of your shift.

### **1. Checklist(s) completed and priorities are working.**

- a. Notes for Hamburger Huddle.
- b. Shift ready for Show Time.
- c. Catch Team Members doing it right!
- d. All Checklists are done.
- e. Hamburger Huddle done for shift.
- f. Game Plan and Guest Service Sheet ready.
- g. Game Time.

### **2. Burger Bar and Beverage Station 100%**

- a. Burger Bar products stocked and looking great.
- b. Condiments full-pumps working and spotless.
- c. Sneeze guard sparkles.
- d. Ice full and Soda Boxes stocked for volume.
- e. Discard ice on Coke machine tray.
- f. Teas (sweet/unsweetened/full).
- g. Floors being kept clean.
- h. Napkins and disposable cutlery stocked.

### **3. Dining Room Floor and Front Door**

- a. Front Door- Windows Sparkle.
- b. Parking lot- Entrance into Cheeseburger Bobby's Clean of all trash.
- c. 2-2 rule is being followed team member working Service.
- d. Offering refills and mints to Guests.
- e. Offering Fry refills and samples.
- f. Clearing baskets when Guest is done.



#### **4. Restrooms**

- a. Service person monitoring restrooms every 15 minutes.
- b. Restocking throughout the shift.

#### **5. Make Table**

- a. Floors and counters clean.
- b. Sanitizer out and being used.
- c. Glove use 100%.
- d. Team Members acknowledging every Guest.

#### **6. Entire Line**

- a. Great food quality.
- b. Meeting time standards 6 minutes total.
- c. Team Work taking place.
- d. Cleanliness and Sanitation.
- e. Custards being prepped and sold in 2 minutes or less.

#### **7. Prep/Dish/Walk-in Cooler**

- a. Running clean at all times. Health Department Ready.
- b. Sinks have proper solutions and sanitized.
- c. Back Door locked and secure.
- d. All Products stored in proper temperature zones.
- e. All equipment working and clean.

#### **8. Brief your steps 1-7. Then Back to step 1**

- a. When running the steps immediately fix any issues that impact the Guest or Team Member.
- b. While running the steps always look for your Team Members doing the right things. Praise and reward!
- c. Make sure you are taking notes. When you are done with your shift transfer the notes to the Manager Log.
- d. Now back to step 1 and repeat this process through the course of your day. If you stay focused on these steps, you will be successful.



### **Greeting your Guests at the register.**

You are responsible for creating the feeling of hospitality for everyone who walks in the door. When Guests walk in, always speak to them first. By speaking first and using a warm and friendly tone of voice, you will set the mood for the entire meal. If business is slow and you are cleaning when Guests walk in, immediately stop what you are doing and greet the guests. This lets your guests know that they are important to you.

If small children are in the group, ask the parents if a high chair or booster seat is needed. Do not place the child in the chair yourself.

If the rush is hectic, acknowledge your guests by smiling and cheerfully asking how they are doing. This lets them know that you are aware of their presence and establishes your approachability.

Greet your guests with a smile. If you know your guest's name, then be sure to use it. Greet guests with different greetings so that you do not sound like a parrot that has memorized his lines. Always speak clearly and patiently. Repeat yourself if necessary for your guests. Be polite and say "please" and "thank you" and "It's my pleasure!" respectfully to them. When speaking to your guests always give them your undivided attention and listen carefully.

### **Walk Fresh French Fries, Mints and Offer Drink Refills.**

After greeting your guests, let them know your name. "My name is \_\_\_\_\_, please let me know if there is anything I can get for you."

#### **Beverage refills**

1. When re-filling beverages, do not touch the cup at the lip line. Always hold the cup near the bottom.
2. Do not handle ice with your hands.
3. Fill the cup 3/4" from the rim.
4. When you serve the drinks to your guests, always hold the cup as close to the bottom as possible. Hold mugs and pitchers by the handle.

#### **Fry refills**

1. Offer Guests another smaller portion of fries. The amount is approximately 2 oz.
2. If they decline ask if you can remove their plate and then offer a mint.





### **Sincerely Thank the Guest for Visiting and Invite Them Back Again.**

Be aware of your Guest at all times so that you will notice when they are leaving. As they are leaving invite them to return to Cheeseburger Bobby's and tell them what a pleasure it has been to serve them. This is your last opportunity to impress the customer. Let your guest know that you are excited they chose Cheeseburger Bobby's.

### **Four Ways to Impress Cheeseburger Bobby's Guest.**

1. Execute Guest orders quickly and flawlessly.
2. Learn guest names.
3. Learn how to spot first time Cheeseburger Bobby's Guests. You may ask Guests if this is his/her first visit. If so, point out all aspects of the fresh menu, including drink station, burger bar, nuances of the frozen custards desserts, etc. In short; you need to make a solid first impression.
4. Offer to serve a child's drink in a kid cup with a lid.

### **Standard Etiquette when Dealing with our Guest:**

1. Don't serve anything that is not perfect.
2. Never say you don't like a particular product. Say, "Many of our Guest's love that but my favorite is..."
3. Thank Guests for all compliments whether they are directed at you, the restaurant, or someone else.
4. Don't let one unhappy or unappreciative Guest affect the service to another. If a Guest has a problem, correct it as tactfully and graciously as possible and move on to the next Guest.
5. Speak well of your restaurant's food, service, management, and team members both inside and outside the restaurant.
6. Never say no to a Guest request, even though it may sound outrageous, either do it or offer an alternative.

### **Helpful Management Tips**

- Keep an eye on the parking lot. When you see numerous cars pull in you can assume that you will need burger patties. Get them on the grill. It will take them about 1-2 minutes to get in the door, 1-2 minutes to place their order, get cups, and pay. By the time they get to their table their order must almost be completed.
- You must have the appropriate par levels of baskets to get through a busy shift without having to wash any. This situation gives you the ability to focus on turning tables and taking care of the guest rather than constantly monitoring equipment amounts during peak volume.
- Cross-utilize your staff effectively. If you need more tables cleaned pull team members from other areas to assist getting tables cleaned. Remember the more



positions your team members can perform the more efficient and flexible your restaurant can be run. Imagine a work force where everyone can perform in every position. You then have flexibility, numerous trainers and the power to discipline your team when needed without the fear of that member walking out leaving you high and dry.

- Make sure your OMC checklists are completed. The best way to prepare for a shift is to be set up.
- Be certain you have plenty of change in the till. Taking time in the middle of a busy shift is not good. You have numerous other responsibilities you have to be looking after.

### **The HOW's**

Remember your restaurants success depends on the **HOW'S**

HOW fresh are your products?

HOW clean is your restaurant?

HOW great is the service?

At \$3000 worth of sales that equals about 400 guests dining at Cheeseburger Bobby's a day. That is 400+ people talking about HOW great or HOW bad a dining experience they had.

That's a lot of word of mouth floating around a community.



## Labor Scheduling

The Work Schedule is a most valuable tool available to you. If it is used properly, your restaurant will run well, stay clean and maintain controls. The schedule is your overall plan for each day, week and month. Labor hours are both an expense and a resource. By having the right people working at the right time you maximize sales and deliver the best customer experience while staying on budget.

There are several tools that you need to build a Work Schedule:

- Availability Worksheet: this is your list of employees with the days and hours they are available and the lists the positions they can work.
- Hourly Sales Guide: projecting sales is the foundation of making a schedule. The Hourly Sales Guide provides the historical sales to help you project the current week's sales.
- Promotion Schedule/Calendar: planning for coupons drops, product promotions, and school nights allows you to have the staff on hand for potential sales increases per day and per shift.
- Labor Productivity Chart: this chart gives you the information to determine the number of staff needed per sales hour taking into account the experience of your staff.

Before you start to make out a schedule, be sure you have the tools you need have been updated with current information:

- The most recent Hourly Sales Guide
- Employee Availability Form
- Employee requests for days off
- Promotion schedule
- Last week's Work Schedule

Be sure you choose a quiet place to do the schedule where you will not be interrupted. Give yourself at least 1 to 2 hours to complete it. Before starting review the following:

1. Sales Projections are the most important part of scheduling since they provide the basis for all other computations.
  - a. Use Hourly Sales Guide to compute the average of last 2-3 similar weeks
  - b. Adjust for promotions or LSM efforts.
  - c. Revise for local events such as parades, concerts, or ball games. Look at the Hourly Sales Guide for previous year sales on the event dates.
  - d. Review previous week's schedule for observations that apply to current week.



2. Do Sales projections by hour for each day of the week.
3. Determine number of people needed per hour.

Once you have determined the hour's sales, determine the number of people needed using the Labor Productivity Chart. Consider which part of the hour has the most sales to determine if people should be brought in on the 1/2 hour. Consider your team's experience level and position knowledge when scheduling.

4. Schedule Management shifts.

Make sure a Management person (including Shift Manager) is responsible for each shift. Keep the Management overlap to as little as possible. The manager should always be in the restaurant during the busiest times and should work some weekends and nights. Schedule time for management responsibilities.

5. Add hours for all additional jobs.
  - a. Opening
  - b. Set-up prep
  - c. Closing
  - d. Orientation/Training
6. Add hours for special events and LSM activities.

7. Double check that you are within the labor standard for the week.

Calculate the hours you project to use based on the projected sales volume. Look carefully over your projections and your numbers of people to catch any weak spots or errors.

The minimum coverage for lunch is four people between 11:30 am and 2 pm and three people at minimum during all other hours of operation. It is highly recommended to have four people on staff from 5 pm to 8:30 pm.

8. Invest additional hours to build the business.
  - a. Lunch
  - b. Dinner

If you have scheduled to beat the standard for the week, look for places to invest additional hours to build the business.

9. Write in names.



When figuring your team's placement on the schedule, consider personalities that work together well. Also schedule your inexperienced staff with the more experienced. Once the names and positions are filled in, schedule a break for each person working over a 5 hour shift; make sure the area is covered. Always make time for training and cross training. If you have staff that worked a fixed weekly schedule, put them on the schedule first.

#### 10. Schedule breaks.

Always schedule breaks along non-peak hours. Block that person off the schedule and make sure they're covered.

#### 11. Review training needs/goals and revise shifts as needed to have experts working when training will take place.

Schedule trainees with strong employees that can pick up the slack for a new person. The restaurant manager should always work with new people on their first day.

#### 12. Post by 5:00 p.m. on Thursday.

The schedule is a management tool. If sales are consistently down, you will need to adjust the rest of the week's sales in addition to the labor and product needs. Never wait until Sunday to adjust for the week's low sales. Let the schedule help you by marking special situations. Also, mark on the schedule communications or motivations; you'll be surprised how many of your staff will read it.

## Availability Worksheet

The Availability Worksheet is used as a reference for scheduling and hiring needs. It is a record for when employees are available to work throughout the week as well as in what positions they are proficient.

How to use:

1. List employee name and phone number under the appropriate day/part.
2. Mark the days of the week the employee can work.
3. Rank the positions in which the employee can work.
4. Keep this chart with you when completing the schedule.
5. Write in employee's age if under 18.



The Availability Worksheet can be an invaluable tool for scheduling and covering positions during sickness or employee shortages.

## **Manager Schedule**

Prepare a monthly manager schedule and post it the week before the preceding month. The manager schedule must take into account management responsibilities and upcoming events including: Local Store Marketing, holidays, days off and meetings. Completing a monthly schedule for managers allows them to better balance their work and personal lives. It insures that critical manager tasks are planned for and completed on time. The manager should work mostly mid shifts, working lunch through the busiest part of dinner. The assistant manager should work the busy day parts with open or close shifts. The assistant manager covers the mid shifts when the manager is not working. Crew leaders cover the less busy closing and opening shifts.

## **Shift Position Chart**

The shift position chart is a tool designed to be used by the manager on duty. The purpose of the chart is to ensure the manager on duty is positioning employees according to Cheeseburger Bobby's deployment standards. Additionally, each position should be filled by a well-trained employee, ensuring we have our "aces in their places." Proper staffing, training, scheduling and positioning are all key components to be rush-ready and provide every customer a great Cheeseburger Bobby's experience.

The shift position chart should be laminated and posted in area of the store visible to team members and out of view to customers. The manager on duty is responsible for filling in the blanks before opening for lunch and after shift change for dinner. (Tip: Use a dry erase marker for easy marking and clean-up)

The shift position chart was designed to work in sync with the Cheeseburger Bobby's labor scheduling tools.

In order for the position chart to be an effective tool for the manager on duty, the back-up work must be done to ensure accurate schedules are created by using accurate and current sales.

Anytime the manager assumes responsibility for a shift, one of the key responsibilities is to verify staff coverage for the shift. The first step is to review the schedule to be sure no one will be running late to work, manager simply fills in the laminated position chart.

By making the position chart part of the manager's daily routine, it forces them to consider his or her team, and to place team members in positions that will ensure the best experience for Cheeseburger Bobby's customers. Additionally, fellow employees will



grow accustomed to checking the chart as soon as they clock-in to begin work immediately. By highlighting shift priorities and other team member's shifts, everyone will be aware of in and out times and how they can support one another to make it a productive workday. Having the shift huddle for each shift in front of the position chart will reinforce the manager's communication.

## **Labor Productivity Chart**

In order to figure the number of staff required per sales hours, you need the Labor Productivity Chart. The chart gives you the information to layout.

## **Opening and Closing Labor Hours**

Opening and closing hours are determined by the size of the restaurant, sales volume and pre-closing hourly sales. The size of the restaurant impacts closing hours, the bigger the dining room/kitchen area the longer it can take to close. Another impact on closing hours is the sales volume of the hours just before close. Higher sales volumes make reduce the amount of pre-closing that can be done, therefore increasing work to be done at close. Lastly sales volume impacts the morning prep need to get the restaurant ready to open.

As a starting point, it is recommended to schedule 4 to 5 hours for opening and 4 hours for closing. The 5 hours for opening includes:

1. Two employees arrive at 9 a.m.
2. The third employee arrives at 10 a.m. This should be the restaurant manager or shift leader.
3. The opening checklist is completed with the restaurant ready to open at 10:45 a.m.

The 4 hours for closing includes:

1. Three closers and the shift leader/manager comprise the closing crew.
2. The closers are assigned to each of the closing zones: dining room, service area, grill area, and kitchen.
3. Each closer completes their zone checklist and helps others complete closing their areas.



## **Position Validation: Dish/Prep**

Initial to indicate you have demonstrated competence in following areas:

### **MIT**

- \_\_\_\_\_ Read the primary and secondary duties and follows proper practices
- \_\_\_\_\_ Adheres to critical success factors
- \_\_\_\_\_ Read the 3S's section of the Operations Manual
- \_\_\_\_\_ Demonstrated knowledge of the following Dish duties
  - 3 compartment sink standards with proper chemical levels
  - Sanitation usage of sanitizer buckets
  - Back of the house FIFO of dry storage
  - Walk-in cooler organized to health department code
  - Security of back door locked at all times
  - Assist service Team Member
  - Completion of prep sheet/prepping of product to recipe adherence
- \_\_\_\_\_ Properly used cutlery and cutting boards

\_\_\_\_\_  
Manager-In-Training

\_\_\_\_\_  
Certified Trainer

\_\_\_\_\_  
Date





## **Position Validation: Service**

Initial to indicate you have demonstrated competence in following areas:

### **MIT**

\_\_\_\_\_ Read the primary and secondary duties and follows proper practices

\_\_\_\_\_ Adheres to critical success factors

\_\_\_\_\_ Complete knowledge of service opening and closing checklist

\_\_\_\_\_ Demonstrated knowledge of the following Service duties

- Burger bar set up and Guest ready
- Beverage area prepped and set up
- All pump stations are stocked and clean
- Adhere to 2/2 standards on all tables
- Offer great Guest service
- Service sheet initialed
- Restroom checked every 15 minutes
- Proper use of sanitizer

\_\_\_\_\_ Is always wearing a smile

\_\_\_\_\_ Shows great Guest service at all times

\_\_\_\_\_  
Manager-In-Training

\_\_\_\_\_  
Certified Trainer

\_\_\_\_\_  
Date



## **Position Validation: Grill Cook**

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Initial to indicate you have demonstrated competence in following areas:

### **MIT**

- \_\_\_\_\_ Read the primary and secondary duties and follows proper practices
- \_\_\_\_\_ Adheres to critical success factors
- \_\_\_\_\_ Complete knowledge of opening and closing duties
- \_\_\_\_\_ Prepared required items on Grill prep list to specs and usage of recipe card
- \_\_\_\_\_ Maintains sanitation standards regarding proper temperatures and sanitizer
- \_\_\_\_\_ Demonstrated knowledge of the following Grill duties
  - Knowledge of Grill flat top temperature and product placement
  - Stocking of product in cooler drawers
  - Correct usage of tongs/spatulas/gloves
  - Adding on of burgers, chicken, hot dogs, veggie burgers and grilled cheese in proper times
  - Correct seasoning and amount of seasoning on proper product
  - Cooking all products to correct temperatures
  - Ongoing maintenance of grill
- \_\_\_\_\_ Sells Grill items in 5 $\frac{1}{2}$  minutes
- \_\_\_\_\_ Is always keeping area clean and sanitized

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Manager-In-Training

---

Certified Trainer

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Date



## **Position Validation: Bun**

Initial to indicate you have demonstrated competence in following areas:

### **MIT**

- \_\_\_\_\_ Read the primary and secondary duties and follows proper practices
- \_\_\_\_\_ Adheres to critical success factors
- \_\_\_\_\_ Complete knowledge of opening and closing duties
- \_\_\_\_\_ Maintains sanitation standards regarding proper temperatures and sanitizer
- \_\_\_\_\_ Demonstrated knowledge of the following Bun duties
  - Knowledge of Bun flat top temperature and bread rotation
  - Rotation of bread on bread rack/FIFO
  - Proper amount of liquid margarine on buns
  - Proper cooking of buns to golden brown color approximately 3 minutes
  - Proper cooking of hot dog buns for 3 minutes on grill shield
  - Coordinates timing with burgers off the grill with buns in the baskets
  - Ongoing maintenance of bun flat top
- \_\_\_\_\_ Sells items in 5 1/2 minutes

\_\_\_\_\_  
Manager-In-Training

\_\_\_\_\_  
Certified Trainer

\_\_\_\_\_  
Date



## **Position Validation: Register**

Initial to indicate you have demonstrated competence in following areas:

### **MIT**

- \_\_\_\_\_ Read the primary and secondary duties and follows proper practices
- \_\_\_\_\_ Adheres to critical success factors
- \_\_\_\_\_ Complete knowledge of opening and closing duties
- \_\_\_\_\_ Demonstrates skill set to up sell to our special or featured items of the day
- \_\_\_\_\_ Demonstrates knowledge of the following Register duties
  - Product familiarity, know all menu items and prices
  - Able to move from screen to screen on POS system with skill and knowledge
  - Adherence to 4 steps in “Service Priorities”. Greet Guest/Ring the sales/  
Taking payment/Salutation to the Guest
  - Handle any Guest complaints with great concern and care
  - Communicates to Grill and Fry needed to drop items
  - Communicates to Team Members flow of Guest in line and at door
  - Proper procedure with Togo orders
  - Shows proper skill with cash handling
- \_\_\_\_\_ Communicates to MOD when second register needs to be in use

\_\_\_\_\_  
Manager-In-Training

\_\_\_\_\_  
Certified Trainer

\_\_\_\_\_  
Date



## **Position Validation: Expo**

Initial to indicate you have demonstrated competence in following areas:

### **MIT**

- \_\_\_\_\_ Read the primary and secondary duties and follows proper practices
- \_\_\_\_\_ Adheres to critical success factors
- \_\_\_\_\_ Maintains sanitation standards with proper temperatures and sanitizer buckets
- \_\_\_\_\_ Complete knowledge of opening and closing duties
- \_\_\_\_\_ Maintains FAT standards at all times with all products
- \_\_\_\_\_ Demonstrates knowledge of following Expo duties
  - Great communication with all line team members on “all days”, cook times, and running duties
  - Sets all baskets in proper order with lead ticket in number 1 position
  - Proper toppings placed on buns
  - Supports Service Team member with service check list
- \_\_\_\_\_ Keeps all Team Members focused on great food and great Guest service

\_\_\_\_\_  
Manager-In-Training

\_\_\_\_\_  
Certified Trainer

\_\_\_\_\_  
Date



## **Position Validation: Fry Cook**

Initial to indicate you have demonstrated competence in following areas:

### **MIT**

- \_\_\_\_\_ Read the primary and secondary duties and follows proper practices
- \_\_\_\_\_ Adheres to critical success factors
- \_\_\_\_\_ Maintains sanitation standards with proper temperatures and sanitizer buckets
- \_\_\_\_\_ Complete knowledge of opening and closing duties
- \_\_\_\_\_ Complete knowledge of fryer filtering and boil out schedule
- \_\_\_\_\_ Prepared required items on Fry prep list to specs and usage of recipe card
- \_\_\_\_\_ Demonstrates knowledge of following Fry Cook duties
  - Blanching and Cooking of fries to FAT standard
  - Coordination of items with Grill Cook to meet 5½ minutes cook times
  - Dropping of items called out by Register Team Member
  - Continue maintenance of fry oil with skimming and topping off of oil
- \_\_\_\_\_ Is always keeping area clean and sanitized

\_\_\_\_\_  
Manager-In-Training

\_\_\_\_\_  
Certified Trainer

\_\_\_\_\_  
Date