



# *Checkers*®



# *Rally's*®

**2015 OPERATIONS MANUAL**







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## **OPERATIONS MANUAL 2015**

The Operations Manual is designed to be used as a Job Aid/ Reference Guide for Managers, as a guideline and for effective operations of a Checkers®/Rally's® restaurant. This manual includes Product, Position and Non-Service information required to run a restaurant on a daily basis.

The Operations Manual will be reprinted in this format approximately every twelve months to accommodate any changes that may occur.

This is a communication tool, meant to keep you informed of any procedural changes that affect your daily functions.

## NOTICE

Throughout this manual, special instructions are highlighted in red ink. When the special instruction may create a hazard if performed incorrectly or carelessly, you will note the words “CAUTION” and “WARNING” accompanied by the  icon.

Please pay special attention to all items outlined in red.



Hazards or unsafe practices which could result in personal injury, death or property damage.

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Some of the products described in this manual are optional and should only be used upon approval of the person in charge of operations in your area. For questions concerning approved products, further information can be obtained from the Operations Services Department at Checkers Drive-In Restaurants, Inc.

# OPERATIONAL MANUAL CHANGE SHEET

SECTION	CHANGE	WHY
Onions-Diced/Grilled/Sliced	Portioning from ½ oz. ladle to squeeze bottle for water used when grilling onions.	Food Safety
Chili	Added Microwave Procedures	Procedure Change
Cheddar Cheese Sauce	Added Microwave Procedures	Procedure Change
Mushroom Sauce	Added Microwave Procedures	Procedure Change
Chili	Quantity of Small Meat Patties used for making Chili to 36	Procedure Change
Chili	Meat Patties held in steam well for Chili- time has changed to 4 hours	Food Safety
Equipment/ All Products	Temperature change to 340 degrees F	Quality Concern & Procedure Change
Meat Patties	Hold time for small meat patties changed to 20 minutes	Procedure change
Potato Skins	Removed product	Product Change
Sauces- dipping	Added Buffalo Dipping Cup Product	Product Change
Sandwich Builds	Fry Lover Burger, Two Cheesy Burger, Big Chicken Deluxe, Spicy Chicken Cheezer	
LEGEND:   FS=FOOD SAFETY   PC=PROCEDURAL CHANGE/CLARIFICATION   QC=QUALITY CONCERN		



## OPERATIONAL MANUAL CHANGE SHEET

SECTION CHANGE		WHY
<b>Cashier</b>	Removed BLAST- Added LAST Method	Procedure Change
<b>Equipment</b>	Added PITCO Fryer Programming	Procedure Clarification
<b>Grill</b>	Small Meat patties removed time change to 2:30	Procedure Change
<b>Hot Dog</b>	Added Wrapping Procedures	Procedure Clarification
<b>AM-Maintenance</b>	Removed the AM Maintenance Checklist	Procedure Change
<b>Equipment</b>	Added Menu Master Microwave Procedures	Procedure Clarification
<b>Equipment</b>	Added NGT timer procedures	Procedure Clarification
<b>Equipment</b>	Added VCT 1000 Toaster Maintenance	Procedure Clarification
<b>Equipment</b>	Electrofreeze Shake Machine Procedure	Procedure Change
<b>Chemicals</b>	New Chemicals Added	Product Change
<b>GO Eval</b>	Calculating Service Times	Procedure Change
<b>IMPACT</b>	Added Definition of IMPACT	Procedural Clarification

**LEGEND:** | FS=FOOD SAFETY | PC=PROCEDURAL CHANGE/CLARIFICATION | QC=QUALITY CONCERN

# ICON REFERENCE SHEET

## ICON

## REFERS TO



- Refers to Desired Result: The desired outcome of the section. (i.e. to To prepare hot Apple Pies dusted with cinnamon sugar that delight our Guests with every bite).



- Refers to Tools and Supplies needed to complete the appropriate section.



- Refers to the Shelf Life for the appropriate product.



- Refers to “How We Prepare”, with sub-sections such as: Receiving, Product Specification, Storage, Quality, Cooking, Preparing.



- Refers to the Quick Reference.
- Quick Reference provides a short recap of critical information within each section.



- Refers to Overview.
- The section overview is found on the first page of each section, and provides a summary of important information for each section.



- Refers to an Optional section. An example of an optional section is Grilled Chicken, because not all restaurants carry Grilled Chicken.



- Refers to Quality.
- This icon is used to point out Quality Checkpoints for each product.



- Refers to Hold Time.



- Refers to Hazardous Activity/Use Caution.

# OPERATIONS MANUAL SUGGESTION FORM

Should you have any specific comments or suggestions related to this Operations Manual please email the Training & Development Department at [OpsManual@checkers.com](mailto:OpsManual@checkers.com) with the information listed below.

- Suggestions
- Name
- Position
- Restaurant Number/Area
- Address
- Phone number

# MANAGEMENT ACKNOWLEDGEMENT FORM

I acknowledge that I have read and understand the changes identified in this reprint of the Operational Procedures Manual.

Level	Signature	Date
DM/MUO		
GM		
GM		
ASST		
ASST		
SHIFT		
SHIFT		
SHIFT		
SHIFT		
SHIFT		
SHIFT		





# **Product Section**



# Apple Pies

## OVERVIEW



### Desired Result

- To prepare hot Apple Pies dusted with cinnamon sugar that delight our Guests with every bite.



### Quick Reference

- Shelf life of frozen Apple Pies: 360 days(walk-in freezer).
- Freezer storage temperature: 0 to -10 degrees F
- Fryers should be set to 340 degrees F for Pitco and Frymaster fryers.
- Cook time: 6 minutes and 30 seconds.
- After cooking, Apple Pie is to be coated in cinnamon sugar.
- Minimum basket load: 1
- Maximum basket load: 14
- Hold time for cooked Apple Pies: 2 hours (under heat lamp).
- Apple Pies are placed in Apple Pie Bags.



### Tools & Supplies

- Apple Pie Basket
- Clean, dry towels
- Transfer Pans with False Bottom
- 1/3 x 4 inch pan (for Cinnamon Sugar)
- 1/3 x 4 inch pan (for holding cooked Apple Pies)
- 1/4 baking sheet transfer tray
- 1 Pair of Tongs
- Walk-in Freezer (check temperature = 0 to -10° F)
- Reach-in Freezer (check temperature = 0 to -10° F)
- Sifter



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up shortening spills immediately.
- Be cautious around hot oil, it can cause severe burns.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Inspect all Apple Pie Baskets before use.
- Use the proper fry apron/gloves/mask when changing or filtering oil.



# Apple Pies

## HOW WE PREPARE



### Receiving

- Received from Distributor at 0 degrees F. +/- 10 degrees F.
- **Do not accept cases that have been damaged, opened or thawed.**
  - ✓ Absence of visible ice crystals.
  - ✓ Not split or broken, which will allow the contents to leak out during cooking.
- Verify cases received to cases charged on invoices.
- Write delivery dates on all cases received.

### Product Specification

- 3 ounce rectangle pie with filling consisting of apple chunks with cinnamon filling.
- Apple Pies are packed 10 pies per carton with 12 cartons per case. (pack size may vary by supply)
- Apple Pies must be cooked from a frozen state to ensure consistency.
- Shelf Life: 360 days from the production date.

### Storage

- Date each case and rotate in freezer, using “FIFO” method of rotation.
- Store in freezer at 0 to -10 degrees F.
- Cases must be stacked on the required storage racks, NOT directly on the floor.
- When storing the product, ensure that it is spaced 6 inches from the floor, 2 inches from the wall, and 1 inch between each stack for proper air circulation.
- Care should be taken not to stack heavier product on top, which will result in crushed Apple Pies.
- Store limited amount of product in small upright holding freezer at 0 to -10 degrees F.
- Keep product stored in the original box when holding in small holding freezers.

### Quality



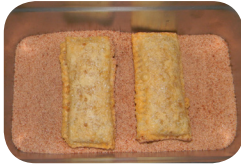
- Consistent light brown.
- Cinnamon apple aroma.
- Mild tart apple cinnamon flavor.
- Crispy light texture with slightly sweet crust. Crisp, not oil soaked with a bubbly appearance.
- **If over 50% of the glaze has fallen off, it should not be cooked and the Manager in charge should be notified.**
- **If cracked or leaking Apple Pie should not be cooked.**
- Reseal open boxes and place them into the Reach-in freezer.

# Apple Pies

## HOW WE PREPARE



### Cooking



- Apple Pies are to be cooked 20 minutes before the restaurant opens.
- Place the appropriate amount of Apple Pies on their sides in the Pie Basket.
- Do not lay Apple Pies flat on top of pie basket. Maximum 14 pies cooked per batch.
- After placing the pies into the basket, ensure you swing the holding arm of the basket over the pies.
- Slowly lower the basket into the first cook vat and activate the appropriate timer for the 6 minutes and 30 seconds cooking cycle.
- Remove the appropriate number of Apple Pie bags.
- After the 6 minutes and 30 seconds timer sounds, remove the basket and place the basket on the hanger. Let the Pie Basket drain for approximately 30 seconds.
- The Apple Pies should be golden brown, evenly cooked and should not have split open.
- Using tongs and a transfer pan, carefully transfer the Apple Pies on their sides into a 1/3 x 4 inch deep pan filled 1/4 inch full with cinnamon sugar.
- Using the tongs, turn the pie over 2 to 3 times. Make certain the pie is completely coated with cinnamon sugar. No more than 2 pies can be coated at one time.

### Holding

- Place the pie in an Apple Pie bag and lay it flat in a 1/3 x 4 inch holding plan with a false bottom. The holding pan should be kept below the warmer on the passenger side of the fry station or under a warming unit on the line.
- Mark the pan or hold time chart with a 2 hour hold time.

## AT CLOSING

### Storage

- To maximize cinnamon sugar quality, break the cycle weekly on Mondays by disposing of any open product and starting over with fresh product.
- At closing, the cinnamon sugar must be sifted and transferred to a clean, dry pan.
- Cover the pan with film wrap or lid.
- Dispose of any remaining cooked Apple Pies.
- Make sure any open boxes of Apple Pies are the first items used the next business day.



# Bacon Chips

## OVERVIEW



### Desired Result

- To prepare Bacon Chips that are hot and crispy to compliment either our Loaded Fries or Sandwiches.



### Quick Reference

- Bacon Chips consist of pre-cooked Bacon that is pre-chopped into bits.
- Received from Distributor at 0 degrees F. +/- 10 degrees F.
- Thaw period is 24 hours in the walk-in cooler.
- Shelf life:
  - ✓ 180 days from the production date.
  - ✓ 7 days after thaw.
- Bacon Chips must remain frozen until moving to cooler for thaw period.
- Bacon Chips cook time is 30 seconds, stirring every 10 seconds (use the 30 second timer).
- Place cooked Bacon Chips in a 1/6 x 4 inch pan onto the Steamtable with no lid and a 1/2 ounce ladle.
- Once cooked, the hold time for Bacon Chips is 90 minutes.



### Tools & Supplies

- 1/6 x 4 inch stainless steel pan
- Spatula (5 x 5)
- 1/2 ounce ladle



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up grease spills immediately.
- Be cautious around hot Grill, it can cause severe burns.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.

# Bacon Chips

## HOW WE PREPARE



### Receiving

- Received from Distributor at 0 degrees F. +/- 10 degrees F.
- **Do not accept cases that have been damaged, opened or thawed.**
  - ✓ Frozen hard, solid to the touch.
  - ✓ Absence of visible ice crystals.
- Verify cases received to cases charged on invoices.
- Write delivery dates on all cases received.

### Product Specification



- Bacon Chips are packed in two 5 pound pouches in a 10 pound case.
- Must remain frozen until thaw period.
- Shelf life:
  - ✓ 180 days from the production date.
  - ✓ 7 days after thaw.

### Storage

- Received from Distributor at 0 degrees F. +/- 10 degrees F.
- Store in freezer at 0 to -10 degrees F.
- **Do not store at room temperature.**
- Date each case and rotate in the freezer/cooler, using the "FIFO" method of rotation.
- Cases should be stacked on the required shelving, NOT directly on the floor.

### Quality

- Typical of cooked Bacon.
- Smoky aroma.
- Slightly sweet and salty with hickory smoke overtones.

### Thawing Bacon Chips

- Place bag of Bacon Chips to be thawed on the bottom shelf of the walk-in cooler.
- Bacon Chips thaw time: 24 hours.

### Cooking

- Allow Bacon Chips 24 hour thaw time in Walk-in cooler.
- Program timers:
  - ✓ 30 second cook time.
  - ✓ 90 minute hold time.
- Only heat enough Bacon Chips that you will use within a 90 minute period.
- Remove package of Bacon Chips from the walk-in cooler.
- Place the Bacon Chips onto a clean section of the Grill on the right or left side.
- Activate the 30 second timer.

# Bacon Chips

## HOW WE PREPARE



### Cooking



- Stir the Bacon every 10 seconds during the heating cycle to heat thoroughly.
- When the heating cycle is complete, use the 5 x 5 inch spatula to remove the product. It will be easier to remove the Bacon Chips by using the raised sides of the Grill to help scoop the Bacon onto the spatula.
- Place the Bacon Chips into a clean 1/6 x 4 inch stainless steel pan with no lid and place onto the Steamtable with a 1/2 ounce ladle.
- Mark the appropriate hold chart time with the 90 minute hold time.

### Holding

- Bacon Chips are held on the Steamtable for 90 minutes after cooking.

## AT CLOSING

### Storage

- Transfer remaining bags of Bacon Chips to walk-in cooler.
- Make sure any open bags of Bacon Chips are the first items used the next business day.
- Dispose of any remaining cooked Bacon Chips.



# Bacon - Sliced

## OVERVIEW



### Desired Result

- To prepare crisp, golden brown Bacon strips that delight our Guests with their smoky flavor on our sandwiches.



### Quick Reference

- Bacon must be cooked from a frozen state to ensure consistency.
- Shelf life (Frozen): 180 days from production date.
- Grill set at 350 degrees F.
- Cooking time is 3 minutes and 30 seconds
- Transfer Bacon into a 1/2 x 2 inch deep stainless steel pan with a false bottom.
- Hold time for cooked Bacon is 4 hours (under heating lamp).
- Bacon is stored in freezer at 0 degrees F. +/-10 degrees F.



### Tools & Supplies

- Bacon Spatula
- 1/2 x 2" deep stainless steel pan with false bottom
- Bin Chart Recap report for cooking projection where available



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up grease spills immediately.
- Be cautious around hot Grill, it can cause severe burns.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.



# Bacon - Sliced

## HOW WE PREPARE



### Receiving

- Received from Distributor at 0 degrees F. +/- 10 degrees F.
- **Do not accept cases that have been damaged, opened or thawed.**
  - ✓ Frozen hard, solid to the touch.
  - ✓ Absence of visible ice crystals.
- Verify cases received to cases charged on invoices.
- Write delivery dates on all cases received.

### Product Specification

- Checkers®/Rally's® uses USDA inspected Bacon.
- Bacon is packed in a 25 lb. case with 22 - 26 slices per pound.
- Bacon slices are packed 9 - 10 slices per layer, with approximately 550 and 650 slices per case.
- Bacon must be cooked from a frozen state to ensure consistency.
- Shelf Life: 180 days from the production date.

### Storage

- Date each case and rotate in freezer, using "FIFO" method of rotation.
- Store in walk-in freezer at 0 to -10 degrees F.
- Cases must be stacked on the required storage racks, NOT directly on the floor.
- When storing the product, ensure that it is spaced 6 inches from the floor, 2 inches from the wall, and 1 inch between each stack for proper air circulation.
- Care should be taken not to stack heavier product on top to avoid breakage of Bacon strips.
- **Do NOT store at room temperature or in Walk-in Cooler.**

### Quality

- Uniform slices, bright lean with white or yellowish white fat.
- Slightly smoky aroma.
- Slightly sweet and salty with a smoky cured flavor.
- Firm not crumbly. No shattered fat pockets.
- Once opened, the product should be cooked immediately.

# Bacon - Sliced

## HOW WE PREPARE



### Cooking



- Remove the case of Bacon from the walk-in freezer.
- Ensure the Grill has reached 350 degrees F. Thoroughly clean **any zone** on the Grill that is not in use.
- Remove sheets of Bacon from the case.
- Flip the sheets, upside-down on the Grill.
- Activate the Bacon timer.
- Remove the paper and look for any overlapping slices of Bacon. If any Bacon is overlapping, use the Bacon spatula to separate the pieces so that they lay flat on the Grill. Replace the paper.
- Using the Bacon spatula, press down on the 4 corners of the paper to help seal the edges. Pressing down ensures the Bacon lays flat which results in consistent cooking and minimizes shrinkage.
- Cook the Bacon for 2 minutes and 15 seconds with the paper over the Bacon. When the 2 minute and 15 second timer sounds, remove the paper and use the Bacon spatula to slide under 3 to 4 slices from the front to the back of each sheet.
- Turn the Bacon over ensuring that the ends are laying out flat for proper cooking.
- When the Bacon 3 minute and 30 second timer sounds, use the Bacon spatula to transfer 3 to 4 slices at a time into the 1/2 x 2" deep stainless steel pan with a false bottom. Place any previously cooked product on top.

### Holding

- Place the cooked Bacon laying flat (as pictured) in a 1/2 x 4" deep stainless steel pan with a false bottom.
- Place the Bacon pan under the heating elements.
- Mark the hold time chart with a 4 hour hold time.

## AT CLOSING

### Storage

- Transfer remaining case of Bacon from meat freezer to walk-in freezer.
- Make sure any open cases of Bacon are the first items used the next business day.
- Dispose of any remaining cooked Bacon.



# Buns - Frozen

## OVERVIEW



### Desired Result

- To toast hot, golden brown buns that set the stage for the best burgers/sandwiches in the business.



### Quick Reference

- Toasting capacity: 2 buns at a time.
- Bun toasting time: approximately 25 seconds or less depending on which Toaster you have.
- Toasted buns hold time: 2 minutes.
- Toasted buns left on line at close must be discarded.
- Classic bun shelf life:
  - ✓ Walk-in Freezer: 150 days of shelf life from the day of production (must be kept frozen during the entire duration of time)
  - ✓ Dry Storage: Product has a 48 hours shelf life (after 24 hour thaw at room temperature)
- Hot Dog bun shelf life:
  - ✓ 150 days of shelf life from the day of production (must be kept frozen during the entire duration of time)
  - ✓ Dry Storage: Product has a 48 hours shelf life (after 24 hour thaw at room temperature)
- Premium buns shelf life:
  - ✓ Walk-In Freezer: 6 months
  - ✓ Dry Storage: Product has a 48 hours shelf life (after 24 hour thaw at room temperature)
- Sourdough bread shelf life:
  - ✓ Walk-in Freezer: 150 days of shelf life from the day of production (must be kept frozen during the entire duration of time)
  - ✓ Dry Storage: Product has 6 days shelf life after 24 hour thaw.
- The toaster should be set at the proper settings:
  - ✓ 5/8 inch for toasting bun heels and Hot Dog buns.
  - ✓ 7/8 inch for toasting bun crowns.



### Tools & Supplies

- Toaster
- Chute (hooks to Toaster)
- Teflon Sheets



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- DO NOT warm anything other than buns in the toaster.
- DO NOT place any foil or metal objects into the Toaster.

# Buns - Frozen

## HOW WE PREPARE



### Receiving

- Received from Distributor at 0 degrees F. +/- 10 degrees F.
- **Do not accept cases that have been damaged, opened or thawed.**
- Verify cases received to cases charged on invoices.
- Packed frozen in stacked/strapped corrugated trays with lid (like a case) from distribution.
- Write delivery dates on all cases received.

### Product Specification

- Classic bun:
  - ♦ Checkers®/Rally's® uses precut and packaged buns.
  - ♦ Case pack: 12 buns per pack, 5 in a tray, 3 units per case (pack size may vary).
  - ♦ Stored frozen (0 to -10 degrees F).
  - ♦ Shipped frozen (0 degrees F. +/- 10 degrees F.).
  - ♦ Shelf life:
    - Walk-in Freezer: 150 days of shelf life from the day of production (must be kept frozen during the entire duration of time).
    - Dry Storage: Product has a 48 hours shelf life (after 24 hour thaw at room temperature).
- Hot Dog bun:
  - ♦ Checkers®/Rally's® uses precut and packaged buns.
  - ♦ Case pack: 12 per bag, 6 dozen per tray (pack size may vary).
  - ♦ Stored frozen (0 to -10 degrees F).
  - ♦ Shipped frozen (0 degrees F. +/- 10 degrees F.).
  - ♦ Shelf life:
    - Walk-in Freezer: 150 days of shelf life from the day of production (must be kept frozen during the entire duration of time).
    - Dry Storage: Product has a 48 hours shelf life (after 24 hour thaw at room temperature).
- Premium bun:
  - ♦ Checkers®/Rally's® uses precut and packaged bread.
  - ♦ Case pack is 12 per pack, 15 dozen per tray (pack size may vary).
  - ♦ Shelf life: 6 months from production date.
  - ♦ Thaw Shelf Life: Product has 48 hours shelf life after thaw (72 hours including thaw).
- Sourdough bread:
  - ♦ Shelf life: 150 days from production date.
  - ♦ Product has 6 days shelf life after thaw.
  - ♦ There are 2 suppliers:
    - 16 loaves of 16 slices = 256 slice count/case
    - 10 loaves of 20 slices = 200 slice count/case

# Buns - Frozen

## HOW WE PREPARE



### Storage

- Date each tray and rotate (in freezer for frozen buns/ on racks for non-frozen buns), using “FIFO” method of rotation.
- Store frozen buns in freezer at 0 to -10 degrees F.
- Store frozen buns flat with product facing up.
- Do not store in the walk-in cooler.
- Cases must be stacked on the required storage racks, NOT directly on the floor.
- When storing frozen buns, ensure that it is spaced 6 inches from the floor, 2 inches from the wall, and 1 inch between each stack for proper air circulation.
- Care should be taken not to stack heavier product on top.
- Buns must be frozen, sealed and dated.
- Thaw and hold at room temperature.



### Quality

- Classic Buns:
  - ♦ Symmetrical, round bun with smooth unwrinkled crown. No blisters or water spots present.
  - ♦ Overall height: 1 3/4 to 2 inches.
  - ♦ Heel thickness: 9/16 to 11/16 inches.
  - ♦ Slice diameter: 3 7/8 to 4 1/8 inches.
  - ♦ Crowns must be evenly covered with sesame seeds.
  - ♦ Internal color: Uniform; light cream in color, no streaks.
  - ♦ Exterior color: Light, golden brown.
  - ♦ Taste: Typical of fresh baked buns, with a slightly sweet taste.
  - ♦ Aroma: Slightly yeasty.
- Hot Dog Buns:
  - ♦ Discard hard, broken, torn, crushed, or excessively floured buns.
  - ♦ 6 inch bun with a hinged slice (cut surface) - uniform with tight, small air circles.
  - ♦ Should be delivered separated, not attached to one another.
  - ♦ Stored in dry storage area.
  - ♦ Generally coded with a quick lock tag or tie that is color coded to indicate delivery date or inked jet with a “Use by” date (check with your bakery for the color code system used).
  - ♦ Color: Medium brown and uniform.
  - ♦ Taste: Slightly sweet, no off flavors.
  - ♦ Aroma: Slightly yeasty.
- Premium bun:
  - ♦ Corn meal dusted crown, a random cut impression, lobes should be well defined.
  - ♦ Internal color: Uniform, light yellow color.
  - ♦ Exterior color: Light, golden brown.
  - ♦ Soft, moist and not gummy.



# Buns - Frozen

## HOW WE PREPARE



### Quality

- Premium bun:
  - ♦ Product has 48 hours shelf life after 24 hour thaw (72 hours including thaw).
  - ♦ Premium buns are generally packaged 12 per bag.
  - ♦ Crowns should have a slight clover imprint.
  - ♦ Overall height 1 3/4 to 2 1/3 inches.
  - ♦ Heel thickness 1 1/16 to 13/16 inches.
  - ♦ Slice diameter 3.90 to 4.20 inches.
- Sourdough Bread:
  - ♦ Crust: Uniform golden brown.
  - ♦ Inner: Creamy yellow.
  - ♦ Clean, moderately yeasty, slightly sour aftertaste.
  - ♦ Sourdough bread is packed 16 - 20 per loaf.

### Toasting



- Buns should be toasted to order whenever possible.
- Accurately projecting the number of buns is very important to guarantee a hot, fresh sandwich.
- During peak periods, buns may be projected to ensure the fastest speed possible.
- Buns may be held for 2 minutes.
- The toaster should be set at the proper settings:
  - ♦ 5/8 inch for toasting bun heels and sourdough bread.
  - ♦ 7/8 inch for toasting bun crowns.
  - ♦ Temperature calibrated to 425 degrees F. on platen toasters.
- Please notify the Manager in charge if the buns are not toasted golden brown. Remember, a cold bun means a cold sandwich.
- If both driver and passenger side stations are being utilized, place buns on both the driver and passenger sides of the pan, starting on the side of the pan closest to the Steamtable.
- 2 buns can be toasted at the same time.

### Holding

- Hold time for toasted buns is 2 minutes. Toast to order as frequently as possible to ensure a quality bun.

## AT CLOSING

### Storage

- Ensure any open bags are sealed to avoid drying out over night.
- Opened bags of buns are to be the first buns used the next business day.
- Dispose of any toasted buns left on the line at closing.
- Opened bags of Buns are carried over to the following day if they remain fresh, and have not exceeded the "use by" date.

# Buns - Frozen

## OVERVIEW



### Desired Result

- To toast hot, golden brown buns that set the stage for the best burgers/hot dogs in the business.



### Quick Reference

- Toasting capacity: 2 buns at a time.
- Bun toasting time: approximately 25 seconds or less depending on which Toaster you have.
- Toasted buns hold time: 2 minutes. Toast to order as frequently as possible to ensure a quality bun.
- Toasted buns left on line at close must be discarded.
- Shelf life: 4 days, including bake date.
- The toaster should be set at the proper settings:
  - ♦ 5/8 inch for toasting bun heels and Hot Dog buns.
  - ♦ 7/8 inch for toasting bun crowns.



### Tools & Supplies

- Toaster
- Chute (hooks to Toaster)
- Teflon Sheets



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- DO NOT toast anything other than buns in the toaster.
- DO NOT place any foil or metal objects into the toaster.



# Buns - Non- Frozen

## HOW WE PREPARE



### Receiving

- Buns should be noticeably soft to the touch.
- Verify trays received to trays charged on invoices.
- Delivered trays should be no more than 1 day after the bake date.
- Do not accept buns that are out of the usable shelf life range.
- Buns should not have large spots of flour on the heels.
- Irregular shaped buns are not to be used and should be returned for credit.
- Classic Buns:
  - ♦ Sesame seeds should cover 75% of the top crown surface.

### Product Specification

- Checkers®/Rally's® uses precut and packaged buns.
- Classic, Premium & Hot Dog buns shelf life: 4 - 5 days, including bake date.
- Classic buns are generally delivered 12, 30 or 60 buns per tray.
- Hot Dog buns are generally packaged in 12 per bag.

### Storage

- Packages must be stacked on the required trays with wheels, NOT directly on the floor.
- Classic, Premium and Hot Dog buns are stored in dry storage.
- Buns must be fresh, sealed and dated.

### Quality



- Classic Buns:
  - ♦ Symmetrical, round bun with smooth unwrinkled crown. No blisters or water spots present.
  - ♦ Overall height: 1 3/4 to 2 inches.
  - ♦ Heel thickness: 9/16 to 11/16 inches.
  - ♦ Slice diameter: 3 7/8 to 4 1/8 inches.
  - ♦ Crowns must be evenly covered with sesame seeds.
  - ♦ Internal color: Uniform; light cream in color, no streaks.
  - ♦ Exterior color: Light, golden brown.
  - ♦ Taste: Typical of fresh baked buns, with a slightly sweet taste.
  - ♦ Aroma: Slightly yeasty.
  - ♦ 4 inch buns are generally packed 12, 30 or 60 per tray and dated when baked.
- Hot Dog Buns:
  - ♦ Discard hard, broken, torn, crushed, or excessively floured buns.
  - ♦ 6 inch bun with a hinged slice (cut surface) - uniform with tight, small air circles.
  - ♦ Hot Dog buns are generally packaged 12 per bag.



# Buns - Non- Frozen

## HOW WE PREPARE



### Quality



- Hot Dog Buns:
  - ♦ Stored in dry storage area.
  - ♦ Generally coded with a quick lock tag or tie that is color coded to indicate delivery date or inked jet with a "Use by" date (check with your bakery for the color code system used).
  - ♦ Color: Medium brown and uniform.
  - ♦ Taste: Slightly sweet, no off flavors.
  - ♦ Aroma: Slightly yeasty.
- Premium bun:
  - ♦ Corn meal dusted crown, a random cut impression, lobes should be well defined.
  - ♦ Internal color: Uniform, light yellow color.
  - ♦ Exterior color: Light, golden brown.
  - ♦ Soft, moist and not gummy.
  - ♦ Premium buns packaging varies by local bakeries.
  - ♦ Crowns should have a slight clover imprint.
  - ♦ Overall height 1 3/4 to 2 1/3 inches.
  - ♦ Heel thickness 1 1/16 to 13/16 inches.
  - ♦ Slice diameter 3.90 to 4.20 inches.

### Toasting



- Buns should be toasted to order whenever possible.
- Accurately projecting the number of buns is very important to guarantee a hot, fresh sandwich/Hot Dog.
- During peak periods, buns may be projected to ensure the fastest speed possible.
- Buns may be held for 2 minutes. Toast to order as frequently as possible to ensure a quality bun.
- The toaster should be set at the proper settings:
  - ♦ 5/8 inch for toasting bun heels and Hot Dog buns.
  - ♦ 7/8 inch for toasting bun crowns.
- ♦ Temperature calibrated to 425 degrees F. on Platen toasters.
- Please notify the Manager in charge if the buns are not toasted golden brown. Remember, a cold bun means a cold sandwich/Hot Dog.
- If both driver and passenger side stations are being utilized, place buns on both the driver and passenger sides of the pan, starting on the side of the pan closest to the Steamtable.
- 2 buns can be toasted at the same time.

### Holding

- Hold time for toasted buns is 2 minutes.

## AT CLOSING

### Storage

- Ensure any open bags are sealed to avoid drying out over night.
- These need to be the first buns used the next business day.
- Dispose of any toasted buns left on the line at closing.



# Cheese - Sliced

## OVERVIEW



### Desired Result

- To properly handle our high quality sliced cheese so that they perfectly complement all of our great tasting sandwiches.



### Quick Reference

- Sliced cheese is stored in walk-in cooler and must remain at 38 degrees F. +/- 2 degrees.
- Shelf life: 4 months (120 days) from production date.
- Hold time on line: 4 hours (not refrigerated/on line, on ice).
- Do not accept frozen cheese from the distributor.
- Types of sliced cheese:
  - ♦ American
  - ♦ Swiss



### Tools & Supplies

- 1/3 x 4 inch pan (false bottom - do not wrap false bottom to allow proper air flow under cheese)
- 1/3 x 6 inch pan with ice
- Plastic Wrap



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up/picking up fallen cheese.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.

# Cheese - Sliced

## HOW WE PREPARE



### Receiving

- Do not accept frozen cheese.
- Ensure the product temperature is 38 degrees F. +/- 2 degrees.
- Check for case damage, tears, rips or exposure to heat.
  - ♦ Not torn.
  - ♦ Not melted or stuck together.
  - ♦ Wrapped tightly.
  - ♦ Do not use if corners are dried.
- Verify cases received to cases charged on invoices.

### Product Specification

- Checkers®/Rally's® uses pasteurized, processed cheese.
- Shelf life is 4 months refrigerated.
- Hold Time: 4 hours (on sandwich line - **ON ICE**).
- Packaging:
  - ♦ American:
    - American cheese slices are packaged in a 40 pound case containing eight 5 pound loaves.
    - American cheese is packed in loaves containing (46/Stack) 184 slices/loaf with 1472 slices per case.
  - ♦ Swiss:
    - Swiss slices are packaged in a 20 pound case containing four 5 pound loaves.
    - Swiss cheese is packed in loaves containing (46/ Stack) 184 slices per loaf with 736 slices per case.



### Storage

- Date each case and rotate in walk-in cooler, using "FIFO" method of rotation.
- Cases should be neatly stacked 2 inches from the cooler walls for proper air circulation.
- Store at least 6 inches off the floor.
- Leave cheese in case until ready for use.
- Cases must be stacked on the required storage racks, not directly on the floor.
- Write delivery dates on all cases received.
- After use: store product in metal pans and hold at or below 38 degrees F. +/- 2 degrees.

### Quality

- American:
  - ♦ Sharp American Cheese profile free from objectionable off-notes. May be slightly salty or slightly acidic.
  - ♦ Smooth, resilient, medium firm.
- Swiss:
  - ♦ Swiss cheese profile free from objectionable off-notes. May be slightly salty or slightly acidic.
  - ♦ Smooth, resilient, medium firm.



# Cheese - Sliced

## HOW WE PREPARE



### Projecting

- Remove the case of cheese from the walk-in cooler and open one sleeve of cheese.
- Separate the cheese slices into 4 stacks (STARRING OF THE CHEESE IS NOT ALLOWED).
- Wrap the cheese blocks in plastic wrap and mark the 48 hour expiration date and time on the top.
- Place the blocks in either the walk-in or reach-in cooler until needed.
- The cheese slices should be full slices, not torn or melted.

### Holding

- Place the cheese to be used immediately in a clean and sanitized, stainless steel pan with a false bottom (1/6 x 4 for Splitline; 1/3 x 4 for Centerline).
- Do not wrap the false bottom to allow proper air flow under the cheese.
- Place the pan containing the cheese into a stainless steel pan filled 2/3 full of ice (1/6 x 6 for Splitline; 1/3 x 6 for Centerline).
- Only place what is needed on the line for a 4 hour period (on sandwich line - **ON ICE**).
- Note hold time on Holding Chart
- At Closing: Cheese is carried over if it has not exceeded the 4 hour hold time.

## AT CLOSING

### Storage

- If the sliced cheese has not reached the 4 hour hold time, it can be carried over to the following day.
- The amount of time left before the cheese expires must be written on the wrapping of the cheese.
- Make sure carryover cheese is used the next business day.



# Cheddar Cheese Sauce

## OVERVIEW



### Desired Result

- To properly handle and heat our quality Cheddar Cheese Sauce so that it is ready to be ladled onto our delicious seasoned Fries and/or tasty sandwiches.



### Quick Reference

- Cheddar Cheese Sauce is pre-cooked.
- Shelf life:
  - ♦ 455 days from production date
- Unopened packages are stored at room temperature.
- Once opened, store in walk-in cooler at 38 degrees F. +/- 2 degrees.

### Tools & Supplies



- 1/6 slotted lid
- 1/2 ounce ladle
- 1/6 x 4 inch stainless steel pan
- 1/6 x 6 inch Lexan pan (microwave heating)
- 1/6 Slotted Lexan pan lid (microwave heating)
- Thermometer

### Health & Safety



- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up fallen cheese.
- Be cautious around steam wells/double boiler, they can cause severe burns.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.



# Cheddar Cheese Sauce

## HOW WE PREPARE



### Receiving

- Do not accept cases of Cheddar Cheese Sauce that are damaged or those containing pouches that are ripped.
- Check for case damage, tears, rips or exposure to heat.
  - ♦ Label not torn
  - ♦ Expiration date not met
- Verify cases received to cases charged on invoices.

### Product Specification

- 6/107 ounce pouches per case (Plastic pouch product).
- Shelf life:
  - ♦ 455 days from production date.
- Refrigerate in a sealed container after opening.
- Cheddar Cheese Sauce can be held for 7 calendar days from the day the container was opened if the food is maintained at 38 degrees F. +/- 2 degrees F.\*
- Pre-cooked Cheddar Cheese Sauce.
- 107 ounces per pouch.

### Storage

- Received from Distributor at room temperature.
- Store at room temperature unopened.
- Once opened: Store in a sealed container in the walk-in cooler at 38 degrees F. or below.
- Date each case and rotate in the dry storage area, using the “FIFO” method of rotation.
- Cases should be stacked on the required shelving, NOT directly on the floor. Store at least 6 inches off the floor.



### Quality

- Yellow Orange color.
- Mild cheddar cheese flavor.
- Thick, smooth, creamy texture.

\* According to the Food & Drug Administration Food Code. County and local department regulations may differ.

# Cheddar Cheese Sauce

## HOW WE PREPARE



### Heating



- Remove pouch of cheese from the dry storage area.
- Cut corner of pouch open and fill a 1/6 x 4" stainless steel pan. fill a 1/6 x 4 inch stainless steel pan 2/3 full with Cheddar Cheese Sauce ( during high volume times a 1/6 x 6 inch stainless steel pan may be used).
- Place remaining cheese in 1/6 x 4 inch pan(s). Each can should yield 3 pans of Cheddar Cheese Sauce.
- Cover cheese sauces not being used, mark with expiration date, and place in walk-in cooler.
- Place a 1/2 ounce ladle in the pan of Cheddar Cheese Sauce (to be heated) and cover with a slotted lid.
- Remove a 1/3 x 6 inch stainless steel pan and pour approximately 2 inches of water into the pan.
- Place the pan containing the Cheddar Cheese Sauce into the pan of water, creating a double boiler effect.
- Place the pans on the Grill.
- Stir the Cheddar Cheese Sauce every 15 minutes during the heating cycle (approximately 45 to 60 minutes). This helps to ensure that the Cheddar Cheese Sauce is heated throughout the pan, as well as helping to "pop" air bubbles that form.
- Continue to heat the Cheddar Cheese Sauce until the internal temperature is 170 degrees +/- 5 degrees F.
- After the Cheddar Cheese Sauce has reached 170 degrees +/- 5 degrees F., transfer the pan to the appropriate sections of the Steamtable. Thoroughly clean and sanitize the work area and utensils used in the Cheddar Cheese Sauce preparation. Mark the 6 hour hold time on the holding chart or on the lid of the holding pan.

# Cheddar Cheese Sauce

## HOW WE PREPARE



### Heating



- Portion cheese sauce into an amber 1/6 x 6" heat resistant Lexan pan
- Fill the Lexan pan no more than 2/3 full with cheese sauce and place a lid on the pan
- Place the pan into the microwave oven and close the door
- Heat the cheese sauce for 3 ½ minutes
- After the initial heating cycle, and remove the cheese sauce
- Stir the cheese sauce thoroughly
- Replace the lid and return the pan to the microwave oven
- Heat the cheese sauce for an additional 3 ½ minutes
- After the 2nd heating cycle, allow to stand inside microwave for 2 minutes
- Remove the cheese sauce and thoroughly stir
- Check the temperature by placing the thermometer into several areas to verify an internal temperature of 170°F
- If the cheese sauce has reached an internal temperature of 170°F, place the cheese sauce into the appropriate location in the steamwell
- If the cheese sauce has not reached an internal temperature of 170°F, continue to heat in 1 minute increments
- until temperature reaches 170°F
- DO NOT PUT STAINLESS STEEL PANS, FOIL OR METAL OBJECTS IN THE MICROWAVE

### Holding

- Holding time for heated Cheddar Cheese Sauce is 6 hours.

## At closing

### Storage

- Dispose of any heated Cheddar Cheese Sauce at closing.

# Chicken - Fried

## OVERVIEW



### Desired Result

- To prepare fresh, hot, and crispy battered chicken products that delight our Guests with every bite.



### Quick Reference

- Disposable gloves must be worn when handling frozen chicken.
- Discard gloves after each use.
- Fryers should be set to 340 degrees F for Pitco and Frymaster fryers.



### Tools & Supplies

- Fryer Basket
- Round Basket
- Clean, dry towels
- Tongs
- 5 x 5 Strainer
- Transfer pan with false bottom



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up shortening spills immediately.
- Be cautious around hot oil, it can cause severe burns.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Inspect all Fry Baskets before use.
- All Chicken products must be held frozen prior to cooking. Do not allow product to thaw and refreeze.
- Chicken is a potentially hazardous product. Once it has been cooked it must be maintained at a minimum temperature of 165 degrees F.
- Handle chicken carefully to avoid cross-contamination of tools, utensils and other food items.
- Verify proper shortening levels and temperature daily.
- Do not allow objects such as any food product or chemical that is in a closed container, cigarette lighters or aerosol cans in the vicinity of hot shortening.
- Eruption of hot shortening can occur if incorrect cooking procedures are used.

# Chicken - Fried

## HOW WE PREPARE



### Receiving

- All Chicken products are received from Distributor at 0 degrees F. +/- 10 degrees F.
- **Do not accept cases that have been damaged, opened or thawed.**
- Frozen hard, solid to the touch.
- Absence of visible ice crystals.
- Verify cases received to cases charged on invoices.
- Write delivery dates on all cases received.

### Product Specification

- Big Chicken:
  - ♦ Uncooked, marinated, formed, breaded and blanched chicken breast patty.
  - ♦ Freezer shelf life: 270 days.
  - ♦ Each chicken portion weighs 4.0 oz. (+/- .25 oz.) and is packed 18-22 chicken portions per bag with 6 bags per case. Portions are packed in a 30 lb. case
  - ♦ Big Chicken is packed in a green inner bag containing 110-130 portions per case.
  - ♦ Checkers®/Rally's® Big Chicken portions must be cooked from a frozen state to ensure consistency.
- Chicken Bites:
  - ♦ Uncooked Homestyle Chicken Breast Chunk Fritters formed, breaded and blanched
  - ♦ Freezer shelf life of 9 months.
  - ♦ Each bag will weigh approximately 5 lbs
  - ♦ 6 bags per case for a Total Case weight of 30 lbs
  - ♦ Checkers Chicken Bites must be cooked from a frozen state to ensure consistency.
- Chicken Strips:
  - ♦ Checkers®/Rally's® uses breaded, natural chicken strips.
  - ♦ Freezer shelf life: 365 days.
  - ♦ Each chicken strip weighs 1.70 ounces (+/- .2 ounces) and is packed 47-52 per bag, 283-310 chicken strip portions per case, 6/ 5lb bags per case.
  - ♦ Chicken strips must be cooked from a frozen state to ensure consistency.
- Nuggets:
  - ♦ Checkers®/Rally's® uses a IQF ready to cook nugget shaped chicken.
  - ♦ Freezer shelf life: 365 days.
  - ♦ Each chicken nugget weighs approximately .46 ounces, and is packed 115-130 chicken nuggets per bag, with 2 bags per case. Count per case is a range of 230-260.
  - ♦ Chicken nuggets must be cooked from a frozen state to ensure consistency.



# Chicken - Fried

## HOW WE PREPARE



### Product Specifications

- Spicy Chicken:
  - ♦ Checkers®/Rally's® uses an all white meat, highly seasoned, breaded and formed chicken portion.
  - ♦ Freezer shelf life: 270 days.
  - ♦ Each chicken portion weighs 3.0 ounces (+/- .25 ounces) and is packed 25 - 28 chicken portions per bag with 6 bags per case. Portions are packed in a 30 pound case with 152-162 portions per case.
  - ♦ Spicy chicken must be cooked from a frozen state to ensure consistency.

### Storage

- Date each case and rotate in walk-in freezer, using "FIFO" method of rotation.
- Store in walk-in freezer at 0 to -10 degrees F.
- Cases must be stacked on the required storage racks, NOT directly on the floor. Store at least 6 inches off the floor.
- When storing the product, ensure that it is spaced 6 inches from the floor, 2 inches from the wall, and 1 inch between each stack for proper air circulation.
- Care should be taken not to stack heavier product on top.
- **After opening, product should remain in the original bag when storing in the front reach in freezer.**
- Ensure all bags containing remaining frozen chicken product are properly sealed and stored.
- Keep product stored in the plastic bags when holding in small holding freezers.
- **Do NOT store at room temperature.**



### Quality

- Big Chicken:
  - ♦ Golden brown.
  - ♦ Finished, cooked product will have a clean, meaty texture with crisp coating.
  - ♦ No off flavors. Slightly salty with mild pepper flavor.
- Chicken Bites
  - ♦ Golden brown
  - ♦ Cooked product will have a clean, meaty texture with crisp coating.
  - ♦ Slightly salty with mild pepper flavor.
- Chicken Strips:
  - ♦ Rough, crispy surface. Panko style prepared breading texture.
  - ♦ Any un-breaded portion greater than 3/8 of an inch is considered a defect and should not be used.
  - ♦ No off odors.
  - ♦ Seasoned salt breading over clean breast meat chicken flavor.
  - ♦ After cooking quality: Clean, meaty texture with crispy coating.

# Chicken - Fried

## HOW WE PREPARE



### Quality



- Nuggets:
  - ♦ Nuggets may be circular or rectangular in shape.
  - ♦ No off odors.
  - ♦ Slightly salty, mild, fried chicken flavor.
  - ♦ After cooking quality: Clean, meaty texture.
- Spicy Chicken:
  - ♦ Medium Dark Brown with orange undertones.
  - ♦ No off odors.
  - ♦ Slightly salty, strong pepper aftertaste; medium heat.
  - ♦ Finished cooked product will have a firm, meaty texture with crisp coating.

### Cooking



- Use the Bin Chart Recap report to determine the proper amount of small meat patties to cook.
- Remove chicken product from the freezer.
- Fryers should be set to 340 degrees F for Pitco and Frymaster fryers, 350 degrees F for others.
- Place chicken portions in the fry basket.
  - ♦ Big Chicken: 6 - 8 portions
  - ♦ Chicken Bites: Basket 1/3 full
  - ♦ Chicken Strips: 8 - 12 strips
  - ♦ Nuggets: 20 nuggets
  - ♦ Spicy: 6 - 8 portions
- Remove the basket from the vat bracket and lower it into the First Cook Vat (left fry vat), be careful not to splash the hot shortening.
- Activate the appropriate timer:
  - ♦ Big Chicken: 6 minutes
  - ♦ Chicken Bites: 3 minutes
  - ♦ Chicken Strips: 4 minutes
  - ♦ Nuggets: 3 minutes
  - ♦ Spicy: 4 minutes 30 seconds
- After 30 seconds, lift the basket and gently shake to separate the chicken portions.
- After the appropriate timer sounds, lift the basket from the shortening using both hands.
- The chicken should be evenly cooked.
- Chicken products should drain for 5 to 10 seconds.

### Holding

- Place the chicken product in the appropriate stainless steel pan with false bottom (or cambro pan for Crisp 'n Hold).
- Chicken products stored in the holding cabinet must maintain a temperature of a 145 degrees F. +/-5 degrees F. .
- Indicate the appropriate hold time by writing it on the "Hot Hold" Hold Chart with a grease pencil.
- Chicken Product Hold time (except Chicken Bites):
  - ♦ First Cook holding time: 1 hour.
  - ♦ Carter Hoffmann Crisp n' Hold: 90 minutes hold time.

# Chicken - Fried

## AT CLOSING

### Holding

- Chicken Bites: 45 minutes (Hot Hold & Carter Hoffmann Crisp n' Hold)
- Rotate so oldest (use first) chicken are on the right side of pan (or front of pan for Crisp 'n Hold).

### Final Cook



How to place in Fry Basket.



- The Expeditor, Cashier or Sandwich maker will let you know when the chicken product is needed.
- Acknowledge the product call with a "Thank you".
- Remove the appropriate number of product from the indicated hot hold cabinet.
- Place the product in the basket.
- Remove the basket from the vat bracket and lower it into the finish cook vat (right fry vat).
- Press the 30 second finish Chicken timer and gently lower the basket into the vat.
- Use the Round Basket when Finish Cooking the Chicken Bites.
- Ensure the timers are properly used to monitor hold times if not used immediately.

### Portioning (Chicken Bites)

Amount of Chicken Bites to portion (full scoop)



- Portion Chicken Bites with Ice Scoop. **Wash scoop every 4 hours.**
- Place portioning tool (ice scoop) in a 1/4 pan.
- When Chicken Bites are ordered, use the scoop to portion into the round fry basket, once the product has finish cooked, portion directly into box using the round basket.
- When preparing Chicken Bites & Fries Box, first place 1/2 inch layer of fries (value fry) in the snack box. Then portion chicken bites (12-14 pieces) over the fries.
- When preparing ½ lb Chicken Bites, portion chicken bites (24-28 bites) into the snack box.

### Storage

- Dispose of any cooked chicken product.
- Ensure all bags containing remaining frozen chicken product are properly sealed and stored.
- Make sure chicken in an open bag is used the next business day.
- **After opening, product should remain in the original bag when storing in the front holding cooler.**
- Any product in the reach-in freezer should be moved back to the walk-in freezer at close.



# Chicken - Fried

## Hot Hold Cabinet

### Hot Hold Cabinet

Top Drawer

Chicken Bites (newest)	Chicken Bites (oldest)
Fish (newest)	Fish (oldest)
Wings (newest)	Wings (oldest)

Rotation

Bottom Drawer

Chicken Strips (newest)	Chicken Strips (oldest)
Big Chicken (newest)	Big Chicken (oldest)
Spicy Chicken (newest)	Spicy Chicken (oldest)

Rotation

## **Chicken - Fried**

CARTER HOFFMANN Crisp n' Hold

**Spicy Chicken**  
90 Minutes

**Wings**  
90 Minutes

**Chicken Strips**  
90 Minutes

**Fish**  
90 Minutes

**Big Chicken**  
90 Minutes

**Chicken Bites**  
45 Minutes



# Chicken - Grilled

## OVERVIEW



### Desired Result

- To prepare hot, fresh, Grilled chicken for our sandwiches.



### Quick Reference

- Shelf life:
  - ♦ Grilled Chicken - 365 days from date of production.
- Disposable gloves must be worn when handling frozen chicken. Discard gloves after each use.
- Grill temperature: 350 degrees F.



### Tools & Supplies

- Grilled Chicken Ring
- Lid with weep cup
- 1/3 x 4 inch deep stainless steel pan with false bottom
- 1/6 x 6 inch deep stainless steel pan with false bottom
- Clear, unslotted lid
- Grill spatula
- 1 squeeze bottle filled with water
- 12 ounce bottle



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Be cautious around hot Grill, it can cause severe burns.
- All Chicken products must be held frozen prior to cooking. Do not allow product to thaw and refreeze.
- Chicken is a potentially hazardous product. Once it has been cooked it must be maintained at a minimum temperature of 165 degrees F.
- Handle chicken carefully to avoid cross-contamination of tools, utensils and other food items.
- Verify proper Grill temperature daily on temperature tracking log.

# Chicken - Grilled



## HOW WE PREPARE



### Receiving

- All Chicken products are received from Distributor at 0 degrees F. +/- 10 degrees F.
- **Do not accept cases that have been damaged, opened or thawed.**
- Frozen hard, solid to the touch.
- Absence of visible ice crystals.
- Verify cases received to cases charged on invoices.
- Write delivery dates on all cases received.

### Product Specification

- Checkers®/Rally's® uses a fully cooked, grill marked chicken breast filet.
- Freezer shelf life is 365 days from date of production.
- Case Pack: 10lbs
- Inner Pack: Two - 5lb bags
- Delivered and Stored: Frozen
- Shelf Life: 365 days (before opening)
- Minimum of 40 - 4 ounce filets per case
- Grilled Chicken must be cooked from a frozen state to ensure consistency.

### Storage

- Date each case and rotate in walk-in freezer, using "FIFO" method of rotation.
- Store in walk-in freezer at 0 to -10 degrees F.
- Cases must be stacked on the required storage racks, NOT directly on the floor.
- When storing the product, ensure that it is spaced 6 inches from the floor, 2 inches from the wall, and 1 inch between each stack for proper air circulation.
- Care should be taken not to stack heavier product on top.
- **Do NOT store at room temperature.**



### Quality

- Fully cooked, marinated breasts with grill marks.
- No off odors or flavors.

# Chicken - Grilled



## HOW WE PREPARE



### Cooking

- Remove the appropriate amount of Grilled chicken from the freezer.
- Ensure the Grill has reached the desired temperature of 350 degrees F.
- Thoroughly clean the zone on the Grill. Whenever possible use the zone designated for products other than meat. This will be the cooking zone closest to the sandwich station.
- Place the Grilled Chicken Ring on the clean zone of the Grill surface.
- Lay the desired amount of Grilled chicken portions inside the ring scored side up (6 pieces maximum).
- Ensure the Grilled chicken portions are placed inside the rings so that the water from the weep cup will not fall directly onto them.
- Place the lid on top of the ring.
- Fill the weep cup on the lid with water.
- Activate the appropriate Grill timer for the 6 minute cooking time.
- After the 6 minute timer sounds, carefully remove the lid and ring and place it under the Grill on a clean and sanitized surface.

### Holding

- Remove the Grilled chicken portions with a clean and sanitized spatula (do not use the meat spatula as this could result in cross-contamination).
- The Grilled chicken should be golden brown, moist and in whole pieces.
- Transfer the Grilled chicken to the PHU (PHU pan with false bottom and water).
- PHU hold time is 2 hours.
- Use the sharpened Grill scraper and clean the Grill surface.

## AT CLOSING

### Storage

- Dispose of any cooked chicken product.
- Ensure all bags containing remaining frozen chicken product are properly sealed and stored in walk-in freezer.
- Make sure chicken in an open bag is used the next business day.



# Chicken Wings

## OVERVIEW



### Desired Result

- To prepare fresh, hot, perfectly sauced, craveable wings for our Guests to enjoy.



### Quick Reference

- Shelf life: 365 days from date of production.
- Fryers should be set to 340 degrees F for Pitco and Frymaster fryers.



### Tools & Supplies

- Fryer Basket
- Clean, dry towels
- Tongs
- 5 x 5 Strainer
- Transfer pan with false bottom
- Wing Saucing Station



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up shortening spills immediately.
- Be cautious around hot oil, it can cause severe burns.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Inspect all Fry Baskets before use.
- Be cautious around hot shortening, it can cause severe burns.
- All Chicken products must be held frozen prior to cooking. Do not allow product to thaw and refreeze.
- Chicken is a potentially hazardous product. Once it has been cooked it must be maintained at a minimum temperature of 165 degrees F.
- Handle chicken carefully to avoid cross-contamination of tools, utensils and other food items.
- Verify proper shortening levels and temperature daily.
- Do not allow objects such as closed containers, cigarette lighters or aerosol cans in the vicinity of hot shortening.
- Eruption of hot shortening can occur if incorrect cooking procedures are used.



# Chicken Wings

## HOW WE PREPARE



### Receiving

- All Chicken products are received from Distributor at 0 degrees F. +/- 10 degrees F.
- **Do not accept cases that have been damaged, opened or thawed.**
- Frozen hard, solid to the touch.
- Absence of visible ice crystals.
- Verify cases received to cases charged on invoices.
- Write delivery dates on all cases received.

### Product Specification

- Checkers®/Rally's® uses fully cooked chicken wing portions and drummettes.
- Freezer shelf life: 12 months
- Wings are packed 42-50 pieces per bag with 6 bags per case. Count per 30 pound case is a range of 250-300.
- Chicken wings must be cooked from a frozen state to ensure consistency.

### Storage

- Date each case and rotate in walk-in freezer, using "FIFO" method of rotation.
- Store in walk-in freezer at 0 to -10 degrees F.
- Cases must be stacked on the required storage racks, NOT directly on the floor.
- When storing the product, ensure that it is spaced 6 inches from the floor, 2 inches from the wall, and 1 inch between each stack for proper air circulation.
- Care should be taken not to stack heavier product on top.
- **Do NOT store at room temperature.**



### Quality

- Typical of un-breaded fried chicken.
- No off odors.
- Fresh chicken flavor.
- After cooking: Crisp outside, clean tender texture inside.

# Chicken Wings

## HOW WE PREPARE



### Cooking

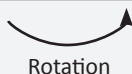


- Use the Bin Chart Recap report to determine the proper amount of small meat patties to cook.
- Remove chicken product from the freezer.
- Fryers should be set to 340 degrees F for Pitco and Frymaster fryers, 350 degrees F for others.
- Place up to 20 (maximum) chicken wings in the fry basket.
- Remove the basket from the vat bracket and lower it into the First Cook Vat (left fry vat), be careful not to splash the hot shortening.
- Activate the appropriate timer: 6 minute 30 seconds timer
- After 30 seconds, lift the basket and shake to separate the chicken portions.
- Product should also be shaken every 2 minutes during cook cycle. For a total of 3 shakes.
- After the appropriate timer sounds, lift the basket from the shortening using both hands.
- The chicken should be evenly cooked.
- Chicken Wings should drain for 5 to 10 seconds.

### Holding

Top Drawer

Chicken Bites (newest)	Chicken Bites (oldest)
Fish (newest)	Fish (oldest)
Wings (newest)	Wings (oldest)



- Using a pair of tongs, place the chicken product in the appropriate pan in the holding cabinet.
- Indicate the appropriate hold time by writing it on the "Hot Hold" Hold Chart with a grease pencil.
- Holding time for all chicken products is 1 hour in the hot hold cabinet. add (90 minutes in the Carter Hoffmann Crisp N' Hold cabinet.)
- Rotate so oldest (use first) wings are on right side of pan (or in the front if using the Carter Hoffmann Crisp N' Hold unit)
- Store chicken products in the holding cabinet at 185o +/- 5 degrees F.
- Chicken products stored in the holding cabinet must maintain a temperature of a 145 degrees F. +/-5 degrees F.

### Final Cook

- The Expeditor, Cashier or Sandwich maker will let you know when the chicken product is needed.
- Acknowledge the product call with a "Thank you".
- Remove the appropriate number of product from the indicated hot hold cabinet.
- Place the product in the basket.
- Remove the basket from the vat bracket and lower it into the finish cook vat (right fry vat).
- Press the 30 second finish Chicken timer and gently lower the basket into the vat.
- There is no final cook hold time for Chicken Wings.

# Chicken Wings

## HOW WE PREPARE

### Applying Sauce to Wings



- Sauce should be applied as follows:
  - ♦ 5 pieces = 1 ounce
  - ♦ 10 pieces = 2 ounces
  - ♦ 20 pieces = 4 ounces
- Checkers®/Rally's® Sauces:
  - ♦ Angry Buffalo - Frank's Red Hot®
  - ♦ Asian Kick
  - ♦ Garlic Parmesan
  - ♦ Honey BBQ
  - ♦ Medium Buffalo - Frank's Red Hot®
- If saucing a 40 pieces order, first sauce 20 Wings and transfer them to the Styrofoam tray, then sauce the next 20 Wings to complete the order.
- If a Guest orders extra sauce, we double the portion. For example, 5 pieces of Wings with extra sauce will have 2 ounces in the saucing container.
- A 5 piece order of Wings is served in a snack box with a single sheet of foil folded width wise; a 10 piece order of Wings is served in a large box with a single sheet of foil folded width wise; a 20 piece order of Wings is served in a styrofoam tray with a single sheet of foil; a 40 piece order of Wings is served in 2 styrofoam trays.
- If a Guest orders sauce on the side, we will portion the sauce into 2 ounce soufflé cups – 1 ounce per cup.
- If a Guest would like half of their order in one type of wing sauce and half in another type, we will accommodate the request by saucing one half and placing it in the appropriate container. For example, if a Guest orders a 10 piece Chicken Wings and wants half with Honey BBQ and half with Asian Kick, we would sauce 5 each with the two sauces and place into two snack boxes.
- We do not split orders of 5 Wings for two different sauces. In this instance, we should recommend that the Guest order a side of the other sauce they would like.
- Do not SHAKE the wings in the container, only SPIN.
- Make sure the Wings are evenly coated in sauce by securing the lid to the saucing container and using both hands to move (5 to the right, 5 to the left, turn on side and 5 spins around) the container in a circular motion so that you “spin” or “toss” the Wings inside the container.

# Chicken Wings

## HOW WE PREPARE



### Applying Sauce to Wings



- 5 piece Chicken Wings are placed in a 12# bag, all other Wing boxes/containers will be placed in a plastic bag. Napkin(s) and wet nap(s) should be included using the following guidelines:
  - ♦ 5 pieces = 1 napkin/1 wet nap
  - ♦ 10 pieces = 2 napkins/2 wet naps
  - ♦ 20 pieces = 4 napkins/4 wet naps
  - ♦ 40 pieces = 8 napkins/8 wet naps
- After rush periods, or every 4 hours (which ever occurs first), the saucing containers should be switched out with clean and sanitized saucing containers.
- Wing Sauce container should be washed every 4 hours.
- Do not heat Garlic Parmesan sauce in hot water or on the grill. The Garlic Parmesan sauce should sit at room temperature or be in a water bath of lukewarm water (**NOT HOT**), as the sauce will separate and will need to be discarded.

## AT CLOSING

### Storage

- Dispose of any cooked chicken product.
- Ensure all bags containing remaining frozen chicken product are properly sealed and stored in walk-in freezer.
- All sauces should be transferred to clean containers, covered and placed in the walk-in cooler for use the next day. Place dirty containers in the sink area to be cleaned, rinsed, sanitized and stored.
- Remove sauce containers at opening to allow them to reach room temperature before placing on the Wing station for the days use.
- Make sure chicken in an open bag is used the next business day.



## OVERVIEW



### Desired Result

- To prepare fresh, flavorful Chili to compliment our Loaded Fries, Hot Dogs and Burgers.



### Quick Reference

- Shelf life:
  - ♦ Chili with frozen meat: 48 hours (walk-in cooler not heated) includes 24 hour thaw time and 6 hours on line.
  - ♦ Chili with fresh meat: 48 hours (walk-in cooler uncooked) and 6 hours on line.
  - ♦ Chopped Chili Meat, shelf life is:
    - 5 days (walk-in freezer).
  - ♦ Chili Base (with no meat): 2 years from the date of production.
- Cook time: Until internal temperature is 170 degrees F. +/- 5 degrees.



### Tools & Supplies

- Sharpened Grill spatula (sanitized)
- 1/2 x 4 inch deep stainless steel pan
- Chili seasoning mix
- Rubber spatula
- Three 1/6 x 6 inch deep stainless steel pans
- 1 ounce ladle
- 1/6 x 6 inch Lexan pan (microwave heating)
- Slotted Lexan pan lid (microwave heating)
- Thermometer

### Health & Safety



- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- Be cautious around hot Chili, it can cause severe burns.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Do not use pouches that are torn or broken.
- Do not dispense water from the cleaning sink to prepare Chili.
- Chili is a potentially hazardous product and must be maintained at the proper temperature:
  - 170 degrees F +/- 5 degrees, in Steamtable.
  - 38 degrees F +/- 2 degrees in walk-in cooler.
- Always wash and sanitize Grill spatula and rubber spatula before using it for the Chili.
- Chili should be poured into pan(s) in center of the sink. Pour away from your body.
- Call out, "Hot Chili" when carrying pans of Chili to help avoid accidents.

## HOW WE PREPARE



### Health & Safety (continued)

- Use caution when working around heated surfaces or product.
- Use care when lifting hot pans of Chili.

### Receiving

- Received from Distributor at room temperature.
- Do not accept cases that have been damaged, opened or thawed.
- Not split or broken, which will allow the contents to leak out.
- Verify cases received to cases charged on invoices.
- Write delivery dates on all cases received.

### Product Specification

- Checkers®/Rally's® uses 2 types of Chili Base:
  - ♦ Chili Base without beans.
  - ♦ Chili Base with beans.
- Each case contains 6 pouches, 6.25 pounds (with beans) or 6.5 pounds (without beans) per pouch.
- Total case weight is approximately 37.5# (with beans)/39# (without beans).
- Shelf life:
  - ♦ Meat Freezer: 5 days
  - ♦ In Cooler: 48 hours
  - ♦ Prepared Chili: 48 hours (including 6 hours on line).

### Storage

- Store cases of Chili base at room temperature.
- Once a pouch is opened it must be used immediately.



### Quality

- Chili Base without beans:
  - ♦ Dark brown color with a slight red tint.
  - ♦ Shall possess a spicy, slightly salty, heavily seasoned flavor with heavy garlic and onion notes.
  - ♦ Coarse textured Chili base packed as concentrate without beans.
- Chili Base with beans:
  - ♦ Orange to brown color.
  - ♦ Shall possess a spicy, slightly salty flavor with heavy onion notes and some “spicy heat”.
  - ♦ Thick; beans shall have a good, typical texture that may be slightly soft; the skin should be tender.



### Preparing Meat Patties for Chili



- Meat Patties that exceed the hold time need to be transferred to the Chili meat pans, which are on the Steamtable or in the reach-in cooler.
- Meat patty hold times:
  - ♦ Small Meat patty in PHUs: 20 minutes
  - ♦ Large Meat in PHUs: 25 minutes
- Expired Patties used for Chili Meat:
  - ♦ Care must be taken to ensure that the grease below the false bottom does not touch the meat patties and the pans should be drained often.
  - ♦ Drain by emptying a meat pan from the Steamtable and carefully pouring the grease down the grease chute on the Grill. The meat pan is then placed back on the Steamtable.
- Chili meat is any patty which is not the highest quality, the quality checkpoints for meat patties are:
  - ♦ Not torn or broken.
  - ♦ Are 85% to 95% brown (proper sear).
  - ♦ Not dry or under cooked.
  - ♦ Are properly seasoned.
  - ♦ Does not exceed the hold time.
- Large and Small Meat patties need to be kept in separate pans as our Chili recipe calls for either: 25 (Large), or 36 (Small) meat patties.
- Patties with condiments or cheese are to be placed in the waste bucket and not used for the Chili recipes or it will adversely affect the flavor of the Chili.
- As the Chili meat pans begin accumulating Chili meat, they need to be chopped and bagged up throughout the day.
- After 5 Large or 12 Small Meat patties have accumulated in the Chili meat pans, they should be chopped, dated and placed in the walk-in freezer.
- Small Chili meat should be chopped into 1/8 inch pieces, and bagged in batches of 12.
- Large Meat should be chopped into 1/8 inch pieces, and bagged in batches of 5.
- Once Chili meat has been chopped and bagged it is to be placed in the walk-in freezer, and should also be dated with a 5 day expiration date.



## HOW WE PREPARE



### Thawing Procedures

- Remove the appropriate amount of frozen chopped meat (36 - Small or 25 - Large) for the next business day.
- Note: The shelf life of frozen Chili meat in the walk-in freezer is 5 days!
- Place the frozen Chili meat patties in the walk-in cooler and mark with a 48 hour hold time (include the 24 hour thaw time and 6 hours on line once prepped.) When the Chili meat is thawed, proceed to the preparation steps.
- Place thawing product on bottom shelf.
- Do not thaw frozen chili meat in water.

### Chili with Fresh Meat



- Cook meat patties using the proper Grill procedures (36 Small Meat patties or 25 Large Meat patties).
- Using a clean and sanitized Grill spatula, chop the meat patties into 1/8 inch pieces in a 1/2 x 4 inch deep stainless steel pan.

### Preparation of the Chili



- Open one pouch of Chili seasoning mix. Pour the contents of the pouch into a 1/2 x 4 inch deep pan with 1/8 inch chopped (previously cooked) Chili meat, mix thoroughly with a clean and sanitized rubber spatula. DO NOT ADD WATER to bean-less Chili.
- If using Chili with beans mix - add 1/2 gallon of water.
- Once Chili is thoroughly mixed, transfer the prepared Chili to three 1/6 x 6 inch deep stainless steel pans.
- The Chili not for immediate use should be covered with plastic wrap and marked with the 48 hour expiration time and date.
- Transfer promptly into the walk-in cooler.

### Heating Procedures

- Place two inches of hot tap water into an empty 1/3 x 6 inch deep stainless steel pan. Place the pan on the Grill (350 degrees F.) and bring water to a boil.
- Place the 1/6 x 6 inch deep pan containing the Chili mixture and 1 ounce ladle into the 1/3 pan, creating the double boiler effect. Cover pan with lid.
- Stir the Chili every 15 minutes during the heating cycle.
- Chili should reach the internal temperature of 170 degrees +/- 5 degrees F.
- After the Chili has reached 170 degrees +/- 5 degrees F., transfer the pan to the appropriate section of the Steamtable.



### Heating Procedures



- Portion Chili into an amber 1/6 x 6" heat resistant Lexan pan
- Fill the Lexan pan no more than 2/3 full with chili and place a lid on the pan
- Place the pan into the microwave oven and close the door
- Heat the chili for 5 minutes
- After the initial heating cycle and remove the chili
- Stir the chili thoroughly
- Replace the lid and return the pan to the microwave oven
- Heat the chili for an additional 5 minutes
- After the 2nd heating cycle, allow to stand inside microwave for 2 minutes
- Remove the chili and thoroughly stir
- Check the temperature by placing the thermometer into several areas to verify
  - an internal temperature of 170°F
- If the chili has reached an internal temperature of 170°F, place the chili into the
  - appropriate location in the steamwell
- If the chili has not reached an internal temperature of 170°F, continue to heat in 1 minute increments until
  - temperature reaches 170°F

**DO NOT PUT STAINLESS STEEL PANS, FOIL OR METAL OBJECTS IN THE MICROWAVE**

## HOW WE PREPARE



### Clean up/ Storage

- Thoroughly clean and sanitize the work area and utensils used for the Chili preparation.
- Mark the 6 hour hold time on the holding chart or on the lid of the holding pan.

## MAINTENANCE

### Stirring

- Stir Chili using a 1 ounce ladle, every 15 minutes.
- Stirring maintains temperature of the product and prevents Chili from scorching.

### Chili Meat: Temperature/ Quality Checks

- Meat placed in the steam well for Chili must maintain a temperature of 135 degrees F. or higher and not held over more than 4 hours to ensure quality.
- Once enough meat is available to make Chili the meat must be cut and chopped immediately.
- Chopped meat must be cooled from 135 degrees F. to 70 degrees F. within two hours. And from 70 degrees F. to 38 or below in four hours.
- To ensure proper cooling: place in the walk in freezer on a 1/3 x 4 inch or 6 inch pan to allow the air flow to cool the product.
- Check Chili temperature twice a day.
- Insert sanitized thermometer at least 2 inches into Chili.
- Hold thermometer in place until temperature stabilizes.
- If Chili characteristics (color, texture, taste) become questionable, discard the Chili and replace with a fresh batch.
- Chili hold time is 6 hours.

## AT CLOSING

### Storage

- Dispose of any remaining cooked Chili on line.

# Cold Creations

## OVERVIEW



### Desired Result

- To prepare delicious, creamy and smooth soft serve products.



### Quick Reference

- Products:
  - ♦ Cones (Waffle & Cake)
  - ♦ Sundaes (Layered & Small Dish)
  - ♦ Stuffed Cones
  - ♦ Hole-Lottas
- Equipment:
  - ♦ Soft Serve Machine - Electro Freeze
  - ♦ Mixer
  - ♦ Shake Machine
- All toppings are in 1/9 pans
- Top of the Oreo Creme bottle is cut to the first line
- Keep whipped topping, Oreo Creme and Philadelphia Cream Cheese in the reach in cooler on the line
- All Cold Creation pans should be filled no more than 1/2 way
- Draw temperatures:
  - ♦ Hot Fudge/Caramel: 115 degrees F. +/- 5
  - ♦ Soft Serve: 18 degrees F. +/- 2



### Tools & Supplies

- Workstation (Stainless Steel shelving)
- 1/9 Pans
- 1/9 Pan Lids
- 1/2 ounce spoons
- 3/4 ounce spoon
- Squeeze bottles/lids
- 6 Quart Cambro lids
- 6 Quart Cambro containers
- #30 Disher scoop
- #60 Disher scoop
- Topping warmer
- Scale
- Wire Basket
- Cone Stand - Plastic
- Shaker
- 2 Overrun buckets
- Shake Calibration Cup
- 1/6 x 6" deep Storage Pan
- Sanitizer bucket
- Tune-Up Kit for Shake Machine
- Brush Kits for Shake Machine & Soft Serve Machine
  - ♦ Kit must be complete
  - ♦ Kept in good repair/clean
  - ♦ Kept in a separate container in walk-in cooler

# Cold Creations

## OVERVIEW



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Use sanitized towels to clean area. Keep towels in bucket of sanitizer solution between uses.
- Do not handle drink cups around top of cup or lip area.

## HOW WE PREPARE



### Receiving

- Received from Distributor at 38 degrees F. +/- 2 degrees F.
  - ♦ Philadelphia Cheesecake Filling
  - ♦ Oreo Creme
  - ♦ Shake Mix
  - ♦ Whipped topping
- Received from distributor at 0 degrees F +/- 10 degrees F:
  - ♦ Cherries
  - ♦ Cake Cone
  - ♦ Waffle Cone
  - ♦ Caramel
  - ♦ Hot Fudge topping
  - ♦ Golden Grahams
  - ♦ Oreo Pieces
  - ♦ Oreo Minis
  - ♦ Shake Syrups
  - ♦ Strawberry topping
- Do not accept cases that have been damaged or opened.
- Verify cases received to cases charged on invoices.
- If product is refused, mark "Refused at Delivery" on the paperwork and on the box.
- Write delivery dates on all cases received.



### Product Specification

- Caramel Topping:
  - ♦ 25 oz. bottle
  - ♦ Shelf Life:
    - Unopened: 12 months
    - Once opened: 14 days
- Cheesecake Filling (Philadelphia®)
  - ♦ 6/24.3 ounce
  - ♦ Shelf Life: (always refrigerated)
    - 150 days from production date
    - Once opened: 7 days of shelf life when stored at 38 degrees F +/- 2
- Cherries (Maraschino Cherries with Large Stems)
  - ♦ Pack size: 6/64 ounce containers
  - ♦ Shelf Life:
    - 365 days from production date
    - Once opened: 7 days
    - Hold Time: Current Business Day
- Cake Cone:
  - ♦ Pack size: 240 cones per case - 20/12
  - ♦ Shelf Life:
    - 730 days from the production date
    - Once sleeve is opened: 2 days
    - Immediate use after opening
    - Hold time: Current Business Day
- Fudge Topping (Coco Plus Hot Sundae Topping):
  - ♦ Pack size: 24 ounce bottle
  - ♦ Shelf Life:
    - Unopened: 270 days at ambient temperatures
    - Once opened: 7 days when opened and stored covered at 38 degrees F +/- 2
- Golden Grahams
  - ♦ Pack size: 2/2 lb. bags (sizes may vary)
  - ♦ Shelf Life:
    - 270 days (shelf life shortened at storage temperatures above 85 degrees F)
    - Once opened: Split the container in two
      - » Room Temperature: 7 days
      - » Frozen: 30 days
    - Hold time: Current Business Day



### Product Specification

- Oreo Crème - (always refrigerated)
  - ♦ 6/2 lb. bags
  - ♦ Received 38 degrees F. +/- 2.
  - ♦ Shelf Life:
    - Unopened: 180 days at 38 degrees F. +/- 2.
    - Once opened: 7 days at 38 degrees F. +/- 2.
- Oreo® Pieces (crumbles)
  - ♦ Pack size: 12/1# Pouches per Case
  - ♦ Shelf Life:
    - 455 days from production date
    - Once opened: 3 months - frozen
    - Once opened: 7 days at room temperature
    - Hold Time: Current Business Day
- Oreo Minis
  - ♦ Pack size: 12/8 ounce pouches of Mini Oreo Cookies
  - ♦ Shelf Life:
    - 270 days from production date
    - Once opened: 3 months - frozen
    - Once opened: 7 days at room temperature
    - Hold Time: Current Business Day
- Shake Mix:
  - ♦ Pack size:
    - Vanilla & Chocolate Mix - 5.0 gallons - 2/2.5 gallon bags
  - ♦ Shelf Life:
    - 90 days from production date
    - Once opened: 7 days held at 38 degrees F. +/- 2



### Product Specification

- Shake Syrups (Banana/Chocolate/Strawberry):
  - ♦ Pack size: Four, 1 gallon jugs per case
  - ♦ Shelf Life:
    - 365 days from production date
    - Once opened: 3 months if refrigerated
    - Once opened: 7 days if held at room temperature
- Strawberry Topping:
  - ♦ Pack size: 6/48 oz. bags
  - ♦ Shelf Life:
    - 180 days from production date
    - Once opened: 7 days stored at 38 degrees F. +/- 2
    - Hold Time: Current Business Day
- Waffle Cone:
  - ♦ Pack size: 216 - 12/18
  - ♦ Shelf Life:
    - 270 days from production date
    - Once sleeve is opened: 2 days
- Whipped Topping
  - ♦ Pack size: 12/15 ounce Aerosol Cans
  - ♦ Shelf Life:
    - 240 days from production date
    - Once opened: 7 days stored at 38 degrees F. +/- 2.

### Storage

- Items stored at 38 degrees F. +/- 2:
  - ♦ Whipped Topping
  - ♦ Cheesecake Filling
  - ♦ Oreo Crème
- Items stored at 38 degrees F. +/- 2 - **After Opening:**
  - ♦ Cherries
  - ♦ Strawberries
  - ♦ Hot Fudge
  - ♦ Caramel
- Items stored at 0 degrees F +/- 10 degrees F:
  - ♦ Oreos (Minis & Pieces)
  - ♦ Golden Grahams
- Do not stack heavier products on top.





### Quality

- Cake Cone
  - ♦ Light, golden brown, flat bottom
  - ♦ Neutral flavor
  - ♦ Wafer style cone with crisp texture
- Caramel Topping
  - ♦ Smooth, glossy caramel topping
  - ♦ Light brown
  - ♦ Caramel flavor, sweet
- Cheesecake Filling (Philadelphia)
  - ♦ Ready to eat Cheesecake filling
  - ♦ Yellow (light)
  - ♦ Cheesecake flavor and aroma
  - ♦ Firm enough to stand without slumping but soft enough to spread at refrigerated temperature
- Cherries (Maraschino Cherries with Stems)
  - ♦ Size 20-22mm, 64 ounce fluid ounces
  - ♦ USDA Grade 1 and 2 Cherries
  - ♦ Natural/Artificial Cherry Flavor with wild cherry scent
- Fudge Topping
  - ♦ Smooth, glossy hot fudge topping
  - ♦ Deep chocolate brown
  - ♦ Dutch chocolate flavor, bittersweet
- Golden Grahams
  - ♦ Irregular pieces varying in size and shape
  - ♦ Typical toasted corn and whole wheat
- Oreo Crème
  - ♦ Smooth, glossy ready to use as sundae topping
  - ♦ White
  - ♦ Oreo filling flavor
- Oreo Pieces
  - ♦ Medium ground dark brown cookie with white creme filling
  - ♦ Balance of alkalized/dark cocoa and sweet, vanilla tasting creme
- Oreo Minis
  - ♦ Dark brown cookie with white creme filling
  - ♦ Balance of alkalized/dark cocoa and sweet, vanilla tasting creme
  - ♦ Crisp cookie with a slightly firm and slightly gritty creme filling











### Quality

- Strawberry Topping
  - ♦ Viscous, sliced strawberries ready to use as a sundae topping
  - ♦ Bright red with good fruit identity
  - ♦ Sweet strawberries, with artificial color and flavors added
- Shake Mix - Chocolate
  - ♦ Brown Cocoa appearance, smooth liquid with no visible clumping or particulates
  - ♦ Sweet, smooth chocolate flavor with no cooked, oxidized or other off flavors
  - ♦ Smooth, thick and creamy homogenous fluid
  - ♦ No lumps, sandy, grainy or off textures
- Shake Mix - Vanilla
  - ♦ Creamy, off white
  - ♦ Sweet, creamy vanilla flavor with no cooked, oxidized or other off flavors
  - ♦ Smooth, thick and creamy homogenous fluid
  - ♦ No lumps, sandy, grainy or off textures
- Shake Syrups - Double Banana
  - ♦ Banana colored and flavored syrup
  - ♦ Aroma of ripe banana
  - ♦ Sweet banana flavor
  - ♦ Free flowing liquid
- Shake Syrup - Strawberry:
  - ♦ Red liquid
  - ♦ Mild strawberry aroma
  - ♦ Citric sweet strawberry flavor
  - ♦ Free flowing liquid
- Shake Syrup - Double Chocolate
  - ♦ Chocolate syrup, free flowing and lump free
  - ♦ Mild chocolate aroma
  - ♦ Mild bitter chocolate flavor with a good balance of bitter and sweet flavors.
- Waffle Cone
  - ♦ Light brown, pointed bottom
  - ♦ Brown sugar flavor
  - ♦ Waffle Style Cone with crunchy texture
- Whipped Topping
  - ♦ Color when dispensed, off white to cream
  - ♦ Sweet, creamy flavor with slight vanilla note
  - ♦ Light, slightly airy with a smooth texture
  - ♦ Clean dairy notes

# Cold Creations - Builds

## COLD CREATIONS LINE SET UP

# Cold Creation Line Set Up

			
	 <b>Mini Oreos</b> Small Spoon Hold Time: Current Business Day*	 <b>Ice Cream Cones</b> Hold Time: Current Business Day*	Clear Pan with Blue Spoons
 <b>Strawberry topping</b> Small Spoon Hold Time: Current Business Day*	 <b>Crushed Oreos</b> Large Spoon Current Business Day*	 <b>Waffle Cones</b> Hold Time: 2 days	Stainless Steel Pan with Ice Cream Scoop
 <b>Cherries</b> Hold Time: Current Business Day*	 <b>Golden Grahams</b> Small Spoon Hold Time: Current Business Day*		

\* No Carryover for this product

\* No pan should be more than 1/2 full

# Cold Creations - Builds

## Soft Serve Cone - Cake Cone

### How to make a Soft Serve Cone:

- 4 Serve with a napkin around bottom of cone
- 3 Build a dome effect, finishing with a classic soft serve finish (resembling a Hershey Kiss<sup>®</sup>)
- 2 Fill the inside of the cone with soft serve - Ensure 3 visible swirls
- 1 Start with a Cake Cone

Build the product using the directions starting from the bottom, going upwards.

Item	Amount Per Serving
Soft Serve (any flavor)	<ul style="list-style-type: none"><li>• 3 visible swirls</li><li>• (fill the inside of the cone)</li></ul>
Cake Cone	<ul style="list-style-type: none"><li>• 1 Cone</li></ul>

Do **NOT** place Soft Serve Products on the hot line!



# Cold Creations - Builds

## Soft Serve Cone - WAFFLE CONE

### How to make a Soft Serve Cone:

- 4 Serve with a napkin around bottom of cone
- 3 Build a dome effect, finishing with a classic soft serve finish (resembling a Hershey Kiss<sup>®</sup>)
- 2 Fill the inside of the cone with soft serve - Ensure 3 visible swirls
- 1 Start with a Waffle Cone

**Build the product using the directions starting from the bottom, going upwards.**

Item	Amount Per Serving
Soft Serve (any flavor)	<ul style="list-style-type: none"><li>• 3 visible swirls</li><li>• (fill the inside of the cone)</li></ul>
Cake Cone	<ul style="list-style-type: none"><li>• 1 Cone</li></ul>

**Do NOT place Soft Serve Products on the hot line!**



# Cold Creations - Builds

## Soft Serve CUP

### How to make a Soft Serve Cup:

- 4 Serve with a napkin and blue spoon
- 3 Build a dome effect, finishing with a classic soft serve finish (resembling a Hershey Kiss<sup>®</sup>)
- 2 Add 4 swirls (only 3 of the swirls are visible)
- 1 Start with a Small Sundae Cup

Build the product using the directions starting from the bottom, going upwards.

Do **NOT** place Soft Serve Products on the hot line!



Item	Amount Per Serving
Soft Serve (any flavor)	<ul style="list-style-type: none"><li>• 4 swirls (including filling the inside of the cup)</li></ul>
Cup	<ul style="list-style-type: none"><li>• 1 Value Cup</li></ul>



# Cold Creations - Builds

## Apple Pie Sundae

### How to make an Apple Pie Sundae:

- 9 Serve with napkin and blue spoon
- 8 Place a cherry on top of the Whipped Topping
- 7 Top with a puff of Whipped Topping on each side
- 6 Sprinkle the Cinnamon Sugar on top of the Caramel covered Vanilla Soft Serve (with shaker)
- 5 Add 4 rings of Caramel Sauce on top of the Vanilla Soft Serve
- 4 Add 4 swirls of Vanilla Soft Serve to create a dome effect, moving around the Apple Pie, finishing with a classic soft serve finish (resembles a Hershey's chocolate kiss®)
- 3 Add 4 rings of Caramel sauce
- 2 Remove a cooked Apple Pie from bag and break in half
- 1 Start with a Large Sundae bowl

Build the product using the directions starting from the bottom, going upwards.

Do **NOT** place Soft Serve Products on the hot line!



Item	Amount Per Serving
Cherry	1
Whipped Topping	2 puffs (one on each side of soft serve)
Cinnamon Sugar	5 shakes
Caramel Topping	4 rings
Vanilla Soft Serve	4 swirls
Caramel Topping	4 rings
Apple Pie	1 (broken in half)
Bowl	Large Sundae Bowl

# Cold Creations - Builds

## Oreo Sundae

### How to make an Oreo Sundae:

- 9 Serve with napkin and blue spoon
- 8 Place a cherry on top of the Whipped Topping
- 7 Top with a puff of Whipped Topping on each side
- 6 Add 5 Mini Oreos® on top of the crushed Oreos
- 5 Place (1) Large Spoon of crushed Oreos on top of the Fudge topping
- 4 Using the squeeze bottle, add 4 rings of Fudge Topping on top of the Vanilla Soft Serve
- 3 Add 4 swirls of Vanilla Soft Serve to create a dome effect, moving around the Oreo® minis, finishing with a classic soft serve finish (resembles a Hershey's chocolate kiss®)
- 2 Portion 5 Mini Oreos
- 1 Start with a Large Sundae bowl

**Build the product using the directions starting from the bottom, going upwards.**

Do **NOT** place Soft Serve Products on the hot line!



### Item Amount Per Serving

Cherry	1
Whipped Topping	2 puffs (one on each side of soft serve)
Oreos (mini Oreos)	5 cookies (placed around the bowl)
Oreos (crushed)	1 Large Spoon
Fudge topping	4 rings
Vanilla Soft Serve	4 swirls
Oreos (mini Oreos)	5 cookies
Bowl	Large Sundae Bowl



# Cold Creations - Builds

## Strawberry Cheesecake Sundae

Build the product using the directions starting from the bottom, going upwards.

Do **NOT** place Soft Serve Products on the hot line!



### How to make an Strawberry Cheesecake Sundae:

- 10 Serve with napkin and blue spoon
- 9 Place a cherry on top of the Whipped Topping
- 8 Top with a puff of Whipped Topping on each side
- 7 Add (1) Small Spoon of Golden Grahams in the bottom of the bowl
- 6 Add (2) Small Spoons of Strawberry topping on top of the Vanilla Soft Serve
- 5 Add 4 swirls of Vanilla Soft Serve to create a dome effect, moving around the Cheesecake filling, finishing with a classic soft serve finish (resembles a Hershey's chocolate kiss®)
- 4 Add (1) Small Spoon of Strawberry topping on top of the Philadelphia Cream Cheese filling
- 3 Add (2) #30 Scoops of Philadelphia Cream Cheesecake filling on top of the Golden Grahams
- 2 Add (1) Small Spoon of Golden Grahams in the bottom of the bowl
- 1 Start with a Large Sundae bowl

Item	Amount Per Serving
Cherry	1
Whipped Topping	2 puffs (one on each side of soft serve)
Golden Grahams	1 Small spoon
Strawberry topping	2 Small spoons
Vanilla Soft Serve	4 swirls
Strawberry topping	1 Small spoon
Philadelphia Cheesecake filling	2 #30 scoops
Golden Grahams	1 Small spoon
Bowl	Large Sundae Bowl



# Cold Creations - Builds

## Small Dish Oreo Sundae

### How to make a Small Dish Oreo Sundae:

- 8 Serve with napkin and blue spoon
- 7 Place a cherry on top of the Whipped Topping
- 6 Top with a puff of Whipped Topping
- 5 Place (1) Large Spoon of crushed Oreos on top of the Fudge topping
- 4 Using the squeeze bottle, add 4 rings of Fudge Topping on top of the Vanilla Soft Serve
- 3 Add 2 swirls of Vanilla Soft Serve to create a dome effect, moving around the Oreo® mini's, finishing with a classic soft serve finish (resembles a Hershey's chocolate kiss®)
- 2 Portion 4 Mini Oreos
- 1 Start with a Small Sundae Cup

Build the product using the directions starting from the bottom, going upwards.

Do **NOT** place Soft Serve Products on the hot line!

Item	Amount Per Serving
Cherry	1
Whipped Topping	1 puff
Crushed Oreos	1 large spoon
Hot Fudge	4 rings
Vanilla Soft Serve	2 swirls
Mini Oreos	4 Oreos
Clear cup	Small Sundae Cup



# Cold Creations - Builds

## Small Dish Strawberry Cheesecake Sundae

### How to make a Small Dish Strawberry Cheesecake Sundae:

- 10 Serve with a napkin and Blue spoon.
- 9 Place a cherry on top of the Whipped Topping
- 8 Top with a puff of Whipped Topping
- 7 Add (1) Small Spoon of Golden Grahams in the bottom of the bowl
- 6 Add (1) Small Spoons of Strawberry topping on top of the Vanilla Soft Serve
- 5 Add 2 swirls of Vanilla Soft Serve to create a dome effect, moving around the Cheesecake filling, finishing with a classic soft serve finish (resembles a Hershey's chocolate kiss®)
- 4 Add (1) Small Spoon of Strawberry topping on top of the Philadelphia Cream Cheese filling
- 3 Add (1) #30 Scoop of Philadelphia Cream Cheesecake filling on top of the Golden Grahams
- 2 Add (1) Small Spoon of Golden Grahams in the bottom of the bowl
- 1 Start with a Small Sundae Cup

Item	Amount Per Serving
Cherry	1
Whipped Topping	1 puff
Golden Grahams	1 small spoon
Strawberry	1 small spoon
Vanilla Soft Serve	2 swirls
Strawberry	1 small spoon
Philly Cheesecake filling	1 #30 scoop
Golden Grahams	1 small spoon
Clear cup	Small Sundae Cup



# Cold Creations - Builds

## Small dish apple pie

### How to make a Small Dish Apple Pie Sundae:

- 9 Serve with a napkin and Blue spoon
- 8 Place a cherry on top of the Whipped Topping
- 7 Top with a puff of Whipped Topping
- 6 Sprinkle the Cinnamon Sugar on top of the Caramel covered Vanilla Soft Serve (with shaker)
- 5 Add 3 rings of Caramel Sauce on top of the Vanilla Soft Serve
- 4 Add 2 swirls of Vanilla Soft Serve to create a dome effect, moving around the Apple Pie, finishing with a classic soft serve finish (resembles a Hershey's chocolate kiss®)
- 3 Add 3 rings of Caramel sauce
- 2 Remove a cooked Apple Pie from bag and break in half; place 1 half in the Small Sundae Cup, discard the other half in the trash
- 1 Start with a Small Sundae Cup

Item	Amount Per Serving
Cherry	1
Whipped Topping	1 puff
Cinnamon Sugar	1 shake
Caramel	3 rings
Vanilla Soft Serve	2 swirls
Caramel	3 rings
Apple Pie	1/2 (discard the other half)
Clear cup	Small Sundae Cup



## Stuffed Oreo® Cone

- 1 Serve with napkin
- 2 Finish by placing 1 whole mini Oreo cookie on top of the soft serve
- 3 Portion 2 swirls of twist soft serve on top of the cone
- 4 With the squeeze bottle, portion 4 rings of Oreo Creme on top of the crushed Oreos
- 5 Using a black spoon, portion a level spoon of crushed Oreos on top of the soft serve
- 6 Fill the cone just to the start of the “v” shaped opening with twist soft serve
- 7 Start with a waffle cone

Do **NOT** place  
Soft Serve  
Products on  
the hot line!

Item	Amount Per Serving
Mini Oreo® Cookie	1
Twist Soft Serve	2 swirls
Oreo® Creme	4 rings
Crushed Oreo®	1 large spoon
Twist Soft Serve	Fill cone to “v” shape
Waffle Cone	1



# Cold Creations - Builds

## Stuffed Strawberry Cheesecake Cone

### How to make a Stuffed Strawberry Cheesecake Cone:

- 7 Serve with napkin
- 6 Finish by placing a cherry on top of the soft serve
- 5 Portion 2 swirls of twist soft serve on top of the cone
- 4 Using a white spoon, portion one level scoop of strawberry topping inside the cone by placing the strawberries on the back wall of the cone
- 3 Using a #60 disher, scoop a level portion of cheesecake filling on top of the soft serve
- 2 Fill the cone just to the start of the "v" shaped opening with vanilla soft serve
- 1 Start with a waffle cone

Build the product using the directions starting from the bottom, going upwards.

Do **NOT** place Soft Serve Products on the hot line!

Item	Amount Per Serving
Cherry	1
Vanilla Soft Serve	2 swirls
Strawberry Topping	1 small spoon
Cheesecake Filling	1 #60 disher scoop
Vanilla Soft Serve	Fill cone to "v" shape
Waffle Cone	1



# Cold Creations - Builds

## Double Stuf Oreo® Hole-Lotta

### How to make a Double Stuf Oreo® Hole-Lotta:

- 8 Serve with a napkin and blue spoon
- 7 Place Oreo Creme INSIDE the hole and fill to the top
- 6 Turn on the mixer, with a firm hold on the cup, quickly make a hole in the soft serve
- 5 Place the lid on the Hole-Lotta (before creating the hole)
- 4 Place 1 small spoon of crushed Oreos on top of the soft serve
- 3 Tap the cup on the table 3 times
- 2 Fill with twist soft serve to the first line
- 1 Start with a 14 oz cup and place 1 small spoon of crushed Oreos into the cup

Build the product using the directions starting from the bottom, going upwards.

Do **NOT** place Soft Serve Products on the hot line!

Item	Amount Per Serving
Oreo Creme	1 ounce (INSIDE HOLE)
Crushed Oreos	1 small spoon
Twist Soft Serve	Fill to first line
Crushed Oreos	1 small spoon
Clear Cup	14 ounce



# Cold Creations - Builds

## Strawberry Cheesecake Hole-Lotta

### How to make a Strawberry Cheesecake Hole-Lotta:

- 10 Serve with a napkin and blue spoon
- 9 Place 1 small spoon of strawberry topping on top of the cheesecake
- 8 Using the #60 scoop, place 2 scoops of cheesecake filling INSIDE the hole
- 7 Place 1 small spoon of strawberry topping INSIDE the hole
- 6 Turn on the mixer, with a firm hold on the cup, quickly make a hole in the soft serve
- 5 Place the lid on the Hole-Lotta (before creating the hole)
- 4 Place 1 small spoon of crushed grahams on top of the soft serve
- 3 Tap the cup on the table 3 times
- 2 Fill with vanilla soft serve to the first line
- 1 Start with a 14 oz cup and place 1 small spoon of crushed grahams into the cup

Build the product using the directions starting from the bottom, going upwards.

Do **NOT** place Soft Serve Products on the hot line!

### Item

### Amount Per Serving

Strawberry Topping	1 small spoon (INSIDE HOLE)
Cheesecake Filling	2 #60 scoops (INSIDE HOLE)
Strawberry Topping	1 small spoon (INSIDE HOLE)
Golden Grahams	1 small spoon
Vanilla Soft Serve	Fill to first line
Crushed Grahams	1 small spoon
Clear Cup	14 ounce





# Cold Creations - Builds

## Hole-Lotta Procedures

### Creating the Hole

- Begin by filling the cup with Soft Serve (to the fill line).
- Tap the cup filled with the Soft Serve on the Cold Creations table 3 times.
- Once appropriate topping has been placed on the Soft Serve, place the lid on the cup.
- Turn the Mixer on.
- Holding the cup firmly and centered on the mixing blade, quickly move the cup “up” and then “down” one time to create a “hole” in the middle of the Soft Serve.
- The “hole” should be no deeper than halfway down the cup.

### The Hole



### New Disher Scoop



- A new #60 scoop has been introduced specifically for Hole-Lottas. It is designed to fit our portions of Cheesecake directly into the “hole” in the Hole-Lotta.
- **How can you tell the difference between the two scoops?**
  - ♦ The new #60 scoop is smaller and has a different handle (see above). This is only to be used for the Hole-Lotta products.

# Cold Creations - Builds

## Strawberry Cheesecake Hole-Lotta



Step 1:  
Using a Large cup  
(14 oz.), place  
one scoop of  
Golden Grahams  
into the cup.



Step 2:  
Fill with Vanilla  
Soft Serve to the  
top of cup.



Step 3:  
Tap the cup filled  
with Vanilla Soft  
Serve on the Cold  
Creations table 3  
times.



Step 4:  
Place 1 scoop of  
Golden Grahams  
on top of the  
Soft Serve.



Step 5:  
Place lid on  
the Hole-Lotta  
(before creating  
hole).



Step 6:  
Turn on the  
Mixer, with a  
firm hold on  
the cup quickly  
make a hole in  
the Soft Serve.



Step 7:  
Place Strawberry  
topping INSIDE  
the hole.



Step 8:  
Using the #60  
scoop, place  
2 scoops of  
cheesecake  
filling into the  
hole.



Step 9:  
Place 1 scoop  
of Strawberry  
topping on top of  
the Cheesecake.

**A completed  
Strawberry  
Cheesecake  
Hole-Lotta  
should resemble  
the following:**



# Cold Creations - Builds

## Double Stuf Oreo® Hole-Lotta



Step 1:  
Using a Large cup (14 oz.), place one scoop of Oreo® cookie crumbs into the cup.



Step 2:  
Fill with Swirl Soft Serve to the top of cup.



Step 3:  
Tap the cup filled with Swirl Soft Serve on the Cold Creations table 3 times.



Step 4:  
Place 1 scoop of Oreo® cookie crumbs on top of the Soft Serve.



Step 5:  
Place lid on the Hole-Lotta (before creating hole).



Step 6:  
Turn on the Mixer, with a firm hold on the cup quickly make a hole in the Soft Serve.



Step 7:  
Place Oreo® Creme INSIDE the hole and fill to the top.

**A completed Double Stuf Oreo® Hole-Lotta should resemble the following:**



# Drinks - Shakes

## OVERVIEW



### Desired Result

- To prepare delicious, creamy and smooth shakes.



### Quick Reference

- Put lids on all drinks.
- Shakes:
  - ♦ Banana
  - ♦ Chocolate
  - ♦ Strawberry
  - ♦ Vanilla
- Shakes come in 4 sizes:
  - ♦ Value (12 ounces)
  - ♦ Small (16 ounces)
  - ♦ Medium (21 ounces)
  - ♦ Large (32 ounces)



### Tools & Supplies

- Drink Cups
- Drink Lids
- Brix cup
- Stainless rinse cup
- Shake Machine



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Use sanitized towels to clean area. Keep towels in pan of sanitizer solution between uses.
- Do not handle drink cups around top of cup or lip area.

# Drinks - Shakes

## HOW WE PREPARE



### Receiving

- Shake Mix:
  - ♦ Received from Distributor at 38 degrees F. +/- 2 degrees F.
- Do not accept cases that have been damaged or opened.
- Verify cases received to cases charged on invoices.
- If product is refused, mark "Refused at Delivery" on the paperwork and on the box.
- Write delivery dates on all cases received.

### Product Specification

- Shake Mix:
  - ♦ Shelf life: 90 days from the production date.
- Shake Syrups: See Cold Creations section for Syrup product specifications

### Storage

- Shake Mix: Store in walk-in cooler at 38 degrees +/- 2 degrees F.
  - ♦ Do not stack heavier products on top.
  - ♦ Once opened should be used within seven days if held at 38 degrees +/- 2 degrees F.
- Shake Syrup: Store in room temperature, dry storage.

### Quality



- Shake Mix:
  - ♦ Creamy, off white
  - ♦ Sweet, creamy vanilla flavor with no cooked, oxidized or other off flavors
  - ♦ Smooth, thick and creamy homogenous fluid
- Shake Syrup:
  - ♦ Banana:
    - Yellow-Orange color liquid
    - Aroma of ripe banana
    - Sweet banana flavor
    - Free flowing liquid
  - ♦ Chocolate:
    - Dark brown liquid
    - Mild chocolate aroma
    - Mild bitter chocolate flavor. Good balance of sweet and bitter flavor
    - Free flowing liquid
  - ♦ Strawberry:
    - Red liquid
    - Mild strawberry aroma
    - Citric sweet strawberry flavor
    - Free flowing liquid

# Drinks - Shakes

## HOW WE PREPARE



### Serving Shakes



- Shakes come in 4 sizes:
  - ♦ Value (12 ounces)
  - ♦ Small (16 ounces)
  - ♦ Medium (21 ounces)
  - ♦ Large (32 ounces)
- Before dispensing shake, ensure that the desired flavor button is depressed and the flavoring spout is rinsed clean.
- Pull up on the draw handle, and fill the cup 1/2 inch from the top of the cup.
- The appropriate lid is to be placed on the cup.
- If you notice that flavored shakes appear to have too much or too little flavoring, notify the Manager.
- The temperature of the shake is very important, as our shakes need to be of the highest quality.
- Temperature of the shakes should be 27 degrees F. +/- 1 degree F.

## AT CLOSING

### Storage

- Shake Mix carryover (rerun) is permitted.
- When priming machine in morning use fresh mix first then add carryover.
- The shake mix and syrup cycle should be broken once a week (on Mondays) by discarding the carryover.
- Taylor Shake Machine must be disassembled daily.\*
- Electro Freeze Shake Machine must be taken down twice a week.\*
- All parts should be cleaned, sanitized and air dried daily.

\* Unless the local authority requires cleaning to be performed more frequently.



# Drinks - Soft Drinks

## OVERVIEW



### Desired Result

- To serve refreshing soft drinks to our Guests.



### Quick Reference

- Put lids on all drinks, mark flavor using bubbles on lid.
- Carbonated and Non-carbonated drinks from dispenser:
  - ♦ Temperature: 38 degrees F. +/- 2
  - ♦ Ice fill level of cup: 2/3 full
  - ♦ Do not pre-draw (stage) soft drinks
- Coca-Cola soft drink products, including:
  - ♦ Coca-Cola
  - ♦ Diet Coke
  - ♦ Sprite
  - ♦ Gold Peak Sweet Tea
  - ♦ Barq's Root Beer
  - ♦ Pibb Xtra
  - ♦ Cherry Coke
  - ♦ Hi C Fruit Punch
  - ♦ Hi C Pink Lemonade
  - ♦ Fanta Strawberry
  - ♦ In addition, there are 2 regional flavors.
  - ♦ Additional flavors optional as regular flavors (as approved by Checkers Drive-In Restaurants, Inc.). May vary by location.



### Tools & Supplies

- Cold Cups and lids
- Ice Scoop
- Ice Scoop holder
- Ice Bucket



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Use sanitized towels to clean area. Keep towels in pan of sanitizer solution between uses.
- Do not handle drink cups around top of cup or lip area.
- Never use mop sink to dispense drinking water.
- When filling ice bucket, only fill to level that can be safely carried.
- Do not store scoops in ice.
- Do not use cups to scoop ice.



# Drinks - Soft Drinks

## HOW WE PREPARE

### Receiving

- Received as a bag inside of a box.
- Received from Distributor at room temperature.
- **Do not accept cases that have been damaged or opened.**
- Verify cases received to cases charged on invoices.
- If product is refused, mark "Refused at Delivery" on the paperwork and on box.
- Write delivery dates on all cases received.

### Product Specification

- Shelf life:
  - ♦ Coca-Cola, Cherry Coke, Diet Coke, Coke Zero, Powerade, Barq's Root Beer, Minute Maid: 75 days.
  - ♦ Fanta, Hi-C, Pibb, Tea: 120 days.

### Storage

- Dry Storage

### Quality

- Syrup liquid packaged in a bag-in-the-box.

### Pouring Drinks

- Drinks come in five sizes:
  - ♦ Kids (12 ounces)
  - ♦ Value size (16 ounces)
  - ♦ Small (21 ounces)
  - ♦ Medium (32 ounces)
  - ♦ Large (42 ounces)
- Cups are always filled two-thirds with ice (unless Guest makes a special request), including Iced Teas.
- Cups are always to be filled up to 1/2 an inch from the top of the cup.
- Do not over fill the cup, as it will cause a spill.
- The appropriate lid is to be placed on the cup, and the correct bubble on the lid should be depressed to designate the flavor.
- Free refills are to be given to Guests sitting on the patio, when requested.
- Soft drink temperature without ice should be served at 38 degrees F. +/- 2 degrees F.
- If soda machine is creating excessive foaming or a change in taste, notify Manager in charge immediately.

## AT CLOSING

### Storage

- Clean and sanitize the station.
- Soak overnight in clear water.
- Ice scoops, ice scoop holder, and ice buckets need to be cleaned and sanitized.
- Remove diffusers and clean - DO NOT SOAK IN SANITIZER!

# Fish

## OVERVIEW



### Desired Result

- To prepare hot, fresh and crispy fish for our Deep Sea Double and Fish Sandwiches.



### Quick Reference

- Cook time: 4 minutes.
- Fryers should be set to 340 degrees F for Pitco and Frymaster fryers.
- Hold time(s):
  - ♦ First Cook: 1 hour - Hot Hold; 90 minutes - Carter Hoffmann Crisp 'n Hold
- Frying basket capacity: 8 Fish filets.
- Shelf life: 365 days from the production date.
- Received from Distributor at 0 degrees F. +/- 10 degrees F.



### Tools & Supplies

- Fry Basket
- Holding time chart with a grease pencil
- Clean, dry towels
- Transfer Pans with False Bottoms
- 1 Pair of Tongs



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up shortening spills immediately.
- Be cautious around hot oil, it can cause severe burns.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Inspect all Fry Baskets before use.

# Fish

## HOW WE PREPARE



### Receiving

- Received from Distributor at 0 degrees F. +/- 10 degrees F.
- **Do not accept cases that have been damaged, opened or thawed.**
- Frozen hard, solid to the touch.
- Absence of visible ice crystals.
- Verify cases received to cases charged on invoices.
- Write delivery dates on all cases received.

### Product Specification

- Checkers®/Rally's® uses specially selected white fish (Alaskan Pollock) with a special seasoned breading.
- Shelf life: 12 months.
- Each fish filet weighs approximately 2.5 ounces.
- Case net weight is 20 pounds with 120 - 128 filets per case.
- Fish filets must be cooked from a frozen state to ensure consistency.

### Storage

- Date each case and rotate in freezer, using "FIFO" method of rotation.
- Store in freezer at 0 to -10 degrees F.
- Cases must be stacked on the required storage racks, NOT directly on the floor.
- When storing the product, ensure that it is spaced 6 inches from the floor, 2 inches from the wall, and 1 inch between each stack for proper air circulation.
- Care should be taken not to stack heavier product on top.
- Store limited amount of product in reach-in freezer at 0 to -10 degrees F.



### Quality

- Light tan color (uncooked).
- Evenly breaded portions using a crisp, coarse breading. No broken portions or portions with holes.
- Reasonably free of coating damages (blisters, breaks, voids) and excessive frying oil.
- No off flavors or odors.
- Quality: After cooking, fish should be crispy on the outside with no breading separation and have a soft center.



### Cooking



- Use the Bin Chart Recap report to determine the proper amount of Fish to cook.
- A maximum of 8 fish filets can be cooked in the fryer basket.
- Place tongs near holding rack.
- Remove Fish portions from the reach-in freezer, ensure the Fish portions are frozen.
- Place up to 8 Fish portions on their side in a basket.
- **Remove the basket from the vat bracket and lower it into the First Cook Vat (left fry vat). Be careful not to splash the hot shortening.**
- Activate the timer.
- After 30 seconds, lift the basket and gently shake the basket to separate the Fish portions.
- After the 4 minute timer sounds, remove the basket.
- Place the basket over the First Cook Vat.
- Let the basket drain approximately 10 seconds.
- The Fish should be golden brown, evenly cooked with a consistent bread coating.

### Holding

- First cook:
  - ♦ 1 hour - Hot Hold
  - ♦ 90 minutes - Carter Hoffmann Crisp n' Hold
- Rotate so oldest (use first) fish filets are on right side of pan (or front of pan for Crisp 'n Hold).
- Store chicken products in the holding cabinet at 185o +/- 5 degrees F.
- Chicken products stored in the holding cabinet must maintain a temperature of a 145 degrees F. +/-5 degrees F.

### Finish Cook

- The Expeditor, Cashier or Sandwich maker will let you know when the fish product is needed.
- Acknowledge the product call with a "Thank you".
- Remove the appropriate number of product from the indicated hot hold cabinet.
- Place the product in the basket.
- Remove the basket from the vat bracket and lower it into the finish cook vat (right fry vat).
- Press the 30 second finish Fish timer and gently lower the basket into the vat.
- Ensure the timers are properly used to monitor hold times if not used immediately.

# Fish

## AT CLOSING

### Storage

- Dispose of any cooked fish product.
- Ensure all bags containing remaining frozen fish product are properly sealed and stored in walk-in freezer.
- Make sure these are the first items used the next business day.

#### Top Drawer

Chicken Bites (newest)	Chicken Bites (oldest)
Fish (newest)	Fish (oldest)
Wings (newest)	Wings (oldest)



Rotation

CarterHoffmannCrispnHold

**Spicy Chicken**  
90 Minutes

**Wings**  
90 Minutes

**Chicken Strips**  
90 Minutes

**Fish**  
90 Minutes

**Big Chicken**  
90 Minutes

**Chicken Bites**  
45 Minutes

# Fries

## OVERVIEW



### Desired Result



### Quick Reference

- To prepare one of our Guest favorites our famous hot, crispy, delicious Fries.
- Shelf life: 12 months.
- Freezer storage: 0 to -10 degrees F
- Shortening temperature: 340 degrees F.
- Hold time for cooked Fries:
  - ♦ First Cook: 15 minutes.
  - ♦ Finish Holding: 5 minutes (7 minutes Crisp n' Hold)
  - ♦ Packaged Holding: 1 minute.
- Fry portions:
  - ♦ Kids/Value
  - ♦ Small
  - ♦ Medium
  - ♦ Large
  - ♦ Fry Lovers XL
  - ♦ Loaded Fries
- Indicators that the Fries are done:
  - ♦ Timer sounds.
  - ♦ Fries float to the top.
  - ♦ Fries turn golden brown.
  - ♦ Shortening turbulence subsides.



### Tools & Supplies

- Fry scoop
- Tongs
- Fry skimmer
- Fry basket(s)
- Towel (dry)
- Fry containers
- Salt dredge (2)
- Fry scale



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up shortening spills immediately.
- Be cautious around hot oil, it can cause severe burns.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Inspect all Fry Baskets for broken welds or loose/broken wires.
- CAUTION: Heat lamps used at the fryer station are extremely hot.

# Fries

## HOW WE PREPARE



### Receiving

- Received from Distributor at 0 degrees F. +/- 10 degrees F.
- **Do not accept cases that have been damaged, opened or thawed.**
- Frozen hard, solid to the touch.
- Absence of visible ice crystals.
- Verify cases received to cases charged on invoices.
- Write delivery dates on all cases received.

### Product Specification

- Checkers®/Rally's® uses a battered, seasoned, coated fry.
- Fries are packed in a 39 pound case, consisting of six 6.5 pound bags.
- Fries must be cooked from a frozen state.
- Shelf life: 12 months.

### Storage



- Date each case and rotate in freezer, using "FIFO" method of rotation.
- Freezer temperature must be maintained at 0 to -10 degrees F.
- Cases must be stacked on the required storage racks, NOT directly on the floor.
- When storing the product, ensure that is spaced 6 inches off the floor, 2 inches from the wall, and 1 inch between each stack, for proper air circulation.
- Store a limited amount of product in a small upright holding freezer at 0 to -10 degrees F. Fries should remain in the brown bag to protect the product.
- Bags of Fries should be stored vertically and in original box when being stored in reach-in freezer to avoid breakage and reduced yield.



### Quality

- Fries must be fully coated, though batter thickness may vary slightly.
- Natural potato flavor accented by salt, black pepper, and savory seasoning.
- Reasonably free of coating damages (blisters, breaks, voids) and excessive frying oil.
- After cooking quality: Shell will be crisp, not tough, with a fluffy, not hollow interior.

# Fries

## HOW WE PREPARE



### Cooking



- Remove a bag from the reach-in freezer.
- Ensure Fries are frozen. Fries that are partially thawed will absorb too much shortening, resulting in soggy French Fries.
- Open the bag of Fries along the seam at the top.
- Do not rip the bag open, which may result in the French Fries spilling.
- Grasp the top of the bag to control the amount of Fries used.
- Fill the fry basket no more than 1/2 full with Fries.
- Remove the basket from the vat bracket and lower it into the First Cook Vat (left fry vat in two vat fryers), be careful not to splash the hot shortening.
- Activate the timer.
- Do not let uncooked Fries sit over the shortening, which will result in premature thawing.
- After 30 seconds, lift the basket and gently shake the basket and separate the Fries.
- As more moisture from the Fries is released, they will become lighter and begin floating.
- The turbulence will begin to subside, and the Fries will begin to turn golden brown.
- After the 2 minutes 30 second timer sounds, lift the basket from the shortening using both hands. Place the basket on the vat bracket over the Finish Vat (right fry vat).
- Ensure the First Cook Fries do not exceed the 15 minute hold time.

### Final Cook

- Using tongs, portion small amounts of first cooked Fries into the basket to final cook.
- Lower the basket with First Cooked Fries in the Finish Vat and activate the timer.
- After the 30 second timer sounds, lift the basket, shaking it gently, up and down to prevent sticking.
- Drain 5 - 10 seconds



# Fries

## HOW WE PREPARE



### Holding



- Rotate the existing Fries in the fry holding station to the front and place the freshest Fries in the back of the bin.
- Generously salt the Fries using a front to back motion.
- Salt should be visible on the fries.
- Use the fry scoop to distribute the salt throughout the new Fries.
- Ensure the final cooked Fries do not exceed the 5 minute hold time; 7 minute hold time in the Carter Hoffmann Crisp 'n Hold.
- Ensure all packaged Fries do not exceed the 1 minute hold time.

### Portion and Serve



- Check Fries for quality before serving.
- Discard Fries that are below standard:
  - ♦ Fries with very dark or uncooked ends
  - ♦ Fries that bend or feel soggy
  - ♦ Fries that have held over 15 minutes First Cook Holding time, or the 5 minute Finish Holding Time (7 minute hold time in the Carter Hoffmann Crisp 'n Hold), or the 1 minute Packaged Holding Time
- Scoop enough Fries, using a front-to-back motion, into the wide end of the scoop to completely fill fry container.
- Hold container under small end and funnel Fries into container until full.
- Portions:
  - ♦ Kids/Value
  - ♦ Small
  - ♦ Medium
  - ♦ Large
  - ♦ Fry Lovers XL
  - ♦ Loaded Fries
- Shake off extra Fries or Fries hanging over side of container back into the bin.
- When bagging Fries with a sandwich, never place the sandwich on top of the Fries.

## AT CLOSING

### Storage

- Dispose of any cooked Fries.
- Ensure all bags containing remaining Fries are properly sealed and stored.
- Make sure these are the first items used the next business day.

# Fries

## HOW WE PREPARE



## FRY POSTER



### Fries should be "full in appearance"

- Check Fries for quality before serving.
- Discard Fries that are below standard.
- Scoop enough Fries, using a front-to-back motion, into the wide end of the scoop to completely fill fry container.
- Hold container under small end and funnel Fries into container until full.
- Fry Sizing:
  - Value
  - Small
  - Medium
  - Large
  - Fry Lovers XL
- Shake off extra Fries or Fries hanging over side of container back into the bin.
- When bagging Fries with a sandwich, never place the sandwich on top of the Fries.



The bottom of the fry container describes the size:  
(Example: Small, Medium, Large)



Version 4.30.13

# Fries

## Fully Loaded Fries

### How to Build

- Using the fry scoop, evenly distribute 1/2 inch layer of Fries into the bottom of the snack box.
- Pass the box to the Sandwich Maker to complete the next three steps.
- Using the 1/2 ounce ladle, portion 1 ounce (2 ladles) of Cheddar Cheese Sauce across the top of the Fries.
- Portion 4 lines of Ranch on top of the Cheddar Cheese Sauce. Make sure that the Fries are evenly covered.
- Using the 1/2 ounce ladle, portion 1 ounce (2 ladles) of Bacon Chips over the Ranch.
- Close the box by locking the corners down tightly, and closing the center tab.

Item	Amount Per Serving
Bacon Chips	1 ounce
Ranch	1 ounce
Cheddar Cheese Sauce	1 ounce
French Fries	1/2 inch layer across the bottom
Snack Box	



# Fries

## Cheese Chili Cheese Fries

### How to Build

- Using the fry scoop, evenly distribute 1/2 inch layer of Fries into the bottom of the box.
- Pass the box to the Sandwich Maker to complete the next four steps.
- Using the 1/2 ounce ladle, portion 1 ounce (2 ladles) of Cheddar Cheese Sauce over the Fries.
- Using the 1 ounce ladle, portion 1 ounce of Chili over the Cheddar Cheese Sauce.
- Using the 1/2 ounce ladle, portion 1 ounce (2 ladles) of Cheddar Cheese Sauce over the Chili.
- Close the box by locking the corners down tightly, and closing the center tab.

Item	Amount Per Serving
Cheddar Cheese Sauce	1 ounce
Chili	1 ounce
Cheddar Cheese Sauce	1 ounce
Fries	1/2 inch layer across the bottom
Snack Box	



# Fries

## Baconzilla Fries

### How to Build

- Using the fry scoop, evenly distribute 1/2 inch layer of Fries into the bottom portion of the box.
- Pass the box to the Sandwich Maker to complete the next three steps.
- With a condiment bottle, evenly distribute 2 lines of ketchup on top of the fries.
- Using the 1/2 ounce ladle twice, evenly distribute the Cheese Sauce across the top of the Fries.
- Using the 1/2 ounce ladle, evenly distribute the Bacon chips across the top of the Cheese Sauce.
- Place two slices of bacon across the bacon chips.
- Close the box by locking the corners down tightly, and closing the center tab.

Item	Amount Per Serving
Bacon	2 slices of bacon (laid across the Bacon Chips)
Bacon Chips	1/2 ounce
Cheese Sauce	1 ounce
Ketchup	2 lines
French Fries	1/2 inch layer across the bottom
Snack Box	



# Hot Dogs

## OVERVIEW



### Desired Result

- To prepare and serve hot and fresh Hot Dogs that taste like you just took them off your own grill!



### Quick Reference

- Checkers®/Rally's® uses 100% all beef Hot Dogs.
- Hot Dogs must be cooked from a thawed state to ensure consistency.
- Defrosting time is 24 - 36 hours. Total thawed shelf life (including defrosting) is 96 hours.
- Received from Distributor at 0 degrees F. +/- 10 degrees.
- Store in freezer at 0 to -10 degrees F
- Shelf life:
  - ♦ 180 - 210 days from the production date (see Product Specifications)
- Cooking time (Grill): 5 minutes.
- Hot Dogs should reach the temperature of 165 degrees +/- 5 degrees F.
- Hold time: 2 hours (PHU)



### Tools & Supplies

- Spatula
- PHU pan with false bottom



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up fallen Hot Dogs.
- Be cautious around grill, it can cause severe burns.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.

# Hot Dogs

## HOW WE PREPARE



### Receiving

- Received from Distributor at 0 degrees F. +/- 10 degrees F.
- **Do not accept cases that have been damaged, opened or thawed.**
- Frozen hard, solid to the touch.
- Absence of visible ice crystals.
- Not split or broken, which will allow the contents to leak out during cooking.
- Verify cases received to cases charged on invoices.
- Verify Hot Dogs are not broken or mishandled.
- Write delivery dates on all cases received.

### Product Specification

- Checkers®/Rally's® uses 100% all beef Hot Dogs.
- Shelf life:
  - ♦ 210 days for 20 lbs. (4-5 lb. Packages) 4 packages per case and 40 portions per package/160 portions per case
  - ♦ 180 days for 20 lbs. (2-10lb. Bags) –2 bags per case and 80 portions per bag / 160 portions
- Defrosting time is 24 to 36 hours. Total thawed shelf life (including defrosting) is 96 hours.
- Hot Dogs must be cooked from a thawed state to ensure consistency.

### Storage

- Date each case and rotate in freezer, using “FIFO” method of rotation.
- Store in freezer at 0 to -10 degrees F.
- Cases must be stacked on the required storage racks, NOT directly on the floor.
- When storing the product, ensure that it is spaced 6 inches from the floor, 2 inches from the wall, and 1 inch between each stack for proper air circulation.
- Care should be taken not to stack heavier product on top.

### Quality



- Slightly brown with no variation; free from grease, fat caps, and external pitting. Internally smooth with lean meat visible. No broken/partial pieces.
- Typical of beefy, slightly smoky frank.
- Mild, meaty, and slightly smoky.
- Firm, yet tender and juicy.

# Hot Dogs

## HOW WE PREPARE



### Cooking



- Use the Bin Chart Recap Report to determine the proper amount of Hot Dogs to cook.
- Remove the necessary amount of thawed Hot Dogs from the holding pan or cooler using the “FIFO” method of rotation.
- Ensure the Grill has reached the desired temperature of 350 degrees F.
- Place Hot Dogs on a clean section of the Grill, and activate the appropriate Grill timer for the 5 minute cooking cycle.
- During the cooking process, roll the Hot Dogs every 15 to 20 seconds to prevent uneven browning (stripes).
- After the 5 minute timer sounds, remove the Hot Dogs with a clean and sanitized Grill spatula.
- Place in an empty PHU pan - do not combine new Hot Dogs with existing Hot Dogs in a pan.
- The Hot Dogs should be golden brown in color with no brown streaks, cuts or splits.
- Hot Dogs should reach an internal temperature of 165 degrees +/- 5 degrees F. and maintain an internal temperature of 145 degrees +/- 5 degrees F.

### Holding



- Hot dog holding for PHUs- Check the water level in the holding pan every 2 hours. The water should reach the false bottom and not come in contact with the Hot Dogs.
- PHU holding time/temp: 2 hours/185 degrees F.

## AT CLOSING

### Storage

- Dispose of any cooked Hot Dogs.
- Ensure all bags containing remaining Hot Dogs are properly sealed and stored.
- Make sure these are the first items used the next business day.





# Lettuce

## OVERVIEW



### Desired Result

- To properly hold and serve crispy, fresh Lettuce that complements our sandwiches.



### Quick Reference

- Lettuce must always be kept at a temperature of 38 degrees F. +/- 2 degrees F., unless on the sandwich line.
- Hold time: 4 hours (on line).
- Shelf life: 13 days (including cut day). At least 5 days remaining upon delivery.
- Pre-shredded iceberg Lettuce.



### Tools & Supplies

- 1/3 X 6 pan
- Plastic wrap



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn.
- Lettuce must be kept cold at all times to avoid spoiling.

# Lettuce

## HOW WE PREPARE



### Receiving

- Received from Distributor at 38 degrees F. +/- 2 degrees F.
- Restaurants are urged to open and check at least one case of product upon delivery.
- **Do not accept cases that have been damaged or opened.**
- Verify cases received to cases charged on invoices.
- Observe drivers for delivery errors to ensure product is not placed on restaurant floor or pavement.
- Take the temperature of the product by placing the probe thermometer in between the bags. Reject the product if temperature is above 40 degrees F.
- If product is refused, mark "Refused at Delivery" on the paperwork.

### Product Specification



- Checkers®/Rally's® uses US Number One 1/4 inch shredded iceberg Lettuce.
- Lettuce is the color of leaf green iceberg.
- Lettuce is packed in 5 pound bags, 4 bags per 20 pound case.
- Lettuce should be crisp and not brown or wilted.
- Lettuce should be kept in the walk-in cooler, tightly sealed until ready to serve.
- Shelf life: 13 days including date of cut.
- Hold time: 4 hours (on sandwich line).
- At time of delivery, 5 day shelf life **must be** remaining.

### Storage

- Store Lettuce in walk-in cooler at 38 degrees +/- 2 degrees F.
- Keep cooler doors closed and do not leave open while performing inventory or stock rotation.
- Sort older Lettuce using the "FIFO" rotation, using older Lettuce first.
- Restaurants should **not** store Lettuce:
  - ♦ Near the cooler door.
  - ♦ Across from a fan or underneath a cooling unit.
  - ♦ Near Tomatoes (as it will accelerate the aging of the cut, bagged Lettuce).
- Maintain a check on coolers by checking the internal product temperature of food with a probe thermometer (sanitize the probe before using).

# Lettuce

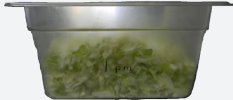
## HOW WE PREPARE



### Quality

- Even distribution of color variation from green/yellow to white
- Clean; typical of fresh Lettuce. No earthy or musty off notes
- Crisp

### Usage



- The Prep Person needs to transfer the Lettuce into a 1/3 x 6 inch deep stainless steel pan, covered with plastic wrap and placed immediately in the walk-in cooler or reach-in cooler.
- Lettuce is to be marked with time and can be held for a maximum of 4 hours between 38 – 70 degrees F. (on line). Additional prepped pans must be kept in the walk in cooler or inside the reach-in cooler and stored at 38 degrees F. +/- 2 degrees F. until use.
- Never use Lettuce that is brown or wet. This Lettuce should be set aside.

## AT CLOSING

### Storage

- Dispose of any remaining Lettuce on the sandwich line.
- Ensure any open Lettuce bags are properly sealed and stored.
- Lettuce that is not on the sandwich line must be refrigerated at all times.



# Meat Patties

## OVERVIEW



### Desired Result

- To prepare and serve hot, juicy meat patties for our craveable burgers.



### Quick Reference

- Meat patty shelf life: 120 days from production date.
- Stored in freezer at 0 to -10 degrees F
- Grill temperature 350 degrees F.
- Patty sizes:
  - ♦ Small
  - ♦ Large
- Meat hold times/temperature in PHUs:
  - ♦ Small patties: 20 minutes/185 degrees F.
  - ♦ Large patties: 25 minutes/185 degrees F.



### Tools & Supplies

- 5 x 5 inch Spatula
- (2) Seasoning dredge
- Sear tool
- 1/2 x 4 inch transfer pan
- 3 x 8 inch Slotted Spatula
- Grill scraper
- Grill squeegee



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up grease spills.
- Be cautious around Grill, it can cause severe burns.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Ground beef is potentially hazardous and must be stored at the proper temperature.
- Wash hands before and after working the grill station.

# Meat Patties

## HOW WE PREPARE



### Receiving

- Received from distributor at 0 degrees F. +/- 10 degrees F.
- **Do not accept cases that have been damaged, opened or thawed.**
- Frozen hard, solid to the touch.
- Absence of visible ice crystals.
- Verify cases received to cases charged on invoices.
- Write delivery dates on all cases received.

### Product Specification

- Checkers®/Rally's® uses only USDA inspected 100% Pure Beef patties.
- Large patties are packaged with a “blue poly-bag” liner.
- Large patties are packaged in 40# pound cases with 198 - 202 in a case.
- Small patties are packaged in 30 pound cases, 216 - 221 patties per case, with a clear “poly-bag” liner.
- Shelf Life: 120 days from the production date.
- Patties must be cooked from a frozen state to ensure consistency.

### Storage

- Date each case and rotate in freezer, using “FIFO” method of rotation.
- Freezer temperature must be maintained at 0 to -10 degrees F.
- Cases must be stacked on the required storage racks, NOT directly on the floor.
- When storing the product, ensure that is spaced 6 inches off the floor, 2 inches from the wall, and 1 inch between each stack, for proper air circulation.
- Store in Hamburger holding freezer at 0 to -10 degrees F. Do not over fill and store above freezer line.

### Quality

- Well-formed patty without holes. No visible fractures or splitting.
- Typical of ground beef. No off flavors.
- Firm, but not rubbery bite. No column fibers causing breakage.
- Tender and juicy without gristle or bone Chips.



# Meat Patties

## HOW WE PREPARE



### Small Meat Cooking Procedures



- Use the Bin Chart Recap report to determine the proper amount of small meat patties to cook.
- Place no more than 12 - Small Meat patties on a 350 degree F. Grill using front to back, left to right procedure.
- Activate the timer.
- In 20 seconds, sear and season only one side of the patty. (Front to Back, Left to Right Procedure)
- Seasoning should cover entire surface of patty.
- 85% - 95% sear is the goal for proper flavor and accurate consistency.
- Turn the patty at 1 minute and 40 seconds.
- Remove at 2 minutes and 30 seconds.

### Large Meat Cooking Procedures



- Use the Bin Chart Recap report to determine the proper amount of small meat patties to cook.
- Place no more than 12 - Large Meat patties on the 350 degree F. Grill using the front to back, left to right procedure.
- Activate the timer.
- In 20 seconds, sear and season only one side of the patty. (Front to Back, Left to Right Procedure)
- Seasoning should cover entire surface of patty.
- 85% - 95% sear is the goal for proper flavor and accurate consistency.
- Turn the patty at 2 minutes and 15 seconds
- Remove at 4 minutes and 15 seconds.



# Meat Patties

## HOW WE PREPARE



### Transferring

- When the Remove timer sounds, the meat juices should run clear.
- If the meat patties do not appear completely cooked, turn patties over and leave the patties on the Grill until the proper “degree of doneness” is achieved.
- **The internal temperature of the patty should be 160 degrees F. minimum.**
- Remove the patties from front to back, left to right.
- Using the Grill spatula, stack the row of patties on top of one another; maximum 4 patties per stack.
- Bring the PHU pan to the meat, and immediately place the meat patties in the pan.
- Meat patties may be stacked 4 high, in 3 stacks in PHU pan (both size patties).
- Discard excess grease in the PHU pan before placing new meat in the pan.
- Meat patties should meet the following quality checks:
  - ♦ Not torn or broken
  - ♦ Are 85% to 95% brown (proper sear)
  - ♦ Not dry or under cooked
  - ♦ Are properly seasoned
  - ♦ Do not exceed the hold time

### Holding

- Meat hold times in PHUs:
  - ♦ Small patties: 20 minutes
  - ♦ Large patties: 25 minutes
- Meat patties that exceed the hold time must be transferred to the Chili meat pans, found on the Steamtable or the under-counter cooler.

## AT CLOSING

### Storage

- All remaining meat patties in PHU must be chopped up and used for Chili.
- Ensure bags containing meat patties are properly sealed and stored in walk-in freezer.
- Make sure these are the first items used the next business day.

# Mushroom Sauce



## OVERVIEW



### Desired Result

- To prepare and serve delicious mushroom sauce to accompany our burgers.



### Quick Reference

- Shelf life:
  - ♦ 450 days from production date.
  - ♦ Secondary shelf life: 24 hour thaw in walk in cooler. 48 hour shelf life including thaw when held at cooler temperatures of 38 degrees plus or minus 2 degrees F.
- Stored in freezer at 0 to -10 degrees F.
- 24 hour thaw in walk in cooler.
- Hold time: 6 hours



### Tools & Supplies

- 1/6 x 4 inch deep stainless steel pan (with lid)
- 1/2 ounce ladle



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- Be cautious around hot Mushroom Sauce, it can cause severe burns.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Do not use pouches that are torn or broken.
- Use caution when working around heated surfaces or product.

# Mushroom Sauce



## HOW WE PREPARE



### Receiving

- Received from distributor at 0 degrees F. +/- 10 degrees F.
- **Do not accept cases that have been damaged, opened or thawed.**
- Frozen hard, solid to the touch.
- Absence of visible ice crystals.
- Verify cases received to cases charged on invoices.
- Write delivery dates on all cases received.

### Product Specification

- 5 pouches – 3 lbs per pouch for a total case weight of approximately 15 lbs

### Storage

- Store in the Freezer at 0 degrees plus or minus 10 degrees F.
- Date each case and rotate in freezer, using “FIFO” method of rotation. Freezer temperature must be maintained at 0 to -10 degrees F.
- Cases must be stacked on the required storage racks, NOT directly on the floor.
- When storing the product, ensure that is spaced 6 inches off the floor, 2 inches from the wall, and 1 inch between each stack, for proper air circulation.



### Quality

- Sliced mushrooms in a reddish brown sauce.
- Earthy mushroom flavor.
- Medium thickness with smaller darker colored particulate of spice.

### Thawing Procedures

- To thaw the Mushroom Sauce, remove the pouches of Sauce from the walk-in freezer and place them in a 1/2 x 4” pan on a bottom shelf in the walk-in cooler (ensure Mushroom Sauce pouches are removed from the case BEFORE thawing).
- Placing the pouches of Sauce on the bottom shelf will prevent the product from dripping onto other products eliminating the risk of cross-contamination.
- Allow 24 hours in the walk-in cooler for the Mushroom Sauce to thaw.
- The total HOLD TIME in the walk-in cooler is 5 days (including thaw time).

# Mushroom Sauce

## HOW WE PREPARE



### Heating Procedures

- Place two (2) inches of hot tap water into an empty 1/3 x 6" deep stainless steel pan.
- Place pans containing our Mushroom Sauce into the 1/3 pan, creating a "double boiler" effect. Cover the pans with lids.
- Stir the Mushroom Sauce every 15 minutes during the heating cycle (approximately 30 to 45 minutes). Continue to heat the Mushroom Sauce until the internal temperature is 170° +/- 5° F.
- After the Mushroom Sauce has reached 170° +/- 5° F., transfer both pans to the appropriate sections of the steam table. Thoroughly clean and sanitize the work area and utensils used in the Mushroom Sauce preparation.

### Microwave Heating Procedures



- Thaw mushroom sauce in the walk-in cooler for 24 hours, ensuring that pouches are removed from the case and placed on the bottom shelf of the walk-in cooler
- Once thawed, portion mushroom sauce into an amber 1/6 x 6" heat resistant Lexan pan
- Fill the Lexan pan no more than 2/3 full with mushroom sauce and place a lid on the pan
- Place the pan into the microwave oven and close the door
- Heat the mushroom sauce for 5 minutes
- After the initial heating cycle and remove the mushroom sauce
- Stir the mushroom sauce thoroughly
- Replace the lid and return the pan to the microwave oven
- Heat the mushroom sauce for an additional 5 minutes
- After the 2nd heating cycle, allow to stand inside microwave for 2 minutes
- Remove the mushroom sauce and thoroughly stir
- Check the temperature by placing the thermometer into several areas to verify an internal temperature of 170°F
- If the mushroom sauce has reached an internal temperature of 170°F, place the mushroom sauce into the appropriate location in the steamwell
- If the mushroom sauce has not reached an internal temperature of 170°F, continue to heat in 1 minute increments until temperature reaches 170°F
- Note: if the mushroom sauce is not completely thawed before heating, it will require additional heating cycles to reach an internal temperature of 170°F

**DO NOT PUT STAINLESS STEEL PANS, FOIL OR METAL OBJECTS IN THE MICROWAVE**

# Mushroom Sauce

## HOW WE PREPARE



### Holding Procedures

- Mushroom Sauce is held on the steam table in a 1/6 x 4" deep stainless steel pan with a lid and . High volume restaurants may use 1/6 x 6" deep pans.
- The Mushroom Sauce should be stirred every 15 minutes. Mushroom Sauce may be held on the steam table for 6 hours.

## AT CLOSING

### Storage

- Dispose of any remaining cooked Mushroom Sauce on line.



# Onions - Diced/Grilled/Sliced

## OVERVIEW



### Desired Result

- To prepare and serve fresh, crispy onions on our delicious sandwiches.



### Quick Reference

- Red Onions (fresh) are received from Distributor at 45 Degrees F +/- 5 degrees.
- Store red onions in walk-in cooler at 38 degrees F. +/- 2 degrees F.
- Red onions that have been cut must be stored in the walk-in cooler at 38 degrees F. +/- 2 degrees F.
- Shelf life:
  - ♦ Red Onions: 21 days including the pack date.
  - ♦ Sliced Red Onions: 48 hours.
  - ♦ Diced Red Onions: Current business day.
  - ♦ Grilled Onions: 30 minutes.
- Broken slices can only be used for diced or grilled onions.
- Red onion ring thickness: 1/4 inch.



### Tools & Supplies

- Sliced/Diced Onions:
  - ♦ Safety glove
  - ♦ 3 gallon container
  - ♦ Sanitized knife
  - ♦ Onion Slicer
  - ♦ 1/2 x 6 inch stainless steel pan
  - ♦ Sharpened Spatula
  - ♦ Plastic wrap
- Grilled Onions:
  - ♦ Squeeze Bottle of water
  - ♦ 1 gallon container
  - ♦ Seasoning dredge
  - ♦ 1/6 x 6 inch stainless steel pan
  - ♦ Spatula



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Inspect all Onions before use.
- Properly wash and sanitize all utensils, cutting boards, slicers and containers used for cut produce. Keep ready-to-eat items separate.
- After produce is washed and prepped, it must be handled as any other ready-to-eat food item. Avoid bare hand contact.
- Clean the onions by rinsing the produce under cold running water.

# Onions - Diced/Grilled/Sliced

## HOW WE PREPARE



### Receiving

- Received from Distributor at 45 Degrees F. +/- 5 degrees F.
- **Do not accept bags that have been damaged, or opened.**
- Verify cases received to cases charged on invoices.
- Write delivery dates on all cases received.

### Product Specification

- Red Onions: 21 days including the pack date.
- Sliced Red Onions: 48 hours (uncooked).
- Target diameter is 2 3/4 to 3 1/4.
- Package size: 50 - 60 per bag.

### Storage

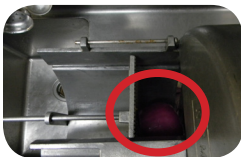
- Store in walk-in cooler at 38 degrees F. +/- 2 degrees F.
- Cut onions must be stored in the walk-in cooler at 38 degrees F. +/- 2 degrees F.
- Product must be stored on the top shelf of the storage racks in the cooler.
- Date each bag and rotate using the “FIFO” method of rotation.
- Cut onions and place in 3 gallon container, should be neatly stacked 2 inches from the cooler walls for proper air circulation.
- Store 6 inches from the floor.
- High heat above 90 degrees F. and conditions below 32 degrees F. should be avoided as quality will be negatively impacted.
- Cut onions must be stored in the walk in cooler at 38 degrees F. +/- 2 degrees F.

### Quality



- Exterior: reddish purple; Interior: white with a reddish purple circumference
- Typical of fresh onion
- Firm

### Preparing sliced onions



- Wash hands and put on disposable gloves.
- Wash, rinse and sanitize 3 compartment sink.
- Put a safety glove on the hand that will be holding the onion. Use a clean and sanitized knife to cut off the ends of five onions (approximately ½ inch off both ends).
- Gently remove the dark purple first outer skin of each onion.
- Place the onion slicer into the permanent bracket. Check that the slicer blade is clean, sanitized and not nicked or broken (if it is, the blade will need to be replaced).
- Place a clean and sanitized ½ x 6 inch deep stainless steel pan under the slicer to catch the onions as they are sliced.



# Onions - Diced/Grilled/Sliced

## HOW WE PREPARE



### Preparing sliced onions



- Place the peeled onion on its side with the cut end against the blade assembly and pusher arm.
- With one hand, begin to apply pressure to the pusher arm, while using the other hand, begin to rotate the slicer assembly. Each onion should achieve a yield of 10 to 12 slices. The thickness of each slice should be  $\frac{1}{4}$  inch.
- After slicing five onions, begin to remove the slices from the pan. Separate or “fluff” the rings, ensuring that poor quality slices, (i.e., limp, wet, etc.) are discarded. Remove all centers, small (less than  $1\frac{1}{2}$  inches in diameter) and broken rings and place in a clean and sanitized pan or bucket to be used for chopped and Grilled onions.
- Transfer all sliced raw onions to a clean and sanitized 3 gallon container.
- Continue the process for the remaining onions (five at a time). For onions to be used during the rush period, place the onions in a  $1\frac{1}{3} \times 4$ ” deep stainless steel pan and transfer to the line. Place a lid on the remaining back-up onions in the 3 gallon container, label and transfer to the walk-in cooler.
- TEN (10) POUNDS OF ONIONS SHOULD TAKE 20 MINUTES TO CLEAN AND SLICE.
- Remove the slicer assembly from the bracket and thoroughly clean and sanitize the onion slicer assembly, being EXTREMELY careful not to cut yourself on the blades. Cleaning thoroughly prevents the acids of the onions from dulling the blades.
- After slicing onions wash, rinse and sanitize onion slicer, then store in walk-in cooler
- After slicing, wash, rinse and sanitize 3 compartment sink.

### Preparing diced onions



- Wash hands and put on disposable gloves.
- Remove the pieces to be used for diced onions from the pan or bucket Grilled onion container in the reach-in or walk-in cooler.
- Using only centers, small and broken rings, place them in a  $1\frac{1}{6} \times 4$  inch deep stainless steel pan.
- Using a clean, sharpened and sanitized Grill spatula, chop all onions to  $1\frac{1}{8}$  inch pieces.
- Transfer the onions to the sandwich line for immediate use or wrap, label and transfer to the reach-in or walk-in cooler.
- Shelf life: Current business day

# Onions - Diced/Grilled/Sliced

## HOW WE PREPARE



### Usage

- The Prep Person needs to transfer the Onions into a 1/3 x 6 inch deep stainless steel pan, cover with plastic wrap and place in the walk-in or reach-in cooler.
- Onions are to be marked with time and can be held for a maximum of 4 hours between 38 – 70 degrees F. (on line). Additional prepped pans must be kept in the walk in cooler or inside the reach-in cooler and stored at 38 degrees F. +/- 2 degrees F. until use.

### Preparing Grilled onions



- Remove the pieces (small & broken slices) to be used for Grilled onions from the 1 gallon container.
- Ensure the Grill has reached desired temperature of 350 degrees F. Thoroughly clean a zone on the Grill.
- Place the desired amount of onions on the Grill (one pound maximum). One handful equals approximately 6 to 7 ounces.
- Activate the appropriate Grill timer for the 1½ minute cooking cycle.
- Stir the onions continuously during the cooking cycle.
- After the 30 second timer sounds, add water to the Grilled Onions. Using a squeeze bottle, apply water to the Grilled Onions for 2 – 3 seconds.
- After the 60 second timer sounds, lightly season the onions.
- During the **final** 30 seconds, ensure the seasoning is “folded” into the onions thoroughly.
- After the 1½ minute timer sounds, remove all onions from the Grill and place in a 1/6 x 4” deep stainless steel pan.
- The Grilled onions should be clear or translucent, limp and slightly brown.
- A new pan should be used for each cooking of Grilled Onions.
- Indicate the 30 minute hold time on the holding chart.
- Use the Grill scraper to clean the Grill surface.

## AT CLOSING

### Storage

- Sliced Red Onions:
  - ♦ May be carried over, as long as they do not surpass the 48 hour hold time.
  - ♦ Make sure these are the first items used the next business day.
- Dispose of Diced and Grilled Onions at closing.

# Onion Tanglers®

## OVERVIEW



### Desired Result

- To serve golden, delicious, crispy Onion Tanglers® on our sandwiches.



### Quick Reference

- Received from distributor at 0 degrees F. +/- 10 degrees F.
- Arrive in a 2 pound bag, with 6 bags.
- Hold Time: 1 hour



### Tools & Supplies

- Tongs
- Fryer basket
- Transfer pan
- 5 x 5 strainer
- 1/6 x 6" deep pan



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up shortening spills immediately.
- Be cautious around hot oil, it can cause severe burns.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.

# Onion Tangles®

## HOW WE PREPARE



### Receiving



- Received from Distributor at 0 degrees F. +/- 10 degrees F.
- **Do not accept cases that have been damaged, opened or thawed.**
- Frozen hard, solid to the touch.
- Absence of visible ice crystals.
- Verify cases received to cases charged on invoices.
- Verify Onion Tangles® are not broken or mishandled.
- Write delivery dates on all cases received.

### Product Specification

- 6 bags weighing 2 pounds per case.
- Shelf Life: 365 days from the production date/Frozen.

### Storage

- Date each case and rotate in freezer, using “FIFO” method of rotation.
- Store in freezer at 0 degrees F. to -10 degrees F.
- Cases must be stacked on the required storage racks, NOT directly on the floor.
- When storing the product, ensure that it is spaced 6 inches from the floor, 2 inches from the wall, and 1 inch between each stack for proper air circulation.
- Care should be taken not to stack heavier product on top, which will result in crushed Onion Tangles®.
- Store limited amount of product in the reach-in freezer at 0 degrees F. to -10 degrees F.
- Should remain in the plastic bag to protect the product.



### Quality

- 1/8 inch Flour Breaded Onion slivers.
- Sweet Onion Flavor with a flour breading, that delivers a slight crunch once product has been cooked.

# Onion Tangles®

## HOW WE PREPARE



### Cooking



- The Manager in charge will project the amount of Onion Tangles® to build to.
- Remove the amount of Onion Tangles® from the reach-in freezer.
- Ensure the Onion Tangles® are frozen.
- Onion Tangles® that are partially thawed will absorb too much shortening while cooking, resulting in soggy Onion Tangles®.
- Place the Onion Tangles® in the basket and the lower it into the First Cook Vat, being careful not to splash the hot shortening.
- Activate the 90 second timer.
- After 30 seconds, lift the basket and gently shake the basket to separate the Onion Tangles®.
- When the 90 second timer sounds, lift the basket from the shortening using both hands.
- Place the basket on the vat bracket and allow the Onion Tangles® to drain for 5 to 10 seconds.
- Onion Tangles® should be golden brown, evenly cooked with a consistent coating of breading.
- No finish cook for Onion Tangles®.

### Holding



- The Onion Tangles® are to be placed in a 1/6 x 6" deep pan and held on the steamtable.
- The Onion Tangles® should fill the pan no more than 1/3 full. Do not put a lid on the pan
- Use tongs to portion onto sandwiches.
- Holding time for Onion Tangles®: 1 hour.
- Mark the time on the Hold Chart.

## AT CLOSING

### Storage

- Dispose of any cooked Onion Tangles®.
- Ensure remaining frozen Onion Tangles® in the bag are properly sealed and stored in walk-in freezer.
- Make sure these are the first items used the next business day.

# Pickles

## OVERVIEW



### Desired Result

- To serve quality Pickles that complement our sandwiches.



### Quick Reference

- Checkers®/Rally's® uses a Hamburger Dill Chip, 1/8 inch straight cut with a diameter range of 1 to 2 inches.
- Shelf life:
  - ♦ 270 days from packing date.
  - ♦ 48 hours prepped (stored in walk-in cooler).
- Received from Distributor at room temperature.
- Pickles should be moist with crisp edges.



### Tools & Supplies

- Pickle pouch
- 1/3 x 4 inch stainless steel pan



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn.

# Pickles

## HOW WE PREPARE



### Receiving



- Received from Distributor at room temperature.
- **Do not accept cases that have been damaged or opened.**
- Verify cases received to cases charged on invoices.
- Pickles are delivered in pickle brine and should be stored at room temperature.
- Write delivery dates on all cases received.

### Product Specification

- Checkers®/Rally's® uses a Hamburger Dill Chip, 1/8 inch straight cut with a diameter range of 1 to 2 inches.
- Shelf life is 270 days from packing date.
- Pickles are packed in 8-5.5 pound packages.
- Each case contains 4440 - 5904 usable slices.

### Storage

- Date each pouch and rotate in dry area, using "FIFO" method of rotation.
- Cases must be stacked on the required storage racks, not directly on the floor. Store 6 inches from the floor.



### Quality

- Yellow/green to green.
- Pickled flavor with dill, vinegar and salt.
- Firm but yielding.

### Usage

- Remove pickle pouch from the dry storage area.
- Carefully open the pickle pouch.
- Transfer the Pickles into a clean and sanitized 1/3 x 6" (1/6 x 4" Splitline) inch stainless steel pan, ensuring the pickle brine fills 1/3 of the pan.
- Pickles should be moist with crisp edges.
- Place pickle pans to be used immediately on the sandwich line.
- Backup pickle pans need to be covered securely with plastic wrap.
- Mark date and time Pickles expire and place Pickles in walk-in cooler (Open pickles have a 48 hour expiration).

## AT CLOSING

### Storage

- Pickles with "fresh" appearance and quality can be used the **next day**. Change to a clean pan and store in walk-in cooler.
- Make sure these are the first items used the next business day.





# Sandwiches - Builds

## OVERVIEW



### Desired Result

- To prepare and serve fresh, hot, delicious sandwiches to provide our Guests with a “WOW” experience.
- **ALWAYS PREPARE BOTTOM BUN LAST TO PRESERVE TEMPERATURE.**



### Tools & Supplies

- Condiment Bottles for sauces
- 1 ounce ladle for Chili
- 1/2 ounce ladle for Cheese Sauce
- 1/2 ounce ladle for Bacon Chips
- Tongs for fried products
- Tongs for Grilled Chicken (optional)
- Two spatulas for Mayonnaise
- Transfer pans with false bottoms
- Buckets with sanitized water and towels
- Buckets with cleaning solution and towels
- Bun toaster (set to 425 degrees F)
- Reach-in Refrigerator (temperature set to 38 degrees F +/- 2 degrees)
- Sandwich Board (if heated, 110 degrees to 120 degrees F)
- Tongs for Grilled Onions
- Grease pencil
- Sandwich wraps (Foil and Regular), Boxes
- Back up product



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Properly wash and sanitize all utensils, cutting boards, slicers and containers used for cut produce. Keep ready-to-eat items separate.
- To minimize the possibility of contaminating finished products, disposable gloves must be worn for all sandwich assembly.
- Gloves should not be worn longer than 4 hours continuously.
- Cheese is potentially hazardous and must be stored at the proper temperature.
- Product utensils must be stored in the product or on a clean and dry surface.

# Sandwich

## Cheese Champ

### How to Build

- **Top Bun Procedure:**
  - ♦ Remove fresh toasted Premium bun from the bun holding area.
  - ♦ Holding the crown in one hand, using a spatula apply ½ ounce of mayonnaise using the “one down – one across” method with the other hand.
  - ♦ Evenly distribute 2 rings of ketchup onto the mayonnaise.
  - ♦ Place 2 Pickles on top of the ketchup ensuring they do not overlap.
  - ♦ Place one (1) ring red onion 1½ to 3 inches in diameter on top of the Pickles.
  - ♦ Evenly distribute 1/2 ounce of Lettuce on the crown.
  - ♦ Place one (1) Tomato slice on top of the Lettuce. After adding the Tomato, hold the crown of the bun over the Lettuce pan and shake to remove the excess Lettuce.
- **Bottom Bun Procedure:**
  - ♦ Remove a Large Meat patty and place one slice of American cheese on top of the meat patty.
  - ♦ Evenly distribute ¼ ounce (1 ring) of mustard on top of cheese.
  - ♦ Gently place the crown of the bun on the heel portion.
  - ♦ Gently place sandwich in the center of a foil wrap.

Item	Amount Per Serving
Premium Bun	Crown
Mayonnaise	1/2 ounce
Ketchup	2 rings
Pickles	2 slices
Onion	1 ring
Lettuce	1/2 ounce
Tomato	1 slice
Mustard	1 ring
American Cheese	1 slice
Large Meat	1 patty
Premium Bun	Heel



### Complete the Sandwich:

Using a clean foil wrap, gently wrap the sandwich.

# Sandwich

## Bacon Roadhouse

### How to Build

- **Top Bun Procedure:**
  - ♦ Remove fresh toasted Sourdough bread from the bun holding area.
  - ♦ Holding the crown in one hand, evenly distribute 2 rings (1/2 ounce) of Ranch on crown.
  - ♦ Next, place 1/2 ounce of Onion Tanglers® on top of the 2 rings of Ranch.
- **Bottom Bun Procedure:**
  - ♦ Gently place heel in center of standard wrap.
  - ♦ Evenly distribute 2 rings (1/2 ounce) of BBQ Sauce.
  - ♦ Place a Small Meat patty on top of the BBQ Sauce.
  - ♦ On top of the Small Meat patty, place a slice of American Cheese.
  - ♦ Place the second Small Meat patty on top of the American Cheese slice.
  - ♦ Place 1/2 ounce of Cheddar Cheese Sauce on top of the Small Meat.
  - ♦ Place two slices of Bacon in a “criss-crossed” pattern on top of the Cheese Sauce.
  - ♦ Gently place the crown of the bun on the heel portion.

Item	Amount Per Serving
Sourdough Bread	Crown
Ranch Dressing	2 rings
Onion Tanglers	1/2 ounce
Bacon	2 slices
Cheddar Cheese Sauce	1/2 ounce
Small Meat	1 patty
American Cheese	1 slice
Small Meat	1 patty
BBQ Sauce	2 rings
Sourdough Bread	Heel



### Complete the Sandwich:

Using a clean standard wrap, gently wrap the sandwich.

# Sandwich

## BaconZILLA

### How to Build

- **Top Bun Procedures:**
  - ♦ Remove freshly toasted Premium bun crown from the bun holding area.
  - ♦ Holding the crown in one hand, using a spatula apply ½ ounce of mayonnaise using the “one down – one across” method with the other hand.
  - ♦ Evenly distribute 2 rings of ketchup on top of the mayonnaise.
  - ♦ Place the dressed crown on foil wrap.
- **Bottom Bun Procedures**
  - ♦ Using the bun heel, remove a Large Meat patty.
  - ♦ Place one slice of American Cheese on top of the meat patty.
  - ♦ Portion ½ ounce of Cheddar Cheese Sauce on top of the sliced cheese.
  - ♦ Place 2 strips of Bacon in a “criss-crossed” pattern on top of the Cheese Sauce.
  - ♦ Place a second Large Meat patty on top of the Bacon.
  - ♦ Place a slice of American Cheese on top of the second meat patty, using the starring method.
  - ♦ Place 2 strips of Bacon in a “criss-crossed” pattern on top of the cheese.

Item	Amount Per Serving
Premium Bun	Crown
Mayonnaise	1/2 ounce
Ketchup	2 rings
Bacon	2 slices
American Cheese	1 slice
Large Meat	1 patty
Bacon	2 slices
Cheddar Cheese Sauce	1/2 ounce
American Cheese	1 slice
Large Meat	1 patty
Premium Bun	Heel



### Complete the Sandwich:

Using a clean foil wrap, gently wrap the sandwich.

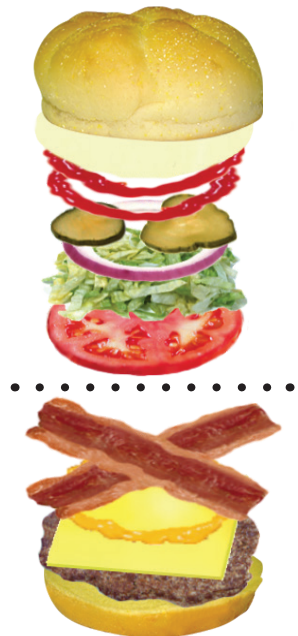
# Sandwich

## Bacon Cheese Champ

### How to Build

- Top Bun Procedure:
  - ♦ Remove fresh toasted Premium bun from the bun holding area.
  - ♦ Holding the crown in one hand, use a spatula to apply ½ ounce of mayonnaise using the “one down – one across” method with the other hand.
  - ♦ Evenly distribute 2 rings of ketchup onto the mayonnaise.
  - ♦ Place 2 pickles on top of the ketchup ensuring they do not overlap.
  - ♦ Place one (1) purple ring onion 1½ to 3 inches in diameter on top of the pickles.
  - ♦ Evenly distribute 1/2 ounce of lettuce on the crown.
  - ♦ Place one (1) tomato slice on top of the lettuce. After adding the tomato, hold the crown of the bun over the lettuce pan and shake to remove excess lettuce.
- Bottom Bun Procedure:
  - ♦ Using the bun heel, remove a Large meat patty.
  - ♦ Place one slice of cheese on top of the patty.
  - ♦ Evenly distribute ¼ ounce (1 ring) of mustard.
  - ♦ Complete the bottom by placing two criss crossed slices of Bacon on the mustard.
  - ♦ Gently place the crown of the bun on the heel portion.

Item	Amount Per Serving
Premium Bun	Crown
Mayonnaise	1/2 ounce
Ketchup	2 rings
Pickles	2 slices
Onion	1 ring
Lettuce	1/2 ounce
Tomato	1 slice
Bacon	2 slices
Mustard	1 ring
American Cheese	1 slice
Large Meat	1 patty
Premium Bun	Heel



### Complete the Sandwich:

Using a clean foil wrap, gently wrap the sandwich.

# Sandwich

## Big Buford

### How to Build

- Top Bun Procedure:
  - ♦ Remove fresh toasted Premium bun from the bun holding area.
  - ♦ Holding the crown in one hand, use a spatula to apply ½ ounce of mayonnaise using the “one down – one across” method with the other hand.
  - ♦ Evenly distribute 2 rings of ketchup onto the mayonnaise.
  - ♦ Place 2 Pickles on top of the ketchup ensuring they do not overlap.
  - ♦ Place one (1) purple ring onion 1½ to 3 inches in diameter on top of the Pickles.
  - ♦ Evenly distribute 1/2 ounce of Lettuce on the crown.
  - ♦ Place one (1) Tomato slice on top of the Lettuce. After adding the Tomato, hold the crown of the bun over the Lettuce pan and shake to remove excess Lettuce.
  - ♦ Place the dressed crown on foil wrap.
- Bottom Bun Procedure:
  - ♦ Using the bun heel, remove two Large Meat patties.
  - ♦ Place one slice of cheese on top and one between the meat patties, using the starring method.
  - ♦ Evenly distribute ¼ ounce (1 ring) of mustard on top of cheese slice.
  - ♦ Gently place the crown of the bun on the heel portion.

Item	Amount Per Serving
Premium Bun	Crown
Mayonnaise	1/2 ounce
Ketchup	2 rings
Pickles	2 slices
Onions	1 ring
Lettuce	1/2 ounce
Tomato	1 slice
Mustard	1 ring
American Cheese	1 slice
Large Meat	1 patty
American Cheese	1 slice
Large Meat	1 patty
Premium Bun	Heel



### Complete the Sandwich:

Using a clean foil wrap, gently wrap the sandwich.

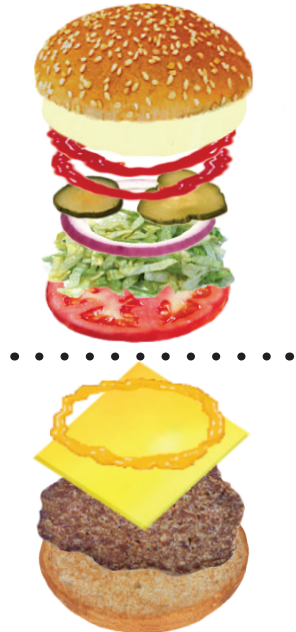
# Sandwich

## Rally/Checkerburger with Cheese

### How to Build

- Top Bun Procedure:
  - ♦ Remove fresh toasted Classic bun from the bun holding area.
  - ♦ Holding the crown in one hand, use a spatula to apply ½ ounce of mayonnaise using the “one down – one across” method with the other hand.
  - ♦ Evenly distribute 2 rings of ketchup onto the mayonnaise.
  - ♦ Place 2 Pickles on top of the ketchup ensuring they do not overlap.
  - ♦ Place one (1) purple ring onion 1½ to 3 inches in diameter on top of the Pickles.
  - ♦ Evenly distribute 1/2 ounce of Lettuce on the crown.
  - ♦ Place one (1) Tomato slice on top of the Lettuce. After adding the Tomato, hold the crown of the bun over the Lettuce pan and shake to remove the excess Lettuce.
- Bottom Bun Procedure:
  - ♦ Use the heel of the bun to remove a small patty.
  - ♦ Place one slice of American cheese on top of the meat patty.
  - ♦ Evenly distribute 1 ring of mustard.
  - ♦ Gently place the crown of the bun on the heel portion.

Item	Amount Per Serving
Classic Bun	Crown
Mayonnaise	1/2 ounce
Ketchup	2 rings
Pickles	2 slices
Onion	1 ring
Lettuce	1/2 ounce
Tomato	1 slice
American cheese	1 slice
Mustard	1 ring
Small Meat	1 patty
Classic Bun	Heel



For a Double Rally/Checkerburger with cheese add a small meat pattie on top of the slice of American cheese.

### Complete the Sandwich:

Using a clean standard wrap, gently wrap the sandwich.

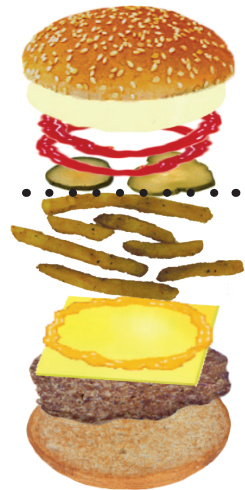
# Sandwich

## Fry Lover's Burger

### How to Build

- Top Bun Procedure:
  - ♦ Remove fresh toasted Classic bun from the bun holding area.
  - ♦ Holding the crown in one hand, use a spatula to apply ½ ounce of mayonnaise using the “one down – one across” method with the other hand.
  - ♦ Evenly distribute 2 rings of ketchup onto the mayonnaise.
  - ♦ Place 2 Pickles on top of the ketchup ensuring they do not overlap
- Bottom Bun Procedure:
  - ♦ Using the bun heel, remove a small patty.
  - ♦ Place one slice of cheese on top of the meat patty.
  - ♦ Evenly distribute 1 ring of mustard on the top meat patty.
  - ♦ Place 7-8 unsalted Fries on top of the mustard. Fries for Fry Lover's Burger are final cooked twice.
  - ♦ Gently place the crown of the bun on the heel portion.

Item	Amount Per Serving
Classic Bun	Crown
Mayonanaise	1/2 once
Ketchup	2 rings
Pickles	2 slices
Fries	7-8 unsalted
Mustard	1 ring
American Cheese	1 slice
Small Meat	1 patty
Classic Bun	Heel



### Complete the Sandwich:

Using a clean standard wrap, gently wrap the sandwich.



# Sandwich

## Cheese Double

### How to Build

- Top Bun Procedure:
  - ♦ Remove fresh toasted Classic bun from the bun holding area.
  - ♦ Evenly distribute 2 rings of ketchup.
  - ♦ Place 2 pickles on top of the ketchup ensuring they do not overlap.
  - ♦ Place 1/4 ounce diced onions on top of the pickles.
- Bottom Bun Procedure:
  - ♦ Using the bun heel, remove two Small Meat patties.
  - ♦ Place one slice of cheese between the meat patties.
  - ♦ Evenly distribute 1 ring of mustard on the top meat patty.
  - ♦ Gently place the crown of the bun on the heel portion.

Item	Amount Per Serving
Classic Bun	Crown
Ketchup	2 rings
Pickles	2 slices
Diced Onions	1/4 ounce
Mustard	1 ring
Small Meat	1 patty
American Cheese	1 slice
Small Meat	1 patty
Classic Bun	Heel



For a Bacon Cheese Double, place 2 strips of Bacon in between the diced onions and mustard ring.



### Complete the Sandwich:

Using a clean standard wrap, gently wrap the sandwich.

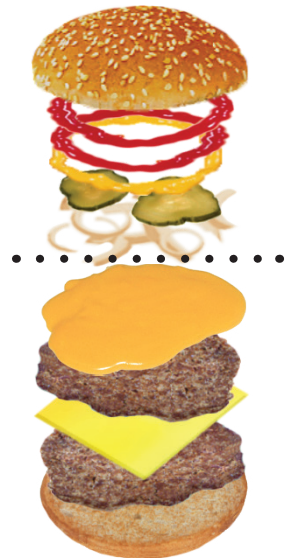
# Sandwich

## Two Cheesy Burger

### How to Build

- Top Bun Procedure:
  - ♦ Remove fresh toasted Classic bun from the bun holding area.
  - ♦ Evenly distribute 2 rings of ketchup.
  - ♦ Evenly distribute 1 ring of mustard on the ketchup.
  - ♦ Place 2 pickles on top of the mustard ensuring they do not overlap.
  - ♦ Place 1/2 ounce grilled onions on top of the pickles
- Bottom Bun Procedure:
  - ♦ Using the bun heel, remove two Small Meat patties.
  - ♦ Place one slice of cheese between the meat patties
  - ♦ Portion 1/2 ounce of Cheese Sauce on top of the meat patty.
  - ♦ Gently place the crown of the bun on the heel portion.

Item	Amount Per Serving
Classic Bun	Crown
Ketchup	2 rings
Mustard	1 ring
Pickles	2 slices
Grilled onions	1/2 ounce
Cheese Sauce	1/2 ounce
Small Meat	1 patty
American Cheese	1 slice
Small Meat	1 patty
Classic Bun	Heel



### Complete the Sandwich:

Using a clean standard wrap, gently wrap the sandwich.

# Sandwich

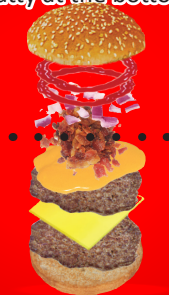
## Bacon Cheddar Crisp

### How to Build

- Top Bun Procedure:
  - ♦ Remove fresh toasted Classic bun from the bun holding area.
  - ♦ Evenly distribute 2 rings of ketchup.
  - ♦ Evenly distribute 1/4 ounce of diced onions.
- Bottom Bun Procedure:
  - ♦ Use the heel of the bun to remove a small patty.
  - ♦ Portion 1/2 ounce of Cheese Sauce on top of the meat patty.
  - ♦ Evenly distribute 1/2 ounce of Bacon Chips on top of the Cheese Sauce.
  - ♦ Gently place the crown of the bun on the heel portion.

Item	Amount Per Serving
Classic Bun	Crown
Ketchup	2 rings
Diced Onions	1/4 ounce
Bacon Chips	1/2 ounce
Cheese Sauce	1/2 ounce
Small Meat	1 patty
Classic Bun	Heel

For a Double Bacon Cheddar Crisp, place a slice of American Cheese and Small Meat Patty at the bottom.



### Complete the Sandwich:

Using a clean standard wrap, gently wrap the sandwich.

# Sandwich

## Kid's Cheeseburger/All American Cheeseburger

### How to Build

- Top Bun Procedures:
  - ♦ Remove fresh toasted Classic bun from the bun holding area.
  - ♦ Evenly distribute 2 rings of ketchup on the top bun.
  - ♦ Place two (2) Pickles on top of the ketchup. Ensure they do not overlap.
- Bottom Bun Procedure:
  - ♦ Using the bun heel, remove a Small Meat patty from the holding area. If making a Kid's Burger with Cheese, place one slice of cheese on top of the meat patty.
  - ♦ Evenly distribute 1 ring of mustard on top of the cheese (or meat).
  - ♦ Gently place the crown of the bun on the heel portion.

Item	Amount Per Serving
Classic Bun	Crown
Ketchup	2 rings
Pickles	2 pieces
Mustard	1 Ring
American Cheese	1 slice
Small Meat	1 patty
Classic Bun	Heel



### Complete the Sandwich:

Using a clean standard wrap, gently wrap the sandwich.

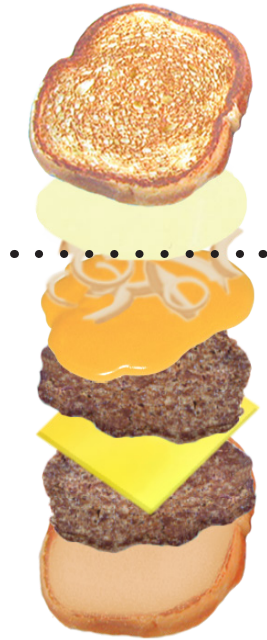
# Sandwich

## American Double Melt

### How to Build

- Top Bun Procedure:
  - ♦ Remove fresh toasted Sourdough bun from the bun holding area.
  - ♦ Holding the crown in one hand, use a spatula to apply ½ ounce of mayonnaise using the “one down – one across” method with the other hand.
- Bottom Bun Procedure:
  - ♦ Use the heel of the bun to remove a small patty.
  - ♦ Place a slice of American Cheese on the Small Meat patty.
  - ♦ Place a small patty on top of the American Cheese.
  - ♦ Portion 1/2 ounce of Cheese Sauce on top of the meat patty.
  - ♦ Evenly distribute 1/2 ounce of Grilled Onions on top of the Cheese Sauce.
  - ♦ Gently place the crown of the bun on the heel portion.

Item	Amount Per Serving
Sourdough Bread	Crown
Mayonnaise	1/2 ounce
Grilled Onions	1/2 ounce
Cheese Sauce	1/2 ounce
Small Meat	1 patty
American Cheese	1 slice
Small Meat	1 patty
Sourdough Bread	Heel



### Complete the Sandwich:

Using a clean standard wrap, gently wrap the sandwich.

# Sandwich

## B.L.T.

### How to Build

- **Top Bun Procedure:**
  - ♦ Remove fresh toasted Classic bun from the bun holding area.
  - ♦ Holding the crown in one hand, use a spatula to apply ½ ounce of mayonnaise using the “one down – one across” method with the other hand.
  - ♦ Evenly distribute 1/2 ounce of lettuce on the crown.
  - ♦ Place one (1) tomato slice on top of the lettuce. After adding the tomato, hold the crown of the bun over the lettuce pan and shake to remove the excess lettuce.
- **Bottom Bun Procedure:**
  - ♦ Holding the heel in one hand, use a spatula to apply ½ ounce of mayonnaise with the other hand.
  - ♦ Complete the heel by placing three slices of Bacon in a “criss-crossed” pattern on top of the mayonnaise.
  - ♦ Gently place the crown of the bun on the heel portion.

Item	Amount Per Serving
Classic Bun	Crown
Mayonnaise	1/2 ounce
Lettuce	1/2 ounce
Tomato	1 slice
Bacon	3 strips
Mayonnaise	1/2 ounce
Classic Bun	Heel



### Complete the Sandwich:

Using a clean standard wrap, gently wrap the sandwich.

# Sandwich

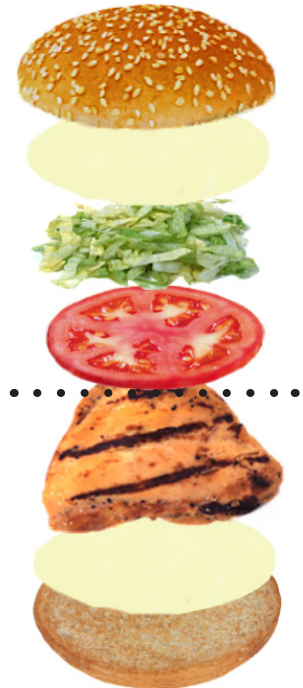
## Grilled Chicken (Optional)



### How to Build

- **Top Bun Procedures:**
  - ♦ Remove fresh toasted Classic bun from the bun holding area.
  - ♦ Holding the crown in one hand, use a spatula to apply ½ ounce of mayonnaise using the “one down – one across” method with the other hand.
  - ♦ Evenly distribute 1/2 ounce of Lettuce on the crown.
  - ♦ Place one (1) Tomato slice on top of the Lettuce. After adding the Tomato, hold the crown of the bun over the Lettuce pan and shake to remove the excess Lettuce.
- **Bottom Bun Procedures:**
  - ♦ Holding the heel in one hand, use a spatula to apply ½ ounce of mayonnaise using the “one down – one across” method with the other hand.
  - ♦ Using tongs, place a Grilled Chicken Breast on top of the heel.
  - ♦ Gently place the completed crown on top of the heel portion.

Item	Amount Per Serving
Classic Bun	Crown
Mayonnaise	1/2 ounce
Lettuce	1/2 ounce
Tomato	1 slice
Grilled Chicken	1 piece
Mayonnaise	1/2 ounce
Classic Bun	Heel



### Complete the Sandwich:

Using a clean standard wrap, gently wrap the sandwich.

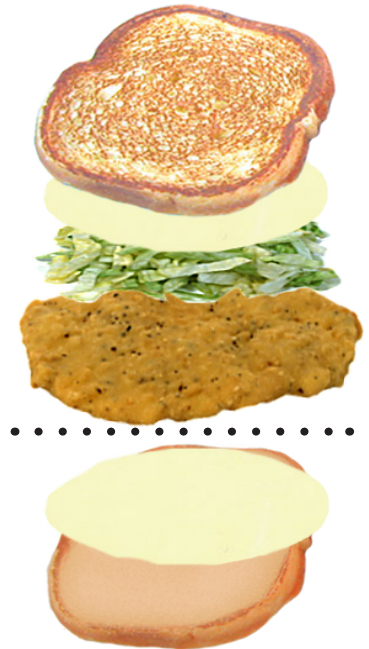
# Sandwich

## Big Chicken Sandwich

### How to Build

- **Top Bun Procedures:**
  - ♦ Remove fresh toasted Sourdough bread from the bun holding area.
  - ♦ Holding the crown in one hand, use a spatula to apply ½ ounce of mayonnaise using the “one down – one across” method with the other hand.
  - ♦ Evenly distribute 1/2 ounce of Lettuce on the crown.
- **Bottom Bun Procedures:**
  - ♦ Pick up the heel and evenly distribute ½ ounce of mayonnaise using the “one down – one across” method.
  - ♦ Place the chicken portion on top of the lettuce. Place the crown on top of the heel and place the completed sandwich in the center of the wrap.

Item	Amount Per Serving
Sourdough Bread	Crown
Mayonnaise	1/2 ounce
Lettuce	1/2 ounce
Big Chicken	1 piece
Mayonnaise	1/2 ounce
Sourdough Bread	Heel



### Complete the Sandwich:

Using a clean standard wrap, gently wrap the sandwich.



# Sandwich

## Big Chicken Deluxe

### How to Build

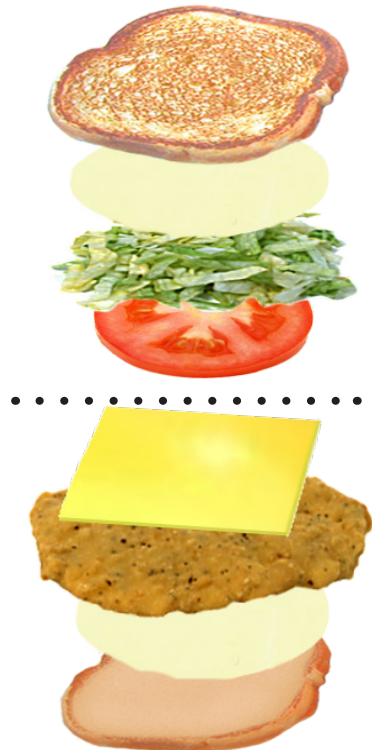
- **Top Bun Procedures:**

- ♦ Remove fresh toasted Sourdough bread from the bun holding area.
- ♦ Holding the crown in one hand, use a spatula to apply ½ ounce of mayonnaise using the “one down – one across” method with the other hand.
- ♦ Evenly distribute 1/2 ounce of Lettuce on the crown.
- ♦ Place one (1) tomato slice on top of the lettuce. After adding the tomato, hold the crown of the bun over the lettuce pan and shake to remove the excess lettuce.

- **Bottom Bun Procedures:**

- ♦ Pick up the heel and evenly distribute ½ ounce of mayonnaise using the “one down – one across” method.
- ♦ Place the chicken portion on top of the mayonnaise.
- ♦ Place one slice of American cheese on top of the chicken portion
- ♦ Place the crown on top of the heel and place the completed sandwich in the center of the wrap.

Item	Amount Per Serving
Sourdough Bread	Crown
Mayonnaise	1/2 ounce
Lettuce	1/2 ounce
Tomato	1 slice
American cheese	1 slice
Big Chicken	1 piece
Mayonnaise	1/2 ounce
Sourdough Bread	Heel



### Complete the Sandwich:

Using a clean standard wrap, gently wrap the sandwich.

# Sandwich

## Spicy Chicken Sandwich

### How to Build

- **Top Bun Procedures:**
  - ♦ Remove fresh toasted Classic bun from the bun holding area.
  - ♦ Holding the crown in one hand, use a spatula to apply ½ ounce of mayonnaise with the other hand.
  - ♦ Evenly distribute 1/2 ounce of Lettuce on the crown.
  - ♦ Using tongs, place a Spicy Chicken patty on top of the Lettuce. Placing the chicken on top of the Lettuce reduces the amount of Lettuce that may fall off the sandwich.
- **Bottom Bun Procedures:**
  - ♦ Holding the heel in one hand, use a spatula to apply ½ ounce of mayonnaise with the other hand.
  - ♦ Place the chicken portion on top of the lettuce. Place the crown bun on top of the heel bun and place the completed sandwich in the center of the wrap.

Item	Amount Per Serving
Classic Bun	Crown
Mayonnaise	1/2 ounce
Lettuce	1/2 ounce
Spicy Chicken	1 piece
Mayonnaise	1/2 ounce
Classic Bun	Heel



### Complete the Sandwich:

Using a clean standard wrap, gently wrap the sandwich.

# Sandwich

## Spicy Chicken Cheezer

### How to Build

- **Top Bun Procedures:**
  - ♦ Remove fresh toasted Classic bun from the bun holding area.
  - ♦ Holding the crown in one hand, use a spatula to apply ½ ounce of mayonnaise with the other hand.
  - ♦ Portion ½ ounce grilled onions on top of the mayonnaise.
- **Bottom Bun Procedures:**
  - ♦ Place a slice of American cheese on the Sourdough heel.
  - ♦ Place spicy chicken portion on top of American cheese.
  - ♦ Portion 1/2 ounce of Cheese Sauce on top of the spicy chicken portion.
  - ♦ Gently place the crown of the bun on the heel portion and place in the center of the wrap..

Item	Amount Per Serving
Classic Bun	Crown
Mayonnaise	1/2 ounce
Grilled onions	1/2 ounce
Cheese sauce	1/2 once
Spicy Chicken	1 piece
American cheese	1 slice
Classic Bun	Heel



### Complete the Sandwich:

Using a clean standard wrap, gently wrap the sandwich.

# Sandwich

## Hot Dog/Kid's Dog

### How to Build

- **Bun Procedures:**
  - ♦ Remove fresh toasted Hot Dog bun from the bun holding area.
  - ♦ Using tongs, place a Hot Dog in the Hot Dog bun.
  - ♦ With a condiment bottle evenly distribute 2 lines of ketchup on the opposite side of the mustard.
  - ♦ With a condiment bottle evenly distribute 1 line of mustard on one side of the Hot Dog.

Item	Amount Per Serving
Mustard	1 line
Ketchup	2 lines
Hot Dog	1 piece
Hot Dog Bun	1 bun



### Complete the Sandwich:

Using a standard wrap, gently wrap the sandwich.

# Sandwich

## Chili Dog

### How to Build

- Bun Procedures:
  - ♦ Remove fresh toasted Hot Dog bun from the bun holding area.
  - ♦ Using tongs, place a Hot Dog in the Hot Dog bun.
  - ♦ With a condiment bottle evenly distribute 1 line of mustard on one side of the Hot Dog.
  - ♦ With a condiment bottle evenly distribute 2 lines of ketchup on the opposite side of the mustard.
  - ♦ Using a ladle, evenly distribute 1 ounce of Chili from one end of the Hot Dog to the other.
  - ♦ Distribute  $\frac{1}{4}$  ounce of diced onions evenly across the length of the Chili.

Item	Amount Per Serving
Onions	1/4 ounce
Chili	1 ounce
Mustard	1 line
Ketchup	2 lines
Hot Dog	1 piece
Hot Dog Bun	1 bun



### Complete the Sandwich:

Using a standard wrap, gently wrap the sandwich.

# Sandwich

## Chili Cheese Dog

### How to Build

- Bun Procedures:
  - ♦ Remove fresh toasted Hot Dog bun from the bun holding area.
  - ♦ Place a Hot Dog in the Hot Dog bun.
  - ♦ With a condiment bottle evenly distribute 1 line of mustard on one side of the Hot Dog.
  - ♦ With a condiment bottle evenly distribute 2 lines of ketchup on the opposite side of the mustard.
  - ♦ Using a ladle, evenly distribute 1 ounce of Chili from one end of the Hot Dog to the other.
  - ♦ Using a ladle, equally distribute 1/2 ounce of Cheese Sauce from one end of the Hot Dog to the other.
  - ♦ Distribute ¼ ounce of diced onions evenly across the length of the Cheese Sauce.

Item	Amount Per Serving
Onions	1/4 ounce
Cheese Sauce	1/2 ounce
Chili	1 ounce
Mustard	1 line
Ketchup	2 lines
Hot Dog	1 piece
Hot Dog Bun	1 bun



### Complete the Sandwich:

Using a standard wrap, gently wrap the hotdog.

# Sandwich

## Hot Dog Wrapping Procedures

**Step 1:** Turn the wrap sideways and place hot dog/chili dog in the center of the wrap



**Step 2:** Take the top and bottom of the wrap and place together



**Step 3:** Fold the top down several times and then fold all four corners in towards the hot dog/chili dog



**Step 4:** Tuck the folded sides under the hot dog



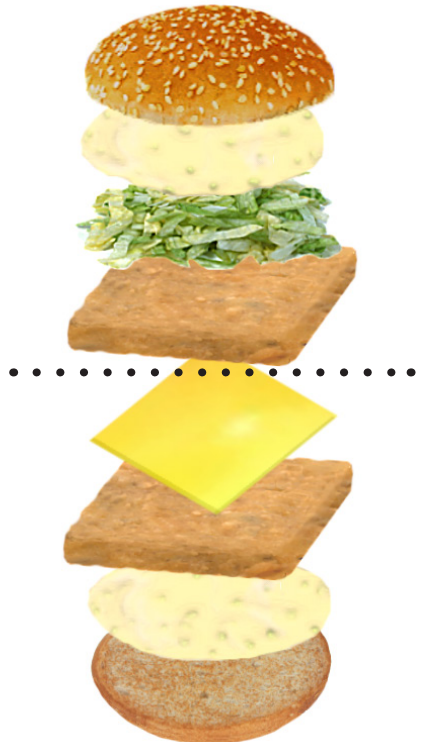
# Sandwich

## Deep Sea Double

### How to Build

- Top Bun Procedures:
  - ♦ Remove fresh toasted Classic bun from the bun holding area.
  - ♦ Holding the crown in one hand, using a spatula apply ½ ounce of Tartar Sauce.
  - ♦ Evenly distribute 1/2 ounce of Lettuce on the crown.
- Bottom Bun Procedures:
  - ♦ Pick up the heel and using a spatula, evenly spread ½ ounce of Tartar Sauce.
  - ♦ Using tongs, place a Fish portion on top of the Tartar sauce.
  - ♦ Place a slice of American Cheese on the Fish portion.
  - ♦ Using tongs, place another Fish portion on top of the lettuce.
  - ♦ Place the crown bun on top of the heel bun and place the completed sandwich in the center of the wrap.

Item	Amount Per Serving
Classic Bun	Crown
Tartar Sauce	1/2 ounce
Lettuce	1/2 ounce
Fish	1 Filet
American Cheese	1 Slice
Fish	1 Filet
Tartar Sauce	1/2 ounce
Classic Bun	Heel



### Complete the Sandwich:

Using a standard wrap, gently wrap the sandwich.



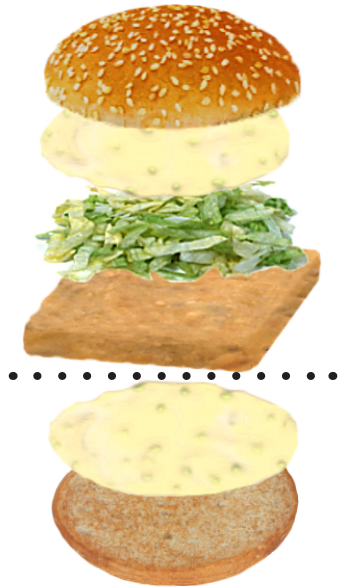
# Sandwich

## Crispy Fish Sandwich

### How to Build

- Top Bun Procedures:
  - ♦ Remove fresh toasted Classic bun from the bun holding area.
  - ♦ Holding the crown in one hand, using a spatula apply ½ ounce of Tartar.
  - ♦ Evenly distribute 1/2 ounce of Lettuce on the crown.
- Bottom Bun Procedures:
  - ♦ Pick up the heel and using a spatula evenly spread ½ ounce of Tartar Sauce.
  - ♦ Using tongs, place a Fish portion on top of the lettuce
  - ♦ Place the crown bun on top of the heel bun and place the completed sandwich in the center of the wrap.

Item	Amount Per Serving
Classic Bun	Crown
Tartar	1/2 ounce
Lettuce	1/2 ounce
Fish	1 Filet
Tartar Sauce	1/2 ounce
Classic Bun	Heel



### Complete the Sandwich:

Using a standard wrap, gently wrap the sandwich.

# Sauces - Bottled Condiments

## OVERVIEW



### Desired Result

- To add amazing flavor to our products with delicious sauces.



### Quick Reference

- Shelf life before opening:
  - ♦ BBQ: 240 days from production date
  - ♦ Ketchup: 365 days from production date
  - ♦ Mustard: 365 days from production date
  - ♦ Ranch: 150 days from production date
- Shelf life after opening (all bottled condiment sauces):
  - ♦ 1 week.
- Sauces in pouches:
  - ♦ BBQ
  - ♦ Ranch
  - ♦ Mustard
- Sauces in Vol-pak:
  - ♦ Ketchup
- Single Tip:
  - ♦ BBQ
  - ♦ Mustard
- Double Tip:
  - ♦ Ketchup
  - ♦ Ranch



### Tools & Supplies

- Condiment bottles
- Bottle lids - Single & Double Tips
- 1/3 x 6 inch deep stainless steel pan
- Rubber Spatula



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Do not use pouches that are torn or broken.

# Sauces - Bottled Condiments

## HOW WE PREPARE



### Receiving

- Received from Distributor at room temperature.
- Do not accept cases that have been damaged, opened or thawed.
- Not split or broken, which will allow the contents to leak out.
- No sour odor.
- Verify cases received to cases charged on invoices.
- Verify product is within the “Use Thru” date.
- Write delivery dates on all cases received.

### Product Specification

- BBQ:
  - ♦ Packaged in 8 - 2 pound pouches.
  - ♦ Checkers®/Rally's® uses a custom formulated high quality flavored sauce.
  - ♦ Shelf life: 240 days from production date; 1 week after opening.
  - ♦ Must be refrigerated after opening, if there is remaining sauce in pouch at time of prep.
- Ketchup:
  - ♦ Packaged in a 3 gallon Vol-Pak bag.
  - ♦ Checkers®/Rally's® ketchup is a grade A Fancy Heinz®.
  - ♦ Shelf Life: 365 days from production date; 1 week after opening. 
- Mustard:
  - ♦ Packaged in 24 - 2 pound bags.
  - ♦ Checkers®/Rally's® uses a quality yellow prepared salad mustard.
  - ♦ Shelf Life: 365 days from production date; 1 week after opening.
- Ranch:
  - ♦ Packaged in 8 - 2 pound pouches.
  - ♦ Shelf Life: 150 days from production date; 1 week after opening.
  - ♦ Must be refrigerated after opening, if there is remaining sauce in pouch at time of prep.
  - ♦ Checkers®/Rally's® uses a custom formulated high quality flavored sauce.

# Sauces - Bottled Condiments

## HOW WE PREPARE



### Storage

- Store in restaurant in room temperature.
- High heat above 90 degrees F. and cold conditions below 32 degrees F. will cause oil separation.
- Date each case and rotate using the “FIFO” method of rotation.



### Quality

- BBQ:
  - ♦ Reddish brown
  - ♦ Smoky, typical of BBQ sauce
  - ♦ Sweet, tart, smoky flavor
  - ♦ Smooth, creamy texture
- Ketchup:
  - ♦ Red, viscous liquid
  - ♦ Tomato aroma
  - ♦ Tomato flavor
  - ♦ Thick
- Mustard:
  - ♦ Golden yellow color
  - ♦ Typical mustard flavor; vinegar highlights
  - ♦ Smooth, creamy texture
- Ranch:
  - ♦ Creamy white color with spice speckles evident
  - ♦ Characteristic of ranch dressing
  - ♦ Buttermilk prevalent with garlic and onion; strong salt flavor
  - ♦ Smooth, creamy texture

### Preparing Pouched Sauces

- Open the top corner of the sauce pouch and empty contents into a clean, and sanitized bottle. When the pouch is almost empty, lay the pouch on its side and use a rubber spatula to force out the remaining product.
- Attach the appropriate lid (single or double tip).
- Place the bottle inside the condiments pan on the line.

# Sauces - Condiment Bottles

## HOW WE PREPARE



### Preparing Vol-Pak Sauces



- Remove the tip from the condiment bottle.
- Place the bottle underneath the Vol-Pak container and press the lever.
- Fill the condiment bottle.
- Place bottle tip back on the container.

## AT CLOSING

### Storage

- Sauce may be used the next day if it has not exceeded the open hold time and if the quality is still good.
- All bottled sauces must be placed in the Cooler (walk-in or reach-in) at night.

# Sauces - Dipping

## OVERVIEW



### Desired Result

- To provide our Guests with delicious dipping sauces for our Strips, Bites or Wings.



### Quick Reference

- Shelf life:
- BBQ, Honey Mustard: 240 days from the production date.
- Blue Cheese and Ranch: 150 days from the production date.



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not give Guests dipping sauces that are broken or seal has been broken/damaged/removed.

## HOW WE PREPARE



### Receiving

- Received from Distributor at room temperature.
- Do not accept cases that have been damaged or opened.
- Not split or broken, which will allow the contents to leak out.
- No sour odor.
- Verify cases received to cases charged on invoices.
- Verify product is within the "Use Thru" date.
- Write delivery dates on all cases received.

### Storage

- Store BBQ and Honey Mustard in restaurant at room temperature.
- Refrigerate Ranch and Blue Cheese at 38 degrees F. +/- 2 degrees F.
- High heat above 105 degrees F. and cold conditions below 32 degrees F. will cause oil separation.
- Date each case and rotate using the "FIFO" method of rotation.

# Sauces - Dipping

## HOW WE PREPARE



### Product Specification

- **BBQ:**
  - ♦ Shelf Life: 240 days from the production date.
  - ♦ BBQ dipping sauce is packaged as 200 - 1 oz. round/plastic portions.
- **Blue Cheese:**
  - ♦ Shelf Life: 150 days from the production date.
  - ♦ Blue Cheese dipping sauce is packaged as 100 - 1.5 oz. round/plastic portions.
  - ♦ Refrigerated.
- **Frank's Red Hot Buffalo Sauce:**
  - ♦ Shelf life: 180 days from the production date
  - ♦ Specification:
  - ♦ 100- 1.0 oz round/plastic portions
- **Ranch:**
  - ♦ Shelf Life: 150 days from the production date.
  - ♦ Buttermilk Ranch dipping sauce is packaged as 200 - 1.5 ounce round/plastic portions.
  - ♦ Refrigerated.
- **Honey Mustard:**
  - ♦ Shelf Life: 240 days from the production date
  - ♦ Honey Mustard dipping sauce is packaged as 200 - 1 oz. round/plastic portions.



## Quality

- BBQ:
  - ♦ Reddish brown
  - ♦ Smoky, typical of BBQ sauce
  - ♦ Sweet, tart, smoky flavor
  - ♦ Smooth, creamy texture
- Blue Cheese:
  - ♦ Creamy white in color
  - ♦ Blue cheese aroma
  - ♦ Mayonnaise flavor with blue cheese aroma
  - ♦ Creamy with small crumbles of blue cheese
- Frank's Red Hot Buffalo Sauce:
  - ♦ Thick, red to reddish-orange
  - ♦ Cayenne-buttery type flavor
  - ♦ Rich, flavorful hot sauce
  - ♦ Moderate in heat
- Ranch:
  - ♦ Creamy white with dark particulate
  - ♦ Typical of buttermilk ranch; no off odors
  - ♦ Buttermilk ranch flavor; no off flavors
  - ♦ Creamy smooth texture
- Honey Mustard:
  - ♦ Creamy Yellow - brown with red speckles
  - ♦ Strong Dijon mustard flavor with an oil of mustard burn
  - ♦ Smooth and creamy

## Sauces - Kept On Ice

### OVERVIEW



#### Desired Result

- To layer our products with delicious Mayonnaise and Tartar sauce.



#### Quick Reference

- Shelf life: 150 days from the production date; 1 week opened and refrigerated at 38 degrees F. +/- 2 degrees F.



#### Tools & Supplies

- 2 - 1/6 x 4 inch deep stainless steel pans
- Rubber spatula



#### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Do not use pouches that are torn or broken.



# Sauces - Kept On Ice

## HOW WE PREPARE



### Receiving

- Received from Distributor at room temperature.
- **Do not accept cases that have been damaged or opened.**
- Not split or broken, which will allow the contents to leak out.
- No sour odor.
- Verify cases received to cases charged on invoices.
- Verify product is within the “Use Thru” date.
- Write delivery dates on all cases received.

### Product Specification

- Frank’s Red Hot Buffalo Sauce:
  - ♦ Shelf life: 180 days from the production date
  - ♦ Frank’s Red Hot Buffalo dipping sauce is packaged as 100 – 1oz round/plastic portions
- Mayonnaise:
  - ♦ Shelf Life: 150 days from the production date.
  - ♦ Checkers®/Rally’s® uses premium quality mayonnaise from the highest quality ingredients.
  - ♦ Mayonnaise is packed in 10/64 ounce pouches.
- Tartar:
  - ♦ Shelf Life: 150 days from production date.
  - ♦ Checkers®/Rally’s® uses a creamy, salad dressing based tartar sauce containing dill relish with onion.
  - ♦ Tartar sauce is packed in 8/2 pound pouches.

### Storage

- Store in restaurant at room temperature.
- High heat above 90 degrees F. and cold conditions below 32 degrees F. will cause oil separation.
- Date each case and rotate using the “FIFO” method of rotation.
- Refrigerate after opening.



### Quality

- Mayonnaise:
  - ♦ Off white color
  - ♦ Slightly acidic with predominant egg flavor
  - ♦ Smooth, creamy texture
- Tartar:
  - ♦ Creamy yellowish white with pickle relish and dill evident
  - ♦ Sweet, slightly tart flavor with dill

# Sauces - Kept On Ice

## HOW WE PREPARE



### Preparing



- Open the top corner of the **mayonnaise/tartar** pouch and empty contents into stainless steel pan to be placed on the line.
- When the pouch is almost empty, lay the pouch on its side and use a rubber spatula to force out the remaining products.
- Place the pan on the line, placed in another pan filled 2/3 with ice.
- Wrap, label with the 48 hour hold time, and transfer backup product to the walk-in cooler.
- **Hold time for Mayonnaise and Tartar:** 4 hours on line, must be on ice.

## AT CLOSING

### Storage

- Sauce may be used the next day if it has not exceeded the open hold time and if the quality is still good.



# Sauces - Wing Sauces

## OVERVIEW



### Desired Result

- To spin our delicious sauces onto our Wings giving our Guests the best Wings available in any drive-thru or sit down Wing house.



### Quick Reference

- Shelf life: Wing Sauces:
  - ♦ Angry Buffalo (Frank's) - 180 days from production date; 1 week after opening.
  - ♦ Asian Kick - 180 days from production date; 1 week after opening.
  - ♦ Garlic Parmesan - 180 days from production date; 1 week after opening.
  - ♦ Honey BBQ - 240 days from the production date; 1 week after opening.
  - ♦ Medium Buffalo (Frank's) - 360 days from the production date; 1 week after opening.



### Tools & Supplies

- Wings Sauce Pans
- Hinged Lids
- 1 ounce Wing Sauce Station ladles
- Saucing containers with lids



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Do not use pouches that are torn or broken.

# Sauces - Wing Sauces

## HOW WE PREPARE



### Receiving

- Received from Distributor at room temperature.
- **Do not accept cases that have been damaged or opened.**
- Not split or broken, which will allow the contents to leak out.
- No sour odor.
- Verify cases received to cases charged on invoices.
- Verify product is within the “Use Thru” date.
- Write delivery dates on all cases received.

### Product Specification

- Wing Sauces:
  - ♦ Angry Buffalo:
    - Packaged in 12/32 oz. bags.
    - High heat above 90 degrees F. and cold conditions below 32 degrees F. should be avoided.
  - ♦ Garlic Parmesan, Asian Kick:
    - Packaged in 8/2# bags.
    - High heat above 90 degrees F. and cold conditions below 32 degrees F. should be avoided.
  - ♦ Honey BBQ:
    - Packaged in 10/4# pack.
    - High heat above 90 degrees F. and cold conditions below 32 degrees F. should be avoided.
    - Shelf Life: 240 days
  - ♦ Medium Buffalo (Frank’s Red Hot®):
    - Packaged in 4 - 1 gallon plastic jugs.
    - High heat above 90 degrees F. and cold conditions below 32 degrees F. should be avoided.
    - Shelf Life: 360 days from production.
  - ♦ Angry (Hot Buffalo), Garlic Parmesan, Honey BBQ  
Shelf Life: 180 days from production.
  - ♦ Asian Kick Shelf Life: 150 days from production.

### Storage

- Store in restaurant at room temperature.
- High heat above 90 degrees F. and cold conditions below 32 degrees F. will cause oil separation.
- Date each case and rotate using the “FIFO” method of rotation.
- Refrigerate after opening.

### Quality

- ♦ Angry Buffalo (Frank’s Red Hot):
  - Reddish orange
  - No off odors
  - Strong hot pepper sauce (heat, vinegar, salt) followed by lesser butter flavored notes; no off flavors.



# Sauces - Wing Sauces

## HOW WE PREPARE



### Quality

- Asian Kick:
  - Deep red color with pepper particulate and spices visible
  - No off odors
  - Sweet and spicy with garlic and ginger flavors; no off flavors
  - Thin with some particulate
- Garlic Parmesan:
  - Cream colored sauce with visible black pepper and parsley particulate
  - No off odors
  - Garlic and Parmesan cheese flavor; no off flavors.
  - Thick with visible particulate
- Honey BBQ:
  - Reddish brown
  - No off odors
  - Sweet with honey and smoke flavor; no off flavors
  - Thick with some particulate
- Medium Buffalo (Frank's Red Hot®):
  - Red to reddish orange sauce
  - Fermented cayenne-buttery type flavor, moderate in heat
  - Moderately thick with good coating properties

### Preparing Wing Sauces

- Empty pouch into wing sauce pans.
- Cover with plastic wrap or hinged lid.
- Use spatula to remove all product from pouch.
- Label with name of sauce/date.
- Garlic Parmesan: Bring to room temperature using a room temperature water bath.
- Do not heat Garlic Parmesan sauce in hot water or on the grill. The Garlic Parmesan sauce should sit at room temperature or be in a water bath of temperature water (NOT HOT), as the sauce will separate and will need to be discarded.

## AT CLOSING

### Storage

- All sauces should be transferred to clean containers, covered and **placed in the walk in cooler** for use the next day. Place dirty containers in the sink area to be cleaned, rinsed, sanitized and stored.
- Remove sauce containers at opening to allow them to reach room temperature before placing on the Wing station for the days use.



# Shortening - Solid

## OVERVIEW



### Desired Result

- To properly handle and maintain our shortening in order to deliver the best fried food to our Guests.



### Quick Reference

- Checkers/Rally's uses Heavy Duty Frying Shortening.
- Received from Distributor at room temperature.
- Shelf life: 365 days from production date.
- Solid shortening, made from selected refined and deodorized beef fats.



### Tools & Supplies

- Short L-Shaped brush
- Goofer Rod
- Crumb Scoop
- Face mask and apron
- Clean Out Brush
- Skimmer
- Long Gloves
- Shortening Transfer Container (when applicable)



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up shortening spills immediately.
- Be cautious around hot oil, it can cause severe burns.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.



# Shortening - Solid

## HOW WE PREPARE



### Receiving

- Received from Distributor at room temperature.
- **Do not accept cases that have been damaged or opened.**
- No sour odor.
- Verify cases received to cases charged on invoices.
- Verify product is within the “Use Thru” date.
- Write delivery dates on all cases received.

### Product Specification

- Cardboard container with poly bag liner.
- Shortening is packaged in a 50 pound case.
- Shelf Life: 365 days from production date.

### Storage

- Store in restaurant at room temperature not to exceed 85 degrees F. or below 65 degrees F.

### Quality

- A solid shortening made from selected refined and deodorized beef fats.
- White color.
- Smooth texture free of lumps.



### Causes of Shortening Breakdown

- **Heat:** Heat is the number one cause of shortening breakdown.
- **Carbon (Food Particles):** Food products, such as crumbs from breading on Chicken, Fries, Onion Tangles®, Fish and Apple Pies fall out of the basket and into the shortening. The crumbs then turn into carbon particles, causing further breakdown of the shortening.
- **Water:** Never use a wet towel around the vats.
- **Completely dry the vats and baskets** after they have been cleaned. Hood filters must be dry after placing back in hoods to prevent water from dripping into the shortening.
- **Salt:** Small amounts of salt will accelerate the breakdown of shortening.

### Signs of Shortening Breakdown

- Darker color than new shortening.
- Excessive smoke.
- Excessive foam.
- Darker products that are soggy and more limp.

### Preparing Shortening

- Refer to Fry position section for directions on how to prepare shortening.

### Filtering Shortening

- Refer to Fry position section for directions on how to filter shortening.

## AT CLOSING

### Storage

- Refer to Fry position section for proper shortening procedures at closing.

# Tomatoes

## OVERVIEW



### Desired Result

- To prepare and serve fresh, red, juicy Tomatoes for our sandwiches.



### Quick Reference

- Shelf life: 10 days (including pack time)
- Hold time prepared: 4 hours (not refrigerated)
- Tomato size: 5 x 5
- Tomato diameter: 2 7/8 - 3 1/4 inches in diameter.
- Tomato slices: 3/16 inch thick
- Time goal for Tomato prep: 10 pounds = 10 minutes.
- Hold Time: 4 hours (on sandwich line)
- Hold Time for sliced Tomatoes placed back into refrigeration: Current business day. Once removed from refrigeration, must be used within 4 hours.



### Tools & Supplies

- Tomato slicer
- Safety glove
- 1/2 x 4 inch deep pan
- 1/2 inch size false bottom
- Tomato Corer



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Properly wash and sanitize all utensils, cutting boards, slicers and containers used for cut produce and after cutting, slicing, chopping, or ready-to-eat separate from produce.
- After produce is washed and prepped, it must be handled as any other ready-to-eat food item. Avoid bare hand contact.
- Clean the Tomatoes by rinsing the produce under cold running water prior to removing the core.

# Tomatoes

## HOW WE PREPARE



### Receiving

- Received from Distributor at 55 +/- 10 degrees F.
- Restaurants are urged to open and check at least one case of product upon delivery.
- **Do not accept cases that have been damaged, opened.**
- Verify cases received to cases charged on invoices.
- Observe drivers for delivery errors to ensure product is not placed on restaurant floor or pavement.
- If product is refused, mark "Refused at Delivery" on the paperwork.
- Write delivery dates on all cases received.
- 5 days of Shelf Life must be remaining at time of delivery.

### Product Specification

- Checkers®/Rally's® uses 5 x 5 inch Tomatoes that range from 2 7/8 - 3 1/4 inches in diameter at the center of the Tomato.
- The case pack is 25 pounds containing a count of 56 to 62 Tomatoes.
- Shelf life: 10 days (including date of pack).

### Storage

- Store in walk-in cooler at 38 degrees F. +/- 2 degrees F.
- Store product on lower shelves of the walk-in cooler away from the Lettuce.
- Date each case in walk-in cooler, using the "FIFO" method of rotation.
- Green Tomatoes should be placed on the shelves at room temperature, above 3 compartment sink to ripen before being cut.
- Turn stem side facing up; this will cause the Tomato to ripen faster.
- Tomatoes that are ripe should be stored in walk-in cooler.
- Over-ripe or moldy Tomatoes should be discarded.
- Store the Tomatoes close to the door of the cooler.

### Quality

- Pink to Salmon
- USDA standard 4 1/2 - 5
- Clean and firm
- Well developed
- Smooth skinned
- Free of bad spots in inner Tomato
- Uniform red in color when sliced, no green or yellow areas



# Tomatoes

## HOW WE PREPARE



### Preparing



- Remove the desired amount of Tomatoes from the walk-in cooler.
- Wash, rinse and sanitize 3 compartment sink.
- Rinse the Tomato thoroughly with cold water to remove dirt and insecticides in prep sink.
- Remove the core from all Tomatoes (do not core Tomatoes before putting in water, they will absorb the water and become soft).
- Hook the front legs of the Tomato slicer over the edge of the sink. Ensure the Tomato slicer blades are clean and not broken or nicked (if they are, the blades will need to be replaced).
- Put on the safety glove to avoid cutting fingers on the blades. The glove should go on the hand which scores the Tomato and catches the Tomato slices.
- Pull the Tomato towards the front of the slicer gently breaking the skin of the Tomato on the blades.
- Place one hand behind the blades, and then push the pusher arm firmly with the other. Catch the Tomato slices with your hand, discarding the top and bottom slices, as well as any poor quality slices.
- Each Tomato should produce a 7 - 8 slice yield.
- Place sliced Tomatoes in:
  - ♦ Centerline: 1/2 x 4" pan, with a false bottom.
  - ♦ Splitline: 1/3 x 4", with a false bottom.
- For centerline restaurants, place 12 tomatoes per pan in a single layer. For splitline restaurants, place 9 tomatoes per pan in a single layer. Cover each pan with a lid or plastic wrap. Date with the expiration date and place in the walk-in cooler until use..
- After slicing, must remain at 38 degrees F. +/- 2.
- After slicing tomatoes wash, rinse and sanitize tomato slicer, then store in walk-in cooler
- After slicing, wash, rinse and sanitize the 3 compartment sink.

### Holding

- Tomatoes (on line): 4 hours.
- Hold Time for sliced Tomatoes placed back into refrigeration: Current business day. **Once removed from refrigeration, must be used within 4 hours (on line).**

## AT CLOSING

### Storage

- Dispose of sliced Tomatoes.



# Positions Section



# Cashier

## OVERVIEW



### Desired Result

- The goal of this position is to be prepared and welcome our Guests with enthusiasm, respect and appreciation; passionately serve with friendly and personalized attention; and create a wow experience for each Guest on every visit.



### Quick Reference

- Serve all Guests within 150 seconds during peak (180 seconds during non-peak).
- Greet Guests immediately at the Speaker and at the Window.
- Communicate the number of Guests in the car to Sandwich Station.
- Stay in position at all times.
- Carry out responsibilities outlined in training guide

### Tools & Supplies



- POS system
- 18 ounce Ice Scoop
- Drink Station
- Shake Machine
- Clean Towel
- Straws
- Counterfeit Pen
- Cups and lids
- Condiment Packets
- Napkins
- Drink Carriers
- Decision Tree
- Register tape

### Health & Safety



- To minimize the possibility of cross-contamination and health hazards, wash hands before reporting to position and after changing job tasks in the restaurant.
- Cashiers may not prepare food after handling money, unless their hands have been properly washed.
- Never leave drawer open or unattended.
- Complete each change transaction one at a time.



# Cashier

## Responsibilities

### Standard Practices

- Carry out responsibilities outlined in Training Guide.
- Ring in every item.
- Accept only authorized discounts.
- Accept only authorized coupons.
- Notify Manager in charge if handed any fraudulent coupons or bills.
- Only Managers can perform transactions such as Manager meals, employee meals, comp discounts and register reports.
- Take over register only after you have been “banked on” correctly. Manager and employee are responsible for the cash register. Both must count and verify the amount of money in the drawer.
- Have Manager “bank you off” register before anyone else takes over your register.
- It is a violation of policy to misuse coupons or gift certificates.
- It is a violation to use the “void” function or to fail to ring in sales for personal gain, for benefit of friends, family or others, and for covering cash shortages.
- It is a violation to give free food to anyone, including Team Members and Managers.
- Deface coupons after each transaction when they are used.

### Order Taking

- Greet the Guest in a friendly manner as soon as he/she reaches the speaker.
- Begin by saying, “Hi, my name is \_\_\_\_\_. Would you like to try our Big Buford in a Combo today?” (for other greetings please see the Decision Tree tool in your restaurant).
- **Smile while you are speaking, let the Guest hear you smiling.**
- If the Guest orders a Combo, ask “Will that be Medium or Large and which flavor drink?”
- If the Guest orders a Sandwich or Wings, ask “Would you like to make that a combo?”
- If the Guest orders 2 items, complete the “Triangle” by suggesting a third item (example, if the Guest orders a Sandwich and Fries, suggest a drink).
- If you are busy with a Guest at the window, notify the Guest at the speaker by saying, “Hi, please take a moment to look at the menu and I’ll be right with you.”
- Take the order and record on the Register.

# Cashier

## Responsibilities

### Order Taking

- If a Guest indicates they would like separate orders, tell them you will take each order separately and give them a total for each one. It is very important you press the “same car” key on the register for each order to indicate more than one order per car.
- As you are recording the Guest’s order, begin to pour their drinks.
- There is no limit to the number of orders allowed per car.

### Suggestive Selling

- The Checkers®/Rally’s® standard is a maximum of 2 upsells per Guest.
- Please review the Decision Tree in your restaurant for detailed information.

### Closing the Order

- All special items and orders over \$25.00 should be repeated.
- Press the appropriate keys to total the order.
- After the Guest has completed their order, thank them cordially with “Thank you, your total is \$x.xx.”
- Press the “store” key to send the order to the printer/monitor.

### Greet Guest at the Window

- Focus on providing the highest level of hospitality to the Guest at the window.
- Greet the Guest at the window within 1 second, with eye contact, a **SMILE** and say “Hi!”
- The order should then be repeated

### Collecting for the Order

- After greeting the Guest, collect their money.
- As the Guest hands you their money, pass their drinks and straws to them (at the same time.)
- Say the dollar amount given to you.
- Put the money from the Guest face down across the register ledge until you give the Guest their change.
- **Do not put the money directly in the drawer in case the Guest questions you about the money they have given to you.**
- If there are more drinks than the number of Guests in the car or walk-up window, a drink carrier should be offered.



### Give Guest Change and Hand out Order

- Make the appropriate change for the Guest and hand it to them.
- Hand the Guest coins first, then bills.
- As you hand the Guest their change, say the amount you are giving them.
- When delivering the order to the Guest:
  - ♦ Make eye contact.
  - ♦ Say “Thank you” with a smile.
  - ♦ Optional: say “Have a nice day” or other appropriate closing.
- ♦ When handing out order, Make sure the front of the bag is facing the guest, with the receipt on the back of the bag.

# Cashier

## Responsibilities

## Decision Tree



## Responsibilities

### LAST Method

- The L.A.S.T. (Listen, Apologize, Solve, Thank) Method
- The L.A.S.T. method is a technique for handling Guest issues that encourages everyone to make a lasting impression on the Guest.

### L - Listen

- Allow the Guest to State the situation without interruption. Show you've listened by repeating the problem back to the guest.

### A - Apologize

- Let the Guest know you acknowledge their concern and **IMMEDIATELY** apologize.
- You might say "I'm sorry for the inconvenience."

### S - Solve

- Take ownership and responsibility for the issue. If you are unsure about how to solve the problem, simply say, "What can I do to make this right?"

### T - Thank

- Once you have solved the problem, make eye contact and thank the Guest for bringing the issue to your attention.

# Cashier

## Responsibilities

### Restock and Clean

- Restock and clean while at register station.
- Organize coins so they are in the correct slot.
- Clean area, stock paper items.
- Check beverage and condiment supplies.
- Manager will assign someone to get/stock the ice for you if needed.
- Request \$1, \$5, and coins from Manager before they are depleted.
- Be sure you have adequate amount of register tape.
- Windows are to be kept clean and “smudge free” at all times.
- Ensure window clings/decals are visible and clean.

## Handling Money

### Transactions

- When the Guest gives you money for your order:
- Close cash register after each transaction.
- Denominations of \$20 or more, use the counterfeit pen.
- If the Guest gives you a \$50 bill or larger, call the Manager in charge. Accepting large denominations requires a Manager to make change.
- Short change artists and persons trying to pass counterfeit bills are likely to use higher denomination bills.
- If an issue arises between you and the Guest in regards to change, notify the Manager in charge.

### Coupons

- Free Coupon - these coupons are for a free item. The coupon may read that a particular menu item is free with the purchase of some other specific menu item, or not require any other purchase to get the complimentary item.
- Combo Coupon - these are coupons involving Combos.
- Other Coupons - This panel holds coupons for price reduction on a certain item.
- Discount and Comps - Require a Manager password and can be applied toward any item.
- The coupon and discount keys are located on the Payment Screen.
- Digital Offers - As digital and social media become contemporary ways of advertising and reaching Guests, Checkers®/Rally's® has launched a system-wide platform to connect with Guests by way of this new media. There are multiple ways Guests can receive mobile coupons.

# Cashier

## Handling Money

### Drawer Pulls

- Register operators must keep cash in drawers low by frequently dropping (or making drawer pulls) excess \$20s, \$10s, \$5s, and \$1s into the drop box or have Manager take to safe.
- Keep cash available in register as close to beginning level as possible.
- Register operator will verify cash pull by initialing cash pull report with Manager.

### Short Change Prevention

- Complete each transaction before beginning a new one.
- A short-change artist will try to confuse you by giving you one denomination and requesting its return for another.
- Never allow Guest to control transaction.
- Never give Guest change before you have money for order.
- If you are confused, stop transaction and call your Manager in charge, this gives you additional time and will take control of transaction away from Guest.

### Traveler's Checks

- United States issued traveler's checks may be accepted with the approval of the Manager in charge.
- When presented as payment, do the following:
  - ♦ Have the Guest countersign the traveler's check in your presence.
  - ♦ Match the counter-signature with original signature.
  - ♦ Request a driver's license or passport for identification.
  - ♦ Write the drivers license number, state and expiration date on the back of the check.
  - ♦ If there is no drivers license, request two forms of identification.
  - ♦ If the Guest cannot provide proper identification do not accept the check.

### Checks

- Under no circumstances shall any personal check be cashed or accepted in the restaurant.
- No government checks are to be cashed or accepted.
- No Guest or business check is to be cashed or accepted without prior District Manager (DM) approval.
- Employee payroll checks may not be cashed in the restaurant.

# Cashier

## Payment with Credit Card

### Credit Cards Accepted

- Visa
- Mastercard
- American Express
- Discover
- Please Note: We do NOT accept Diner's Club.
- Cards MUST have either a Visa, Mastercard, American Express, or Discover logo on the front of it (refer to illustrations). We WILL NOT accept cards that do not have a logo.



\* May vary by franchise

### Front of House Operations (POS)

- If a Guest chooses to pay for their meal with a credit card, press the Pay button on the register, then select the appropriate credit card.
- Swipe the credit card once only, in a downward motion using the mag card reader on the right side of the terminal.
- Make sure the magnetic strip is facing you, with the stripe closest to the reader.
- Ensure the edge of the card is up against the side of the reader as you swipe the card.
- **It is very important that you swipe the card only once!** You will either get an authorization or a decline.
- As soon as you see that the card is Authorizing, hand the card back to the Guest.
- If the credit card transaction is approved the check will close automatically and be removed from the queue.
- Make sure the Credit Card transaction has been approved.
- Hand the credit card and credit card receipt to the Guest.

# Cashier

## Payment with Credit Card

### If the Card is successfully Authorized

- The order will disappear from the screen.
- A Credit Card receipt will print out on the printer that particular Terminal is routed to.
- NOTE: Walk up Receipts will print at the Walk up terminal. This receipt will show the type of credit card, last four digits of the credit card number and the Authorization code.
- Guests do not have to sign receipts less than \$25. Hand the Guest their Credit Card Receipt once it has printed.

### If the Authorization is Over \$25.00

- If the order exceeds \$25, we will ask the Guest to sign the receipt ANYWHERE on the FRONT OF THE RECEIPT.
- NOTE: There is no signature line on the receipt, but we are still required to get their signature for orders over \$25.
- You will keep the signed receipt in the cash drawer and turn it in with your nightly paperwork.
- Recall the order and press Print Receipt to print another copy of the Guest check to give to the Guest.





# Cashier

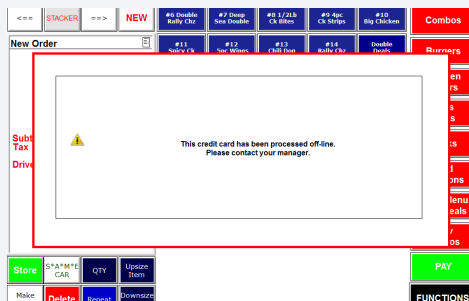
## Payment with Credit Card

### If the Card is Declined

- The order will not automatically be removed from the queue and you will note a declined message starting with “D/” (meaning DECLINED).
- You will also see a balance due indicating the check has not yet been tendered.
- There are several possible declined messages that could appear after the “D/” when a card is DECLINED, for example:
  1. D/Call Voice Operator
  2. D/Hold – Call
  3. D/Invalid Exp Date
  4. D/Over Credit Flr
  5. D/Failed to Initialize Port
- Regardless of the message following the “D/”, the Cashier is only to politely state to the Guest, “I’m sorry, but we are having problems processing cards at this time, do you have another form of payment?”
- Remember that failure to collect cash from the Guest will result in a cash shortage when the drawer is counted down

### Error Processing Credit Cards/ Processing Credit Cards Offline

- If you lose your connection to the credit card processor, you should have a backup modem that will authorize via a phone line. This will be slower than normal but authorizations will go through or decline with messages similar to those above. If the message is D/System Error or D/No Dial Tone, there is no connection at all and you need to call the Helpdesk immediately.
- If you see a message like the one below, this indicates that you are processing credit cards offline. Please contact the Helpdesk right away to let them know you are processing offline so that the issue can be resolved as quickly as possible.



## AT CLOSING

### Closing Procedures

- As soon as you have served the last car at close, set the shake machine to wash.
- Lock all service windows, and then take your Register drawer to your Manager to be balanced.
- At Close, or at the end of your shift, complete the Cash Verification slip, counting all the cash in your drawer with the Manager present.
- Your Manager will write down the sales from the register reading, then together you will balance the slip to find out if your cash is over/short.
- If the difference is greater than the acceptable standard, your Manager will recount your drawer to ensure errors were not made.
- If an error is not found, you may be documented for violating the cash policy, with disciplinary action up to and including termination.

### Cleanliness

- The cleanliness of the Register area is imperative for producing quality product, sanitation for our Guests, organization which will ensure speed, and demonstrating pride in your job.
- Windows need to be cleaned throughout the day, until closing time.
- Surfaces in your area must always be kept clean and sanitized.
- Begin by cleaning the area with a clean towel and soap solution, wiping dry and then using a spray bottle of prepared sanitizer (or a bucket of sanitizing solution); spraying (or wiping) the area and allowing it to dry.
- Wash hands thoroughly before and after your shift, using the restroom, handling food or returning from break.
- All paper items and condiments must be stocked at close.



# Cold Creations Station

## OVERVIEW



### Desired Result

- This position is responsible for ensuring that each Guest receives the highest quality Cold Creation products prepared accurately!



### Quick Reference

- Products:
  - ♦ Hole-Lottas
  - ♦ Cones (Waffle & Cake)
  - ♦ Stuffed Cones
  - ♦ Sundaes (Layered and Small Dish)
- Equipment:
  - ♦ Soft Serve Machine - Electro Freeze
  - ♦ Mixer
  - ♦ Shake Machine
- All toppings are in 1/9 pans
- Top of the Oreo Creme bottle is cut to the first line.
- Keep whipped topping, Oreo Creme and Philadelphia Cream Cheese in the reach in cooler on the line.



### Tools & Supplies

- Workstation (Stainless Steel shelving)
- 1/9 Pan Holder
- 1/9 Pans
- 1/9 Pan Lids
- 1/2 ounce spoon
- 3/4 ounce spoon
- Squeeze bottles
- 6 Quart Cambro lids
- 6 Quart Cambro
- Disher scoop #30
- Disher scoop #60
- Topping warmer
- Scale
- Overrun bucket (2)
- Shake Calibration Cup
- 1/6 x 6" deep Storage Pan
- Cleaning Brush Kits for Shake Machine & Soft Serve Machine
- Wire Basket
- Cone Stand - Plastic
- Shake Collar Dome Lid
- 14 oz. Cups
- Clear Dome Lid (for cups)
- 5 ounce Sundae Cup
- 5 ounce Clear Dome Lid
- 12 ounce Sundae cup
- 12 ounce Sundae Dome Lid
- Spoon 8" wrapped
- Sanitize bucket
- Tune-Up Kit for Shake Machine
- Shaker

# Cold Creations Station

## OVERVIEW



### Health & Safety

- To minimize the possibility of cross-contamination and health hazards, wash hands before reporting to position and after changing job tasks in the restaurant.
- Gloves must be worn when preparing Cold Creations treats.

## Responsibilities

### Quality

- Carry out responsibilities outlined in Training Guide.
- Ensure quality soft serve products are being served.
- Ensure correct amounts of condiments are being used.
- Coach other Team Members on staging and correct positioning of soft serve products.
- Ensure crew serves a quality product.
- The Team Member has final responsibility that each order is accurate and meets quality standards.
- Ensure there is enough shake mix in the hopper in the soft serve machine.
- Ensure the condiment pans are filled. When refilling or filling pans they are 1/2 full.
- Fill enough to last the day only, as items expire at the close of business.
- Ensure all items that need to be refrigerated are not on the line during non-use.
- All items on condiment stand should be discarded at close.

### Service

- Communicate Cold Creations product(s) that have been ordered.
- Always give the Guest napkins (one per Cold Creation item).
- If the Guest orders anything other than a cone, give them a spoon.
- Always follow the “Order of Products being made” (found on your table cling).
- During any service break check the stock levels of all product.

# Cold Creations Station

## Product Information

### Order of Products being made

- In the event that multiple Cold Creation products are ordered, the Team Members must ensure they follow the guidelines for the order of products being made. Deviating from this order can result in the melting of the soft serve at a faster rate.
- Order of products:
  - ♦ 1. Hole-Lottas
  - ♦ 2. Layered and Small Dish Sundaes
  - ♦ 3. Cones

## Product Descriptions

Hole-Lottas - Checkers®/Rally's® Hole-Lotta is made with our rich and creamy soft serve blended with your favorite toppings, and then filled at the center core with even more delicious ingredients.

### Double Stuf Oreo® Hole-Lotta

A frozen treat made with swirl soft serve and filled with Oreo® pieces and Oreo® creme.

### Strawberry Cheesecake Hole-Lotta

A frozen treat made with vanilla soft serve and filled with golden graham pieces, strawberry topping and creamy Philadelphia cheesecake filling.

## Layered Sundaes

### Oreo® Sundae

A sundae made with layers of our rich vanilla soft serve, mini Oreo® cookies, Oreo® cookie pieces, and chocolaty hot fudge and topped with whipped topping and a cherry.

### Apple Pie Sundae

A sundae made with layers of our rich vanilla soft serve and our signature Cinnamon Apple Pie topped with caramel, whipped topping, and a cherry and then sprinkled with cinnamon and sugar.

### Strawberry Cheesecake Sundae

A sundae made with layers of our rich vanilla soft serve, creamy Philadelphia cheesecake®, strawberry topping, and golden graham cracker pieces and topped with whipped topping and a cherry.

Checkers®/Rally's® Small Dish Layered Sundaes come with all the delicious toppings and rich and creamy goodness of our regular Layered Sundae, but in a snack size version.

# Cold Creations Station

## Product Information

### Product Descriptions

Stuffed Cones - Checkers®/Rally's® Stuffed Waffle Cones are our waffle cones filled with delicious toppings and our rich and creamy soft serve.

#### Stuffed Oreo® Cone

Swirl soft serve portioned in our waffle cone and stuffed with crumbled Oreo® pieces and Oreo® Creme icing and topped with a mini Oreo® cookie.

#### Stuffed Strawberry Cheesecake Cone

Vanilla soft serve portioned in our waffle cone and stuffed with real strawberry topping, creamy Philadelphia® cheesecake filling and topped off with a cherry.

# Expeditor

## OVERVIEW



### Desired Result

This position is responsible for ensuring that each Guest receives the highest quality products prepared accurately so that we consistently get the order right!



### Quick Reference

4 types of bags:

- #4 = 1 to 2 items
- #6 = 3 to 4 items
- #12 = 5 to 6 items
- Plastic Wing Bags

Carry out responsibilities outlined in Training Guide



### Tools & Supplies

Both Drive-Thru Lanes:

- #4, #6, #12 bags, Plastic Wing bags
- Kids meal bags and treats
- Condiment packets
- Receipt stickers
- Straws
- Forks
- Condiments
- Napkins
- Thermometer
- Thermal Printer
- Grease Pencil
- Shake Machine
- Drink Station
- Sandwich Board
- Dipping cup sauces
- Wet wipes



### Health & Safety

- To minimize the possibility of cross-contamination and health hazards, wash hands before reporting to position and after changing job tasks in the restaurant.
- Disposable gloves must be worn when preparing sandwiches.



# Expeditor

## Responsibilities



### Quality

- Carry out responsibilities outlined in Training Guide.
- Ensure quality meat is served. Communicate with Grill person on product levels. The Bin Chart Recap report should be posted at Grill station, also at the front of the restaurant.
- Ensure the Sandwich Maker is using correct amounts of condiments.
- Communicate with Fry person on product levels. The Bin Chart Recap report should be posted at Fry station, also at the front of the restaurant.
- Ensure drink person serves a quality products.
- The Expeditor has final responsibility that each order meets quality standards, and is accurate at all times.
- Ensure there are enough fried and grilled products.

### Service

- Acknowledge the order is complete and accurate by handing Guest the order and saying “Thank you.”
- Smile and thank the Guest.
- Communicate number of Guests in line.
- Take control and direct all Team Members when there are large, complex orders, mistakes or special requests.
- When dealing with a mistake or special request, always treat the Guest as courteously and promptly as possible.
- Encourage Team Members to do their best while they deal with mistakes or complex orders.
- Place register receipt on the back of the bag after each order is complete to minimize chance of order going out window before it is complete and to ensure all transactions have been recorded or entered into register.
- Rotate receipts on rail towards FRONT of restaurant.
- Keep bagged orders separate at window to help Cashier determine what items should go together.
- Have every order ready to hand out the window before the Guest’s car arrives at the window.
- During any service break, check or direct someone to check the stock levels of all product.

### Additional Duties

## Responsibilities

### LAST Method

- The L.A.S.T. (Listen, Apologize, Solve, Thank) Method
- The L.A.S.T. method is a technique for handling Guest issues that encourages everyone to make a lasting impression on the Guest.

### L - Listen

- Allow the Guest to State the situation without interruption. Show you've listened by repeating the problem back to the guest.

### A - Apologize

- Let the Guest know you acknowledge their concern and **IMMEDIATELY** apologize.
- You might say "I'm sorry for the inconvenience."

### S - Solve

- Take ownership and responsibility for the issue. If you are unsure about how to solve the problem, simply say, "What can I do to make this right?"

### T - Thank

- Once you have solved the problem, make eye contact and thank the Guest for bringing the issue to your attention.

# Expeditor

## Bagging Procedures

### Bags

4# Bag	6# Bag	12# Bag	Plastic Bag
1 - 2 items	3 to 4 items	5 - 6 items; Loaded Fries Chicken Wings (5 pieces) Snack Box (1-3)	10 piece wing box  20 piece styrofoam container

### Procedures

- Place sandwiches in bag first.
- No more than 3 boxes per bag.
- Place sandwiches upright in the bag except for Hot Dogs which are laid flat.
- Hot Dogs are placed on top of all other items, before napkins.
- Place Fries and Apple Pies in the bag next. Place them straight up.
- Place premium item in bag for Kids' Meal.
- Large fries and items in boxes count as 2 items.
- **Double check the order for accuracy and completeness.**
- Napkins are placed on top of the products to help maintain the heat in the bag, one per sandwich.
- One napkin per bag for orders with only one fry or Cinnamon Apple Pies.
- Place 1 napkin for each sandwich.
- Place 1 napkin/1 fork for all loaded Fries.
- Place 1 napkin and 1 wet wipe per 5 wings.
- Place bounce back coupons or other bag stuffers (if used) on top of the napkins.
- Place the receipt on the back of the bag with a receipt sticker so that it may be read back to the Guest as it is handed out. This will help ensure order accuracy.
- Only wing packaging is to go in plastic bags.
- Plastic bags hold a maximum of 40 wings.

### Quality

#### Daily Temperature Tracking

- Temperatures must be taken throughout the day.
- Corrective action needs to be completed for all items that do not meet temperature standards.

### AT CLOSING

#### Responsibilities

- Ensure all paper products are stocked.
- Ensure area is clean and sanitized.

## OVERVIEW



### Desired Result

This position utilizes procedures that consistently produce safe, high quality fried products (world famous Fries, wings and other chicken products) for our Guests.



### Quick Reference

**Freezer storage:** 0 to -10 degrees F.

**Shortening temperature:** 340 degrees F.

Signs of shortening breakdown:

- Excessive smoking
- Excessive foaming
- Dark colored Fries, chicken or fish
- Excessively dark colored oil
- Greasy, rancid or bitter taste

**Causes of shortening breakdown:**

- Excess crumb load from breading
- Salt
- Excessive heat
- Residue from cleaning agents
- Water
- Carbon build-up

**Indicators product is done:**

- Timer sounds
- Product floats to the top
- Shortening turbulence subsides

**How to maintain quality shortening:**

- Keep fryers filled to fill level to avoid exposing elements
- Use skimmer to remove particles
- Quick filter after each rush period
- Full filter prior to close

**Carry out responsibilities outlined in Training Guide**



### Tools & Supplies

- 4 to 6 Fry baskets
- Clean, dry towels
- Salt Dredge
- Transfer pans with false bottoms
- Walk-in freezer
- 2 pair of tongs
- Fry Scoop
- 5 x 5 Strainer
- Apple Pie Basket
- Reach-in freezer
- Bin Chart Recap report
- Hold Chart

# Fry

## Overview



## Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Be careful when working around hot oil. Hot oil can cause severe burns.
- During opening, inspect all fryer baskets for loose or broken wires/welds.
- When the motor is off, all oil return valves must be closed to prevent shortening from siphoning out of the fryer. The hose connect valve on the filter must be left open when not filtering to permit the internal lines to drain.
- Always use the prefilter tray to catch heavy debris and prolong filter life.
- The shortening temperature of the fryer to be filtered should be around 340°F. Care must be taken at times when filtering or moving the filtering machine.
- Always wear oil-resistant, insulated gloves, oil-resistant apron and a face shield when filtering.
- Always UTILIZE a shortening transfer container when discarding old product.
- Do NOT run water through the filtering system as part of the cleaning process. The filter pump is not designed to handle water.
- Do NOT run water through the filtering system. This will void the warranty for the system, cause pump failure, and it is hazardous if water mixes with hot shortening.

## HOW WE PREPARE



## Stocking Product for the day

- 1 case of Fries (frozen), fries should be kept in the box while stored in the reach-in freezer
- Frozen Product in original bag except for Fish
- Box of Apple Pies
- Ample Supply of Small, Medium and Large Fry Containers
- Ample supply of Value/Kid's fry bags
- 2 Salt Dredges
- 1/3 x 4 inch pan for Cinnamon Sugar
- Ample supply of Apple Pie Bags
- Wing packaging
- Bag of Onion Tangles® (1)
- Loaded fry boxes

## HOW WE PREPARE



### Fryers

- The temperature of the fryers need to be checked once daily. The recommended time is during Daypart 1.
- The fryer pot should be filled with shortening up to the maximum FILL LINE.
- The fryer thermostat knob should be set to 340°F.
- The fryers should be free of carbon build up.
- The fryer should be allowed to cycle four or five times before noting the temperature.
- Using a fry basket, gently agitate the shortening in the fryer to ensure the temperature is uniform throughout.
- Lower the needle probe of the digital thermometer into the shortening two to three inches directly above the temperature-sensing probe of the fryer. Make sure the temperature is noted without product in the fryer. Record the temperature on Daily Temperature Tracking Form.
- To calibrate a fryer, refer to Preventive Maintenance & Troubleshooting Guide.

## Responsibilities

### Quality



- Shortening not foaming
- Product hot and crisp, not limp
- Fries not broken
- Do not serve product with blackened or uncooked ends
- All product should be cooked from a frozen state

### Service

- Pre-stage only the amount of Fries that can be used within the hold time.
- Hold scoop in one hand in anticipation of Guest order.
- Do not leave position unless directed by Manager in charge.
- Use transfer pan with false bottom any time you are delivering product to the sandwich station.
- Work off the speaker.

### Cleanliness

- Clean when there is break in Guest flow.
- Wipe all surfaces of fry station with clean, dry towel.
- Organize and restock area as needed.

## Set Up

### Fryer Timers

#### \*IMPORTANT NOTE:

To ensure quality and consistency, these products must be finish cooked before serving. If a Guest orders a product that has just finished first cooking, you must add the additional 30 second finish cook before serving the product to the Guest.

Item:	First Cook	Finish Cook
Apple Pies	Shake: N/A Remove: 6:30 Hold: 120:00	Remove: N/A Hold: N/A
Chicken Bites*	Shake: :30 Remove: 3:00 Hold: 45:00 CH Unit: 45:00	Remove: :30 Hold: N/A
Fries*	Shake: :30 Remove: 2:30 Hold: 15:00	Remove: :30 Hold: 5:00 Packaged: 1:00 CH Unit: 7:00
Fish*	Shake: :30 Remove: 4:00 Hold: 60:00 CH Unit: 90:00	Remove: :30 Hold: 10:00 (during Peak time ONLY)
Chicken Strips*	Shake: :30 Remove: 4:30 Hold: 60:00 CH Unit: 90:00	Remove: :30 Hold: 10:00 (during Peak time ONLY)
Nuggets*	Shake: :30 Remove: 3:00 Hold: 60:00 CH Unit: 90:00	Remove: :30 Hold: N/A
Onion Tangles®	Shake: :30 Remove: 1:30 Hold: 60:00	Remove: N/A Hold: N/A
Big Chicken*	Shake: :30 Remove: 6:00 Hold: 60:00 CH Unit: 90:00	Remove: :30 Hold: 10:00 (during Peak time ONLY)
Spicy Chicken*	Shake: :30 Remove: 4:30 Hold: 60:00 CH Unit: 90:00	Remove: :30 Hold: 10:00 (during Peak time ONLY)
Wings*	Shake: :30 Shaken every 2 minutes after the first :30 second shake Remove: 6:30 Hold: 60:00 CH Unit: 90:00	Remove: :30 Hold: N/A

## AT CLOSING

### Procedures

- Turn off both fryers. Turn off heating elements.
- Unplug Reach-in freezer.
- Throw away any leftover fried products (first notify the Manager so the waste may be recorded).
- Remove the hood filters. At the 3 compartment sink, rinse the filters with hot water, scrub with soap and a soft brush. Rinse with hot water. Allow the filters to drip-dry for a few minutes, then replace in the hoods.
- Be careful when replacing the filters to prevent dripping water from entering the fryers, this will prevent burns from splashing shortening and contamination of the shortening.
- Take all pans and utensils to the sink area.
- Complete filtering procedures. Ensure shortening is up to the fill level line.
- Clean filter machine, replace filter paper and place in the appropriate area.
- Clean the hood area, including the fry timer.
- Using a clean and sanitized towel, wipe down the exterior of each fryer, the doors and the legs of the fry station.
- Wipe out the reach-in freezer. Thoroughly clean and sanitize the freezer compartment by using a clean towel soaked in sanitizer solution. Make sure you wipe any accumulated dirt on the upper edge of the door, as well as all gaskets. Thoroughly clean the outside of the freezer. Clean the floor underneath.
- Clean all stainless steel in the fry area.
- Empty and clean salt dredge.
- Reassemble Fry Station. Ensure utensils are clean and sanitized.
- Stock all paper products.



## Sample Bin Chart Recap

### Bin Chart Recap

Thursday 03/01/2012

Checkers



Projected Sales: 5347

	1. Chicken Spicy			2. Big Chicken			3. Wings			4. Chicken Bites			5. Fish			6. Fish Bites			7. Apple Pies			
Prod Unit:	Each			Each			Each			Pounds			Each			Each			Each			
Lead Time:	0 minutes			0 minutes			0 minutes			0 minutes			0 minutes			0 minutes			0 minutes			
Serve Time:	60 minutes			60 minutes			60 minutes			45 minutes			60 minutes			60 minutes			120 minutes			
Hold Time:	60 minutes			60 minutes			60 minutes			45 minutes			60 minutes			60 minutes			120 minutes			
Time	Build	To	On	Build	To	On	Build	To	On	Build	To	On	Build	To	On	Build	To	On	Build	To	On	Time
10:00AM	6			1			6			0			2			19			11			10:00AM
10:30AM	7						14						4									10:30AM
11:00AM	7			3			28			1			7			31			19			11:00AM
11:30AM	10						39						9									11:30AM
12:00PM	12			4			43			2			10			48			23			12:00PM
12:30PM	12						43						10									12:30PM
01:00PM	12			4			45			3			11			50			25			01:00PM
01:30PM	13						47						11									01:30PM
02:00PM	14			5			50			3			11			57			28			02:00PM
02:30PM	15						54						12									02:30PM
03:00PM	15			5			55			3			12			64			28			03:00PM
03:30PM	14						50						11									03:30PM
04:00PM	14			5			49			3			11			56			27			04:00PM
04:30PM	15						51						11									04:30PM
05:00PM	15			5			51			3			12			59			26			05:00PM
05:30PM	14						48						11									05:30PM
06:00PM	14			5			46			3			11			53			28			06:00PM
06:30PM	16						53						12									06:30PM
07:00PM	17			6			57			4			13			65			28			07:00PM
07:30PM	13						48						11									07:30PM
08:00PM	13			4			53			3			11			53			25			08:00PM
08:30PM	17						68						14									08:30PM
09:00PM	13			4			52			3			10			52			26			09:00PM
09:30PM	11						42						9									09:30PM
10:00PM	14			6			50			3			11			59			24			10:00PM
10:30PM	13						47						10									10:30PM
11:00PM	11			4			40			2			8			46			11			11:00PM
11:30PM	5						18						4									11:30PM
12:00AM	8			3			30			2			6			35			14			12:00AM
12:30AM	6						23						5									12:30AM
01:00AM	6			3			23			1			5			27			12			01:00AM
01:30AM	7						25						5									01:30AM
02:00AM	5			2			20			1			4			23			10			02:00AM
02:30AM	4						16						3									02:30AM
03:00AM	5			2			19			1			4			22			10			03:00AM
03:30AM	5						20						4									03:30AM
04:00AM	5			2			18			1			4			21			6			04:00AM
04:30AM	3						10						2									04:30AM
05:00AM	1			0			4			0			1			5			1			05:00AM
05:30AM	0						1						0									05:30AM

3/1/2012 1:12:35 PM

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When working the Fry position it is your responsibility to  
**USE THE BIN CHART RECAP** to determine what to cook.

**DO NOT** wait for direction from the Manager in Charge –  
unless volume is significantly different than projected.

## Understanding a Bin Chart Recap

### How to Read a Bin Chart Recap

### Bin Chart Recap

Projected Sales: 5347

	1. Chicken Spicy	2. Big Chicken	3. Wings
Prod Unit:	Each	Each	Each
Lead Time:	0 minutes	0 minutes	0 minutes
Serve Time:	60 minutes	60 minutes	60 minutes
Hold Time:	60 minutes	60 minutes	60 minutes

Time	Build To	On Hand	Cook	Build To	On Hand	Cook	Build To	On Hand	Cook
10:00AM	6			1			6		
10:30AM	7						14		
11:00AM	7			3			28		
11:30AM	10						39		
12:00PM	12			4			43		

The **Build To** refers to the Projected Usage during that time Period.

Example: At 12:00 p.m. you should have 12 pieces of Spicy Chicken.

**On Hand** refers to how many of that item you currently have that is still within the hold time.

**Cook** refers to the amount you need to cook in order to stay within the **Build To** amount.

Example: If the **Build To** is 12, and you have 3 pieces **On Hand**, you need to **Cook** 9 pieces.

$$\begin{array}{r}
 12 \text{ (Build To)} \\
 - 3 \text{ (On Hand)} \\
 \hline
 9 \text{ (Cook)}
 \end{array}$$

## Filtering

## Primary Causes of Shortening Breakdown

- Keeping the shortening clean is critical to ensuring that we deliver fresh food to our Guests.
- Shortening which has not been properly filtered or cleaned frequently enough will break down.
- Shortening is considered broken down when it is contaminated or heated so long that it becomes discolored and changes the flavor or appearance of the products you are cooking.
- The primary causes of shortening breakdown:
  - ♦ Heat: The number one cause of shortening breakdown is heat. Not only does everyday use cause the molecules in the shortening to separate and break down, but excessive heat will increase how quickly the shortening breaks down.
  - ♦ Carbon (food particles): As food products are cooked, crumbs from the breading on Chicken, Fries, Fish, Onion Tangles® and Apple Pies fall out of the basket and into the shortening. These crumbs turn into carbon particles and further break down shortening. Use of the mesh skimmer to remove these food particles will help to prolong the life of the shortening.
  - ♦ Water: Water will also cause shortening to break down quickly. It is important to never use a wet towel around the vats and to completely dry the vats and baskets after they have been cleaned.
  - ♦ Salt: Even a small amount of salt will accelerate the break down of shortening. Fries should be salted in the dump station using a front to back motion. A side to side motion might cause salt to fall into the vat nearest the dump station.

## Signs of Shortening Breakdown

- The shortening has a DARKER COLOR than new shortening. Shortening which can no longer be used should be filtered, then poured into the grease container in the dumpster area using the appropriate container.
- Shortening that gives off EXCESSIVE SMOKE at normal frying temperature.
- Products cooked at normal temperature absorb excessive shortening and the result is DARKER PRODUCTS. They will become soggy and limp before the hold time ends.

## Filtering

**Skimming**

- Skimming the shortening will greatly increase its life.
- When you notice particles accumulating in the shortening, you should remove them.
- Skimming the shortening is done with a wire mesh utensil referred to as a “skimmer” or filter screen.
- Remove the baskets from one vat and run the skimmer across the top of the shortening.
- As the particles accumulate on the mesh screen, tap the skimmer against the edge of a waste container to remove the particles.
- Repeat the process until the vat is free of particles, and then proceed to skim the other vats.
- Fryers should be skimmed between busy periods, after the rush, and whenever particles begin to accumulate on the surface.

**Filtering**

- Filtering cleans all of the shortening in the vat and removes very small particles, instead of just cleaning the top layer by skimming.
- QUICK FILTERING with automatic systems must be done after lunch rush and after dinner rush.
- A COMPLETE FILTERING should be done at or near close. During the filtering process, SAFETY must be your number one concern.
- Remember, you are working with hot shortening with other Team Members in the area.
- The equipment needed to filter the Fryer system is:
  - ♦ L-shaped brush: Used for loosening particles between the tubes when flushing debris from the fryer.
  - ♦ Goofer Rod: Long, round shaft used to dislodge heavy debris that may adhere to the bottom of the fryer vat or drain tube.
  - ♦ Crumb Scoop: Self-draining scoop used to remove debris. Narrow enough to fit between the tubes.
  - ♦ Clean Out Brush: Used to brush down the sides of the vats and the tubes.
  - ♦ Skimmer: Used to remove floating debris in the shortening.
  - ♦ Long Gloves: Used to expedite filtering and prevent burns from splashing shortening and hot equipment.
  - ♦ Safety Face Shield, Apron.
  - ♦ Shortening Transfer Container (when applicable): Used to transfer shortening from the fryers to the grease reclaim container in the dumpster area.

## Quick Filtering

- **Turn the Fryer OFF.**
- Check all filter unit connections. Because the filter unit can be moved, it is important to check the connections before each use.
- Ensure that the fryer return hose is firmly attached to the filter unit. The quick disconnect snaps into place on the filter unit connection.
- Ensure the filter unit is plugged into the receptacle inside the fryer.
- Put on the long neoprene gloves, apron and face shield. Ensure the prefilter tray is in position.
- Drain the Vat – only drain one vat at a time! The filter pan CANNOT hold more than one fryer's oil.
  - ♦ Remove the fry baskets. Use the clean out rod to carefully remove the tube screen. Stir the shortening beneath the heat transfer tubes with the short L-shaped brush.
  - ♦ Open the Drain Valve (GREEN) for the tank being filtered.
  - ♦ Use the crumb scoop to remove excess crumbs and unplug drain with the clean-out rod. Use the clean out brush to brush down the sides of the vats and the tubes.
- Filtering the Oil
  - ♦ Rinse the Tank
    - Open the RETURN VALVE (RED) or the FLUSH HOSE (if used). Connect the hose to the connection and use the YELLOW valve instead of the RED valve for filtering procedures.
    - Turn the filter pump on.
  - ♦ Circulate the Oil
    - Open the BLUE Circulating Valve.
    - Close the RED Return Valve and close the GREEN Drain Valve.
    - Allow the filter pump to run for 5 minutes.
    - Turn the filter pump off and replace the filter tube screen.
    - Close the BLUE Circulating Valve.
    - Open the RED Return Valve.
    - Turn the filter pump ON. Shortening will return to the vat. Allow the pump to run until bubbles come out of the return line.
    - Turn the filter pump OFF.

## Filtering

### Quick Filtering

- Close the RED Return Valve.
- Open the BLUE Circulating Valve.
- Allow the filter line to drain.
- Close the BLUE Circulating Valve.
- NOTE: If you used the FLUSH HOSE, disconnect the hose, drain, and put away.
- NOTE: When the valve handle is across the valve body the valve is CLOSED. When the valve handle is in-line with the valve body the valve is OPEN.
- Repeat Steps one through three as outlined above, then complete the following sequence:
  - ♦ Return all shortening to the fryer using the internal return lines, not the hose.
  - ♦ Remove the pre-filter tray. Clean and dry completely.
  - ♦ Remove the filter ring and rinse off in the 3 compartment sink, then dry it thoroughly. Remove the filter paper by rolling both ends in to the middle and discard.
  - ♦ Remove the filter pan and wipe all oil from surfaces in the pump area.
  - ♦ Take the pan to the 3 compartment sink and wash with an approved vat cleaning product, hot water and a brush. DRY THOROUGHLY and reassemble with new filter paper.
  - ♦ Place the filter assembly in the appropriate area.

### Boiling out the Fryer

- Fryers should be boiled out monthly.
- Fryers should be boiled out on the nights we are discarding shortening.
- Clean the empty vat with hot water and the approved cleaning agent.
- Never use soap or detergent to clean the vats; the residue will cause the shortening to break down once it is refilled.
- Completely dry out the vat with a dry towel.
- NEVER leave any trace of water in the cleaned vat; water will also cause the shortening to break down.
- Procedures:
  - ♦ Put on long neoprene gloves, apron and face shield.
  - ♦ Empty the shortening into the shortening transfer container. If expired shortening, transfer to the grease reclaim area in the dumpster area.
  - ♦ Fill the empty vat to the shortening level line with WATER.
  - ♦ Add the approved commercial fryer cleaner. FOLLOW THE MANUFACTURER'S INSTRUCTIONS

## Filtering

### Boiling out the Fryer

- NOTE: Always add the cleaning solution to the water BEFORE it boils, or it could foam up and burn your hands.
  - ♦ Set the fryer thermostat to 225°F (just above the boiling point of water – 212°F).
  - ♦ When the water comes to a boil, back the temperature down so the water does not overflow the vat. DO NOT LEAVE THE FRY STATION WHEN YOU ARE BOILING OUT FRYERS!
  - ♦ After the solution has boiled for a few minutes, use long handled, soft-bristle brush and gently brush the sides of the fry vat and heat transfer tubes. For tough areas, a green scouring pad may be used. NEVER use steel wool when cleaning out a fryer.
  - ♦ After boiling out the fryers for 10 to 20 minutes, drain the solution into a stainless steel grease bucket and flush all sediment out of the pot. Close the drain valve and refill the fry vat with clean water. Boil for an additional 5 minutes.
  - ♦ Drain the fryer again into a stainless steel grease bucket and flush away any remaining residue.
  - ♦ Dry the vat thoroughly and refill. If using new shortening, do this:
    - Cut the shortening prints (blocks) into small pieces and pack below, between and on top of the heat transfer tubes. Ensure there are no air gaps. Air gaps can cause the elements to overheat causing severe damage to the fry pot.
    - Melt the shortening with either a melt cycle control or by cycling the burners off and on, i.e., turning the burners on for about five to ten seconds, off for a minute, on for five to ten seconds, off for a minute, etc. Continue this process until all shortening is melted.
- CAUTION: Do not leave the station unattended during this process.
- NOTE: If smoke appears from the shortening while melting, shorten the ON cycle and lengthen the OFF cycle.

## CLEANING

### Procedures

- During rush periods, you must make every effort to keep the Fry station clean and free from shortening.
- Always use a DRY towel to wipe the area around the Fry vats.
- A key to cleanliness and sanitation is washing your hands thoroughly with soap and HOT water for 20 seconds, rinsing your hands, using a paper towel to dry your hands.
- You must wash your hands before your shift, before and after handling food, returning from a break, handling money, or using the bathroom.
- In the Fry area, the back and sides of the Fryer and the stainless steel walls must be wiped down and free of grease. Periodically, scrape the excess salt and shortening from the dump station. When business slows, wipe all stainless down in the area. Make sure you clean the outside of the salt dredge often.





# Grill

## OVERVIEW



### Desired Result

- This position utilizes procedures that consistently produce safe, hot, high quality Grilled products (Hot Dogs, Bacon, and the BEST BURGERS in the Business, just to name a few) for our Guests.



### Quick Reference

- Cases are dated by meat packer for proper rotation.
- Use the “FIFO” method of rotation.
- Meat that exceeds its use-by date must be discarded.
- Grill temperature: 350 degrees F.
- Carry out responsibilities outlined in Training Guide.



### Tools & Supplies

- Grill Spatula (5 x 5)
- Bacon spatula
- Sear tool
- Sharpened Grill Scraper
- Sharpening File
- 2 Seasoning Dredges
- 1/3 x 4” pan for Grilled Onions
- Squeeze Bottle of water for Grilled Onions
- Grill squeegee
- Grilled Chicken Ring with lid (if used)
- 1 half size, 2 1/2 inch deep pan with false bottom for holding Bacon.
- Meat freezer
- Walk-in freezer
- Walk-in cooler



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Be careful when working around hot Grill. Hot Grill can cause severe burns.
- Do not use glass containers to hold water when cleaning Grill, they could break.
- To avoid cross contamination, the Grill operator must not touch cheese or any other ready-to-eat items.

## HOW WE PREPARE



### Stock of Product

- 1 Case of Large Meat patties
- 1 Case of Small Meat patties
- Pan of onion pieces used for grilled onions
- Bag of Grilled Chicken (for restaurants selling this product)
- 1 Pan of Hot Dogs
- Bacon and Bacon Chips

### Grill Set Up

- All Grill Zones should be set to 350° F. The Manager will check for correct calibration.
- Grease buckets should be emptied and in place.
- Grill surface should be clean and free of carbon build-up.

## SET-UP

### NCC Timer

Item:	Cooking	Holding
Large Meat Patties	Sear: :20 Turn: 2:15 Remove: 4:15	25 minutes (PHU)
Small Meat Patties	Sear: :20 Turn: 1:40 Remove: 2:30	20 minutes (PHU)
Hot Dogs	Roll: Every :15 Remove: 5:00	2 hours (120 minutes) (PHU)
Bacon	Sear: N/A Turn: 2:15 Remove: 3:30	4 hours (240 minutes) (Under Bacon Warmer)
Grilled Chicken	Sear: N/A Turn: N/A Remove: 6:00	2 hours (120 minutes) (PHU)
Grilled Onions	Add Water: :30 Season: 1:00 Remove: 1:30	30 minutes (Steamtable)
Bacon Chips	Cook: :30	90 minutes (Steamtable)

## RESPONSIBILITIES



### Quality

- Carry out responsibilities outlined in Training Guide.
- Serve only high quality, hot and juicy patties.
- Characteristics of properly cooked meat patties:
  - ♦ Meat is no longer pink
  - ♦ No red juices
  - ♦ Steam is present
  - ♦ Properly seared
  - ♦ 85% to 95% brown
- Ensure Chili meat is thoroughly cooked and drained, remove from Grill and place in Chili meat pan (for Chili using fresh meat).
- If meat is cooking too fast, slow, check thermostat for proper temperature setting and or calibration.
- Check meat temperature:
  - ♦ The temperature of the meat needs to be checked twice daily. Daypart 1 & 4, Record on Daily Temperature Tracking Form.
  - ♦ The hood system above the Grill needs to be on to simulate normal operating conditions.
  - ♦ All procedures for the proper cooking of meat patties needs to be followed for true temperature readings.
  - ♦ Immediately after the timer for the meat patty sounds, remove the patty from the Grill and place into the transfer pan. Insert the needle probe of the digital thermometer into the center of the patty from the side of the patty's outer edge.
  - ♦ Be careful not to push the end of the probe out the side of the meat. This will cause an inaccurate temperature reading.
  - ♦ Sanitize the probe after every patty is checked. These patties may be served to our Guests.
  - ♦ The temperature of the Cooked Meat Patties must be 160° F. minimum. Corrective action MUST be taken by the Manager on Duty on any patty temperature noted outside of the standard.
  - ♦ Use the Bin Chart Recap report to determine the amount of products to cook. Never increase the temperature of the Grill to decrease cook times!
  - ♦ PLEASE NOTE: It is critical that you wash your hands thoroughly before and after you handle any grilled product while on Grill.

## RESPONSIBILITIES

### Service

- Wash hands before you begin working on the Grill.
- Use the Bin Chart Recap report to determine the amount of products to cook.
- Always have meat done and ready to serve.
- Slide to Sandwich Station as per Zone Deployment (after thoroughly washing hands).

### Cleanliness

- Water Cleaning:
  - ♦ After a long rush period, it may be necessary to water clean the Grill, one section at a time, to completely remove the carbon build-up. The procedure is as follows:
  - ♦ Thoroughly scrape one zone of the Grill.
  - ♦ Pour a little warm water on the cleared section. Be careful not to allow the water to touch any meat on the Grill.
  - ♦ Let the water boil for a few seconds as this will help to lift away carbon deposits from the Grill surface. Scrape the section in one direction.
  - ♦ Scrape the water into the grease trough.
  - ♦ Repeat this procedure across the Grill until the entire surface is clean.
  - ♦ Never use a Grill screen to clean a Grill when there are patties on the Grill surface. Small pieces of the screen may be left on the surface and may be transferred to the patties.
- The back and sides of the Grill and stainless steel walls must be wiped down and free of grease.
- Periodically, scrape the carbon off the splash guards and scrape the grease buildup from the small grease trough into the grease chutes.
- Regularly check the grease buckets and empty as needed.
- When business slows, wipe all stainless down in the area.
- Make sure you clean the outside of the seasoning dredge often.

## Sample Bin Chart Recap

### Bin Chart Recap

Checkers



Wednesday 05/15/2013

Projected Sales: 4617

	G. Large Meat			G. Small Meat			G-Bacon			G-Hot Dogs			G-Pulled Pork			G-Smokin			P. Tomatoes			
Prod Unit:	Each			Each			Sheet			Each			Pounds			Each			Each			
Lead Time:	0 minutes			0 minutes			0 minutes			0 minutes			0 minutes			0 minutes			0 minutes			
Serve Time:	30 minutes			30 minutes			240 minutes			120 minutes			120 minutes			120 minutes			240 minutes			
Hold Time:	30 minutes			30 minutes			240 minutes			120 minutes			120 minutes			120 minutes			480 minutes			
Time	Build To	On Hand	Cook	Build To	On Hand	Cook	Build To	On Hand	Cook	Build To	On Hand	Cook	Build To	On Hand	Cook	Build To	On Hand	Cook	Build To	On Hand	Cook	Time
10:00AM	1			7			7			3			1			1			4			10:00AM
10:30AM	1			12			8			5			1			1						10:30AM
11:00AM	3			15			9			7			1			1						11:00AM
11:30AM	2			13			9			7			1			1						11:30AM
12:00PM	3			19			10			8			1			1			7			12:00PM
12:30PM	3			19			10			9			1			1						12:30PM
01:00PM	4			23			10			9			1			1						01:00PM
01:30PM	4			21			9			9			1			1						01:30PM
02:00PM	5			26			9			9			1			1			6			02:00PM
02:30PM	5			28			9			9			1			1						02:30PM
03:00PM	4			22			8			7			1			1						03:00PM
03:30PM	4			21			8			7			1			1						03:30PM
04:00PM	5			27			8			7			1			1			6			04:00PM
04:30PM	2			13			8			6			1			1						04:30PM
05:00PM	2			15			9			7			1			1						05:00PM
05:30PM	3			19			9			8			1			1						05:30PM
06:00PM	3			19			9			8			1			1			6			06:00PM
06:30PM	3			20			10			8			1			1						06:30PM
07:00PM	4			24			10			9			1			1						07:00PM
07:30PM	4			22			10			9			1			1						07:30PM
08:00PM	4			24			10			9			1			1			6			08:00PM
08:30PM	5			27			8			9			1			1						08:30PM
09:00PM	3			19			7			8			1			1						09:00PM
09:30PM	4			19			6			8			1			1						09:30PM
10:00PM	4			23			5			8			1			1			3			10:00PM
10:30PM	4			22			3			6			1			1						10:30PM
11:00PM	3			18			2			4			1			1						11:00PM
11:30PM	3			18			1			2			1			1						11:30PM
12:00AM	4			22			7			7			1			1			4			12:00AM
12:30AM	3			19			6			6			1			1						12:30AM
01:00AM	3			15			5			5			1			1						01:00AM
01:30AM	3			16			4			5			1			1						01:30AM
02:00AM	2			11			3			4			1			1			2			02:00AM
02:30AM	2			13			3			4			1			1						02:30AM
03:00AM	2			12			2			3			1			1						03:00AM
03:30AM	1			8			1			2			1			1						03:30AM
04:00AM	1			5			1			2			1			1			1			04:00AM
04:30AM	1			7			1			1			1			1						04:30AM
05:00AM	1			6			0			1			1			1						05:00AM
05:30AM	1			1			0			0			1			1						05:30AM

5/15/2013 11:19:59 AM

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When working the Grill position it is your responsibility to  
USE THE BIN CHART RECAP to determine what to cook.

DO NOT wait for direction from the Manager in Charge –  
unless volume is significantly different than projected.

## Understanding a Bin Chart Recap

### How to Read a Bin Chart Recap

Projected Sales:		4617					
		<b>G. Large Meat</b>		<b>G. Small Meat</b>		<b>G-Bacon</b>	
Prod Unit:	Each	Each		Each		Sheet	
Lead Time:	0 minutes	0 minutes		0 minutes		0 minutes	
Serve Time:	30 minutes	30 minutes		30 minutes		240 minutes	
Hold Time:	30 minutes	30 minutes		30 minutes		240 minutes	

Time	Build To	On Hand	Cook	Build To	On Hand	Cook	Build To	On Hand	Cook
10:00AM	1			7			7		
10:30AM	1			12			8		
11:00AM	2			15			9		
11:30AM	2			13			9		
12:00PM	3			19			10		

The **Build To** refers to the Projected Usage during that time Period.

Example: At 12:00 p.m. you should have 10 pieces of Bacon.

**On Hand** refers to how many of that item you currently have that is still within the hold time.

**Cook** refers to the amount you need to cook in order to stay within the **Build To** amount.

Example: If the **Build To** is 10, and you have 5 pieces **On Hand**, you need to **Cook** 5 pieces.

$$\begin{array}{r}
 10 \text{ (Build To)} \\
 - 5 \text{ (On Hand)} \\
 \hline
 5 \text{ (Cook)}
 \end{array}$$

## POST-RUSH

### Procedures

- Area is neat, clean and organized.
- Grill is clean and free of carbon deposits.
- Grease trough clean and grease buckets emptied.
- Meat freezer is stocked properly with meat patties and grilled chicken. Outside of freezer cleaned.
- Pan of onion pieces used for grill onions is stocked.
- Hot Dogs stocked.
- All grill utensils and transfer pans cleaned.
- Refill and clean seasoning dredges.
- Bag in the box area clean and organized.
- Ice machine wiped down.
- Grill spatula/scrapper sharpened.
- Empty trash cans in the restaurant and replace liners. Remove spray out and wipe down outside, as this is an AM Maintenance duty or pre-closing duty.
- Walk-in cooler and freezer clean and organized. Flooring swept (including under the shelves) and mopped.
- Lot swept and trash picked up.

## AT CLOSING

### Pre-Closing

- Wipe stainless steel walls surrounding Grill area.
- Wipe stainless steel around grease trough.
- Return extra meat patties and grilled chicken portions to walk-in freezer.
- Clean outside of meat freezer.
- Clean outside of ice machine. Organize bag in the box shelves.
- Organize walk-in freezer. Neatly organize cases of Fries, Onion Tangles®, Chicken, Apple Pies, etc. Make sure you rotate products using FIFO (First In, First Out) procedures. Wipe inside of doors and shelves if needed. Thoroughly sweep floor ensuring you get under all shelving.
- Organize dry storage. Place all containers in organized rows with labels facing out. Unpack open cases and combine partial cases of paper products.
- Break down empty boxes.
- Empty all trash cans in restaurant (before dark). Spray out trash cans; wipe down outsides and place new trash liners in cans.



## AT CLOSING

### Pre-Closing

- Wipe fixtures in restrooms (before dark).
- Stock restrooms with toilet paper, hand soap, and hand towels (before dark).
- Sweep and mop restaurant.
- Inspection by Manager on duty.

### Closing Procedures

- Before you begin cleaning, you should transfer products from the meat freezer to the walk-in freezer. All products need to be covered and labeled as “USE FIRST” for the next business day. You are now ready to begin cleaning the Grill area.
- Turn off Grill and unplug the meat freezer.
- Scrape all excess grease and carbon off the Grill.
- Remove the hood filters. At the three compartment sink spray the filters with hot water and then scrub with soap and a soft brush. Rinse with hot water. Allow the filters to drip-dry for a few minutes, then replace in the hoods.
- Remove all transfer pans, spatulas, Grilled chicken ring and lid, and other equipment used for Grill and transfer to the sink area.
- Pour a small amount of warm water onto the Grill surface.
- Never use ice: Pouring ice on the Grill will cause a sudden change in temperature and possibly crack the Grill surface.
- Never use soda water: Soda water does not make cleaning the Grill any easier than regular water.
- Never use shortening: Shortening may seem easier; however it reduces the friction necessary to properly clean the surface, and takes longer.
- While wearing heat resistant gloves, pour one packet of QVS High Temp Grill Cleaner onto the grill surface. Clean surface with front to back movements using grill pad and holder. Rinse with hot water and squeegee excess to grill trough. Dry with a clean towel. Lightly season grill by rubbing a clean paper towel with a thin layer of shortening over the grill surface.
- Clean the grease trough and chutes.
- Wipe down stainless steel walls surrounding the Grill.
- Wipe out the meat freezer. Thoroughly clean and sanitize the freezer compartment by using a clean towel soaked in sanitizer solution. Make sure you wipe any accumulated dirt on the upper edge of the freezer. Wipe the gasket clean. Thoroughly clean the outside of the freezer. Clean the floor underneath.
- Place clean and sanitized transfer pans, spatulas, etc. back at Grill station.
- Sweep, scrub and dry mop floors.
- Empty and clean, and refill seasoning dredges.

# Sandwich

## OVERVIEW



### Desired Result

- This position is responsible for accurately preparing safe, high quality products (Loaded Fries, Hot Dogs, and the BEST BURGERS in the Business, just to name a few) for our Guests.



### Quick Reference

- Fill condiment pans.
- Fill squeeze bottles with the appropriate condiments.
- Cheese pans filled no more than 2 inches from top of pan.
- The Sandwich position is the leader in Quality Control.
- Carry out responsibilities outlined in Training Guide.



### Tools & Supplies

- Condiment Bottles for sauces
- 1 ounce Ladles for Chili
- 1/2 ounce Ladles for Cheese Sauce
- 1/2 ounce Ladle for Grilled Bacon Chips
- Tongs for fried products
- Tongs for Grilled Chicken (optional)
- Two spatulas for Mayonnaise & Tartar Sauce
- Transfer pans with false bottoms
- Bucket with sanitized water and towels
- Buckets with cleaning solution and towels
- Bun toaster (set to 425 degrees F.) (Settings 2 and 6)
- Reach-in Refrigerator (temperature set to 38 degrees F +/- 2 degrees).
- Sandwich Board (if heated, 110 to 120 degrees F.)
- Tongs for Grilled onions
- Grease pencil
- Sandwich wraps - Foil and Regular
- Back up product
- Hold Chart



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn.
- Do not use broken or defective equipment.
- Properly wash and sanitize all utensils, cutting boards, slicers and containers used for cut produce. Keep ready-to-eat items separate.
- To minimize the possibility of contaminating finished products, disposable gloves must be worn for all sandwich assembly.
- Cheese is potentially hazardous and must be stored at the proper temperature.
- Product utensils must be stored in the product or on a clean and dry surface.

# Sandwich

## SET UP

### Stocking Sandwich Station

- Place Mayonnaise (on ice) in:
  - ♦ Centerline -1/3 x 4 inch pans
  - ♦ Splitline: 1/4 x 6 inch pans
- Place Tartar (on ice) in:
  - ♦ Centerline -1/3 x 4 inch pans
  - ♦ Splitline: 1/4 x 6 inch pans
- Lettuce in 1/3 x 6 inch pans
- Hot Dogs in reach-in refrigerator
- Buns (Classic, Hot Dog, Premium, Sourdough)
- Grease pencils
- Forks
- Condiment squeeze bottles filled
- Sliced Tomatoes in:
  - ♦ Centerline: 1/2 x 4 inch pans with false bottoms (drain excess juice)
  - ♦ Splitline: 1/6 x 4 inch pans with false bottom (drain excess juice)
- Ample supply of napkins, wraps and Kid's Premiums/bags
- Bags
- Pickles in:
  - ♦ Centerline: 1/3 x 4 inch pans
  - ♦ Splitline: 1/6 x 4 inch Pans
- Onions in:
  - ♦ Centerline: 1/3 x 4 inch pan
  - ♦ Splitline: 1/4 x 4 inch Pans
- Diced onions in 1/6 x 4 inch pan
- Cheese with false bottom (on ice) in 1/3 x 4 inch pan
- Disposable Gloves
- Backup Products (Check with Manager-in-Charge for proper quantities)
- Dipping Sauces

## RESPONSIBILITIES

### Quality

- Carry out responsibilities outlined in Training Guide.
- The Sandwich position is the leader in Quality Control.
- Notify Manager in charge of hard, broken, cold, crushed or excessively floured buns/rolls.
- Check quality of meat or chicken as it is placed on bottom (heel) of bun.
- Onions must be full rings, no strings or centers.
- Keep Pickles, Lettuce and Tomatoes fresh.
- Sliced Bacon must be firm, flexible, warm and unbroken.
- Each sandwich must be accurately assembled.
- All sauces should be stirred every 15 minutes: mayonnaise, tartar, Cheese Sauce, Chili, and wing sauces

# Sandwich

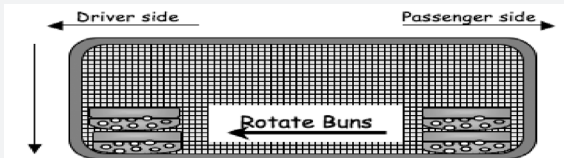
## RESPONSIBILITIES

### Pull Sandwich Wrap and Buns

- Once the bun has been loaded into the toaster, place the appropriate wrap down in front of you.
- When the buns are toasted, place the heel of the bun on the sandwich wrap. Pick up the crown in one hand and the Mayonnaise spatula in the other (THE READY POSITION) so that you may begin to dress the sandwich as soon as the Guest begins giving their order over the speaker.

### Buns

- Load Buns
  - ♦ Buns must be handled carefully to avoid crushing the top of the bun. The bun is loaded in the toaster cut sides toward the toaster platen or heating element. The toaster should be at the proper settings, which is generally:
    - 5/8 inch for toasting bun heels and Hot Dog buns and Sourdough Bread.
    - 7/8 inch for toasting bun crowns.
    - Temperature calibrated to 425°F on Platen toasters.
  - ♦ PLEASE NOTE: Notify the Manager in charge if the buns are not toasted golden brown. Remember, a cold bun means a cold sandwich!
  - ♦ Buns should be toasted to order whenever possible. Accurately projecting the number of buns needed is very important to guarantee a hot, fresh sandwich. During peak periods, buns may be projected ahead to ensure the fastest speed possible. If buns are not used immediately, they may be held in the bun holding bin up to 2 minutes. Rotate buns in the bun holding bin by using a crown, heel, crown, heel placement with the toasted sides together.



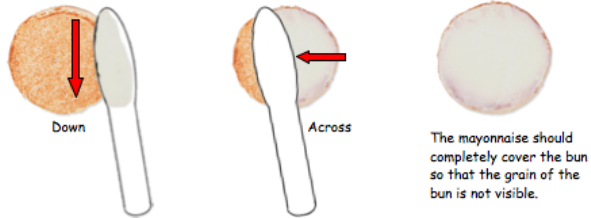
- ♦ When both driver and passenger side stations are being utilized, place buns on both the driver and passenger sides of the pan, starting on the side of the pan closest to the Steamtable.

# Sandwich

## RESPONSIBILITIES

### Assembly of Sandwiches

- Assembly of Sandwiches
- Crown of Bun
  - ♦ Mayonnaise: Hold the crown (or heel for Chicken Sandwiches and sandwiches with extra mayo) of the bun at an angle, then get enough mayonnaise (½ ounce) on your spatula and make one swipe down the bun and then across the bun.



- ♦ This “One Down – One Across” method will help to ensure that an even medium layer of mayonnaise covers the entire crown (or heel) of the bun. If the mayonnaise is spread correctly, the grain should not be visible.
- ♦ Continue to hold the crown of the bun in your hand as you apply the remaining condiments. The bun should be moved over each condiment as it is applied, stopping at the Lettuce.



- Ketchup: While using the double tipped condiment bottle, hold the bottle in an upright position and dispense the ketchup in a circular motion with one rotation (two rings) on top of the mayonnaise. The thickness of the ketchup ring should not exceed 1/8”, or 1/3 ounce. Make sure the bun is evenly covered.
- ♦ For Hot Dogs and Chili Dogs, 2 stripes of ketchup is applied, with a condiment bottle, on the side of the Hot Dog opposite the mustard (one stripe).



- Pickles: Two are placed in a pattern on the crown so that they do not overlap.



- Onions: Place one red onion ring (two, if small, to cover the bun), 1½ to 3 inches in diameter, on top of the Pickles. Always use “rings, not strings”. If a ring is cut, but still retains its shape, it may be used.

# Sandwich

## RESPONSIBILITIES

### Assembly of Sandwiches

- Lettuce: Place a ½ ounce of Lettuce on top of the red onion ring, being certain to spread the Lettuce evenly on the bun.



- Tomatoes: Place one slice of Tomato on top of the Lettuce. After adding the Tomato, hold the crown of the bun over the Lettuce pan and gently shake to remove the excess Lettuce.



- Bacon: Two strips of Bacon are placed on top of the meat or cheese in a criss-cross pattern. A third strip of Bacon is added for the BLT sandwich on the bottom of the bun.



- Chili: One ounce of Chili is equally distributed on top of the Hot Dog for Chili Dogs.



- Diced onions: ¼ ounce of diced onions are equally distributed on top of the Pickles for a Cheese Double. For Chili Dogs, ¼ ounce of diced onions are equally distributed on top of the Chili. For Bacon Cheddar Crisp distribute ¼ ounce of diced onions onto Ketchup.



# Sandwich

## RESPONSIBILITIES

### Chicken or Fish Portions

- When the Cashier records an order for a chicken product they should alert the Sandwich Maker and the Fry Person that they will need a chicken product. For example, if the Cashier receives an order for two Spicy Chicken Sandwiches, they would announce to the Sandwich Maker and the Fry Person, "I need two Spicy Chickens on Driver side, please."
- The Sandwich Maker and the Fry Person should confirm the announcement by thanking the Cashier.
- Grilled Chicken portions are removed from the Steamtable or PHU with tongs.
- The Manager should be alerted as to the number of Grilled Chicken portions remaining in the pan.

### Heel of Bun



**Meat should not be pulled until the top bun is complete.**

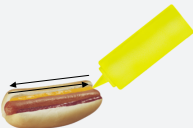


- Cheese should always be centered directly on top of the meat patty. For double sandwiches that get two slices of cheese (Big Buford), place one slice between the meat patties and one on the top patty, slightly turned to create a star effect. If extra cheese is ordered on sandwiches that get one slice of cheese, place one slice of cheese between the meat patties and one on the top patty, slightly turned creating a star effect. For sandwiches that get two slices of cheese, place the third slice of cheese on the bottom bun.

- Mustard: Mustard is applied using a condiment bottle (single tip). Hold the condiment bottle in an upright position, dispense the mustard in a circular motion completing one rotation. The thickness of the mustard ring should be about  $\frac{1}{8}$ ", not to exceed more than  $\frac{1}{4}$  ounce. Too much mustard will overpower the flavor of the other condiments.



- If the sandwich has cheese on it, the mustard is applied on top of the cheese.



- For Hot Dogs and Chili Dogs,  $\frac{1}{4}$  ounce of mustard is applied, with a condiment bottle, on the side of the Hot Dog opposite the ketchup.

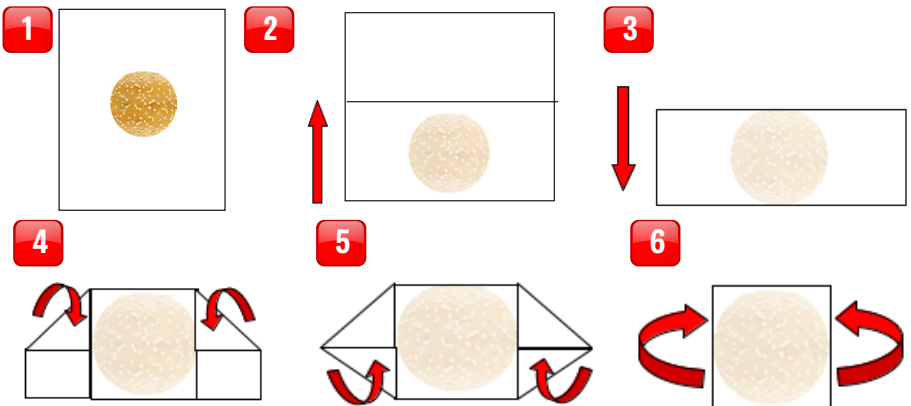
# Sandwich

## RESPONSIBILITIES

### Properly Wrapping

- Mark all Special Order sandwiches prior to preparing.
- After the sandwich has been assembled, ensure the sandwich is centered onto the wrap.
- Bring the bottom half of the wrap up and over the sandwich.
- Bring the top half of the wrap down and over the sandwich. The sandwich should be snug inside the wrap, but not so tight that the bun is squeezed.
- Next, fold down the top two corners on each side towards the sandwich.
- Now, fold the bottom two corners on each side towards the sandwich.
- Finally, tuck the folded sides under the sandwich. Slide the completed sandwich to the Expeditor or place into the proper size bag.

Standard Wrap	Foil Wrap
Big Chicken, Small Meat Sandwiches, Spicy Chicken, Hot Dogs, and Fish	Large Meat Sandwiches





# Sandwich

## RESPONSIBILITIES

### How To Build the Perfect Sandwich!

**REMEMBER: Accuracy = Quality**

**STEP 1**  
**STEP 2**  
**STEP 3**  
**STEP 4**  
**STEP 5**



+



=

**TOAST  
the bun**



**Bring down the  
Sandwich Wrap &  
Mark the Wrap**



**Complete the TOP Bun QUICKLY  
(an ingredient in every bite)**



+



+



=

**Meat\* &  
Cheese  
on LAST**

\*Chicken/Fish



**WRAP the Sandwich**

**"Firm but not tight, maintain the  
appeal of the sandwich"**

**180**

**TEMPERATURE INTENSIFIES TASTE**

Version 4.30.13

# Sandwich

## Procedures for Marking special Orders

1. Listen to the speaker and read incoming order.
2. Pull wrap(s) for the correct number of sandwiches in the order and place them on the sandwich board. A maximum of 2 sandwiches can be made at one time.
3. Mark special orders with a grease pencil on the wrap before preparing the sandwich.

\*Marking special orders only applies if there are multiple sandwiches in the order. If there is just one sandwich in an order, there is no need to mark it.

4. First, on the wrap, indicate the type of sandwich by marking the circle below the name of the sandwich with an X.
5. Next, use the correct abbreviations (listed in the chart below) to show what the special order is.

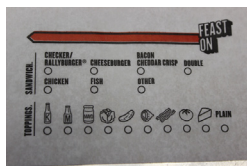
Example: If a Guest does not want ketchup on the sandwich, mark the circle below the bottle of ketchup icon with a minus (-) sign.

6. For special orders where there is no icon on the wrap to mark, use the correct abbreviations to write directly on the wrap in the blank space below the icons.

Example: If a Guest does not want tartar sauce on a fish sandwich, write "— TS" on the wrap.

**Special Order Abbreviation Chart**

<b>No</b>	<b>- (minus sign)</b>
<b>Add</b>	<b>+ (plus sign)</b>
<b>Extra</b>	<b>X</b>
<b>Easy</b>	<b>EZ</b>
<b>Only</b>	<b>Circle the ONLY items</b>
<b>American Cheese</b>	<b>AM</b>
<b>Swiss Cheese</b>	<b>SW</b>
<b>Cheddar Cheese Sauce</b>	<b>CD</b>
<b>Chili</b>	<b>CH</b>
<b>Grilled Onions</b>	<b>GO</b>
<b>1/2</b>	<b>Cut in half</b>
<b>Mushroom Sauce</b>	<b>MS</b>
<b>Tartar Sauce</b>	<b>TS</b>



# Sandwich

## RESPONSIBILITIES

### Cleanliness/ Sanitation

- The sandwich maker uses a clean blue towel stored in a pan of cleaning solution to clean sandwich station area.
- After cleaning the area, the sandwich maker uses a clean pink towel stored in a pan of sanitizer solution to sanitize the sandwich station area.
- If the sandwich boards are not properly cleaned and sanitized, harmful bacteria could contaminate the food.
- As needed, discard the sanitizer solution and replace with fresh sanitizer solution, unless it becomes dirty and does not have proper concentration (200 PPM), then discard earlier than the hour mark.
- Clean sides of pans with rubber spatula. If condiment quality is a question, replace pan immediately.
- Remove any foreign objects which have fallen into pans.
- Restock and clean sandwich stations while you are working. Maintain in rush-ready condition at all times.

### Disposable Gloves

- In order to minimize the possibility of contaminating ready-to-eat food items, sandwich makers are required to wear disposable gloves for all sandwich assembly.
- Before taking position, the sandwich maker must wash hands, then put on appropriate size gloves.
- The sandwich maker can perform certain other secondary responsibilities without changing gloves, to include any food handling or order filling activities:
  - ♦ Cook and portion Fries
  - ♦ Pour drinks and shakes
  - ♦ Coordinate/bag orders
  - ♦ Restock sandwich toppings
- If the sandwich maker completes the following tasks they must wash hands and put on a new pair of disposable gloves:
  - ♦ Serving meat
  - ♦ Picking up dropped food
  - ♦ Washing dishes
  - ♦ Sweeping and mopping
  - ♦ Going on a trash run
  - ♦ Restocking non-sandwich products
- Disposable gloves must be replaced if they become soiled or torn.

## AT CLOSING

### Procedures

- Turn off toaster, heat wells, sandwich board and all heating elements.
- Discard all products that are not acceptable or expired, note waste and notify Manager in charge.
- Return all other condiments to walk-in coolers.
- Remove all pans, pan lids, spacer bars, spatulas, and other equipment used for Sandwich station and take to sink area.
- Drain, clean and wipe steam wells dry.
- Disassemble and clean bun toaster.
- Clean underneath the bun toaster.
- Wipe the shelf above the sandwich station and underside of shelf.
- Clean the sandwich line.
- Thoroughly clean inside the under-counter cooler
- Wipe the housing on the fan. Wipe shelves clean
- Wipe out the bottom of the cooler, the front edges, and the inside of the door.
- Wipe the gasket on the door, and then clean the remaining area stainless around the cooler.
- Remove the caps and nozzles from the drink dispensers by gently twisting them counter-clockwise. Clean nozzles and replace them.
- Wipe stainless behind dispensing levers, then wipe the levers. Clean the drip pan with warm water and wipe dry.
- Wipe down stainless in register area.
- Close Shake Machine (refer to drink section).
- Clean, rinse and sanitize all dishes.
- Clean the sinks, wipe the back and side splash guards and wipe down the front of the sinks.
- Clean the walls surrounding the dish area. Organize the shelves.
- Place clean and sanitized pans, spatulas, etc. back at Sandwich station.
- Stock paper products.





# **Non-Service Section**

# AM Maintenance

## OVERVIEW



### Desired Result

- To complete tasks which maintain the exterior cleanliness standards while delivering the curb appeal necessary to WOW our Guests.



### Quick Reference

- Proper execution of daily cleaning tasks.
- Ensures daily, weekly and monthly cleaning tasks are complete.



### Tools & Supplies

- Scrub brush
- Lot Broom/Blower
- 5 Gallon Mop Bucket
- Broom
- Toilet Tissue
- Roll of Paper Towels
- Trash Liners
- Rake
- Water Hose
- Dust Pan
- Mop
- Premium Pot and Pan detergent
- Towels
- Hand Soap
- Putty Knife
- Outside cleaner
- Window cleaner
- Pump up sprayer
- Polish



### Health & Safety

- Always wash hands before and after sweeping, mopping or completing any off-line tasks.
- Disposable gloves must be worn over band-aids or bandages while working with foods.
- Always “Clear the Door” when entering or exiting the restaurant.
- Turn power off at Circuit Breaker Box before changing a light bulb.
- Notify Manager in charge if electrical cord or plug is worn or damaged. Splicing or taping cords is not allowed.
- Do not climb up ladder unless it is securely set up.
- Do NOT mix cleaning chemicals, they can become toxic if mixed.
- Be alert for moving vehicles.



# AM Maintenance

## HOW WE PREPARE



### Daily Cleaning Objectives

- Proper Execution of Daily Cleaning Tasks
  - ♦ Utilize proper cleaning supplies.
  - ♦ Complete tasks in a timely manner.
  - ♦ Ensure restrooms are spotless and stocked.
  - ♦ Supplies and equipment out of Guest's view 15 minutes prior to restaurant opening.
- Proper Execution of Weekly and Monthly Cleaning Tasks
  - ♦ Ensure tasks are completed.
- Cleanliness
  - ♦ Final Walk with Manager to ensure area is clean.
- Shift to Assist where needed.

### Weekly Cleaning Objectives

- Scrub the top of the umbrellas.
- Wax the red support columns.
- Turn the mulch with a rake on all sides of the building.
- Clean street curbs and keep the sidewalk free of grass growing between the cracks of the concrete.

### Monthly Cleaning Objectives

- Wax the tops of the umbrellas.
- Rooftop swept clean and free of debris.
- Clean and polish the equipment shield on the roof.

### Staying Organized

- Upon arrival, note any areas that may require extra attention.
- First, gather all equipment and supplies necessary.
- Communicate with the Manager in charge to determine additional weekly and monthly tasks.
- Perform daily tasks first.
- Perform weekly tasks second.
- Perform monthly tasks third.
- Note: All supplies and equipment must be removed from Guest's view 15 minutes prior to restaurant opening.

# AM Maintenance

## Procedures

### Gather all Equipment and Supplies

- Based on the amount of cleaning for the day, collect all cleaning supplies and equipment needed.
- Consolidate the contents of the trash cans into one another. Take out the trash cans and floor mats with your cleaning equipment and supplies.

### Sweep and Pick Up Lot/Landscaping

- Using a broom, dust pan and trash bag, patrol the lot, landscaping, neighboring properties and patio area. Pick up the big pieces of trash first and place in the trash bag.
- Sweep the small pieces of trash, cigarette butts, leaves, etc., into the dust pan and transfer to the bag.
- Thoroughly sweep between all parking blocks and curbing as well as along the curbs of both drive-thru lanes.

### Degrease Drive-Thru Lanes, Walkways, Dumpster Pads

- Pour one gallon of QVS Outside Cleaner into pump-up sprayer and add one gallon of water. Thoroughly wet area to be cleaned.
- Apply QVS Outside Cleaner. Do not apply if rain is expected or if temperatures are below 40F. Avoid spraying in landscaping. Scrub area with deck brush, let stand 15-30 minutes.
- Thoroughly rinse area avoiding runoff. Protect the environment by observing EPA applicable laws and regulations.

### Clean Patio Area

- Using a towel and a solution of soap and hot water, clean all tables and benches of any debris.
- Remove any gum from under the tables and patio with a putty knife.
- Spray and clean the umbrellas as needed.
- Spray and clean the patio deck.
- Empty all trash cans and clean, as needed. Clean the tops of the lids with a green pad, soap solution and a towel.
- Spray out the inside of the trash can, replace the liner and put the lid on.
- Clean out the ashtrays and refill with sand or aquarium rocks if needed.

### Clean and Stock Restrooms

- Scrub the toilets, urinals and sinks.
- Scrub the walls, baseboards, doors and thresholds.
- Check the light covers for insects and clean, if necessary. Clean the vents of any dust.
- Clean the mirror until "smudge-free" and polish any chrome.

# AM Maintenance

## Procedures

### Clean and Stock Restrooms

- Clean the trash cans inside and out and change the liners.
- Scrub and dry mop the floors.
- Stock any needed paper towels, toilet paper, and hand soap.

### Clean the Building

- Clean the exterior walls where needed using multi-purpose cleaner and dry towels for tile and Super-4 (degreaser) for other areas. Be sure to wipe all ledges above the tile, the entrance door, door window and kick plate.
- Clean menu boards, speaker boxes, entrance and exit signs.
- Polish the handrails, column poles and checkered tiles as needed.
- Clean the outside of all windows until “smudge-free”. Be sure to clean any window ledges.
- Clean trash cans inside and out, change the liners.

### Rinse Drive-Thru Lanes, Walkways, Dumpster Pads

- Using a water hose with a sprayer attached, rinse the drive-thru lanes, walkways, dumpster pad, and patio area.
- Remove any gum from the lot, walkways and drive thru lanes with a putty knife.
- Tougher stains may need to be scrubbed a second time using a hard bristled or deck brush.

### Perform Weekly and Monthly Objectives

- Refer to Weekly and Cleaning Objectives.
- Your Manager will also assign additional responsibilities to be performed.
- Complete one task a day.

### Put Away Supplies and Equipment

- Gather all supplies and equipment, as well as the floor mats and inside trash cans. Transfer everything inside.
- Roll up the hose, clean it with a towel and transfer it to its appropriate storage area.
- Check that all patio tables and benches are dry.

### Final Walk Through with Manager

- The Manager will conduct a final walk through to ensure all tasks have been completed.
- Upon re-entry, wash your hands.

# Chemical Information

## OVERVIEW



### Desired Result

- To be knowledgeable of all the chemicals used in the Restaurant.
- Knowledge of how to use and dispose of them, as well as precautions.



### Tools & Supplies

- Sanitizing Buckets (red)
- Spray Bottle (properly labeled)



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Dispose of chemicals properly.
- Wash hands after touching any chemicals.
- Safety Data Sheets (SDS) must be kept on file.
- Hazard Communication Book must be reviewed with all employees and training documented.
- Follow manufacturer's Job Aids/Instructions for proper usage.
- No un-authorized chemicals allowed in restaurants (i.e. Clorox Bleach, Dawn, Tide)
- Never mix or combine different cleaning chemicals.

# Chemical Information

## HOW WE PREPARE



### Core Products

- Super-4 Degreaser
- Premium Pot & Pan Detergent
- DS-10 Sink Sanitizer
- Outside Cleaner
- High Temp Grill Cleaner
- Quarry Tile Cleaner
- Q-25 Sanitizer Packets
- Window Cleaner
- Freezer Cleaner
- Polish

### Super-4



- Versatile product:
- Use as a degreaser for equipment that is heavily soiled

### Premium Pot & Pan Detergent



- A mild detergent used for:
- Dishes
- General cleaning

### DS-10 Sink Sanitizer



- 3 Compartment Sink Quat sanitizer (200 ppm) used for:
- Sanitizing dishes and all food contact surfaces

# Chemical Information

## Outside Cleaner



- Concentrated degreaser used for:
- Walk ways
- Drive-thru
- Dumpster pads
- Patio areas
- Curbs

## High Temp Grill Cleaner



- Concentrated pre-portioned cleaner for use on:
- High temperature grills

## Quarry Tile Cleaner



- Concentrated pre-portioned floor cleaner use for:
- Cleaning restaurant floors

## Q-25 Sanitizer



- Pre-portioned, chlorinated cleaner sanitizer used for:
- Sanitizing shake machines and soft serve machines

## Chemical Information

### Window Cleaner

- Concentrated, pre-portioned cleaner for use on:
- Glass, mirrors, menu boards, light lenses, chrome, etc.



### Freezer Cleaner

- Ready-to-use cleaner for freezer and cooler floors. DO NOT DILUTE.



### Polish

- Ready to use cleaner (DO NOT DILUTE) used for polishing:
- Stainless steel surfaces
- Umbrellas
- Building Tiles



# Dishwashing

## OVERVIEW



### Desired Result

- To ensure the proper sink set-up and six step dishwashing process is followed so that all of our dishware is clean, sanitized and safe for our Guests.



### Tools & Supplies

- Towel
- Scrub pads
- Premium Pot & Pan Detergent
- DS-10 Sink Sanitizer
- Sanitizer test strips



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn .
- Do not use broken or defective equipment.
- Mop bucket should be emptied into mop sink only.
- Throughout the day, test sanitizer solution strength with a test strip. Test strips are required by health departments. The dilution rate of sanitizer should be 200 PPM.
- Do not prep food items in wash sink.
- Wash sharp or breakable items by hand. Do not submerge these items in water.
- Never mix or combine different cleaning chemicals.



# Dishwashing

## HOW WE PREPARE



### Filling the Sinks

- Wash, rinse and sanitize the sinks and work surfaces before and after each use.
- Check that soap and sanitizer supply is adequate.
- Close the wash sink drain before filling with water.
- Fill left sink compartment 2/3 full with water that is hot to the touch, but not too hot to handle (110 degrees F.).
- Use the hot and cold taps to adjust the temperature.
- The rinse sink is the middle sink, ensure it is clean and sanitized.
- Fill compartment on right 2/3 full with water that is cool to the touch (55 - 120 degrees F.).
- Make sure the sanitizer dilution rate is 200 PPM.
- Use a sanitizer strip to test sanitizer strength throughout the day.

### 6 Step Cycle Step 1: Pre-Rinse

- Dirty dishes need to be brought back to the sink and pre-rinsed immediately. The longer you wait to pre-rinse dishes, the harder they will be to clean.
- Heavily soiled dishes, like condiment pans and bacon pans will first need to be scraped into a trash can.
- Rinse dishes, place on drain board closest to the wash sink.

### Step 2: Wash

- Organize dishes on the sink drain so that cleanest dishes are washed first. This will help soapy water last longer.
- Scrub entire dish surface with scrub pad until all food particles have been removed.

### Step 3: Rinse

- Remove dishes from the wash sink one at a time.
- Check to see that all food particles and grease have been removed.
- Any remaining detergent residue must be removed before sanitizing.

### Step 4: Sanitize

- After dishes have been properly rinsed, they need to be placed in the sanitizer sink.
- Make sure that all dishes are completely submerged in the sanitizer water for at least 10 seconds.

### Step 5: Air Drying

- After dishes have been sanitized, place them inverted on the sink.
- Do not stack dishes as they will not dry thoroughly and this prevents the sanitizer from working properly.



### 6 Step Cycle (continued)

#### Step 5: Air Drying

- Do not wipe dishes dry. Wiping can recontaminate dishes and remove the sanitizer solution before it has worked completely.
- Generally, dishes will completely air dry within 8 - 10 minutes.

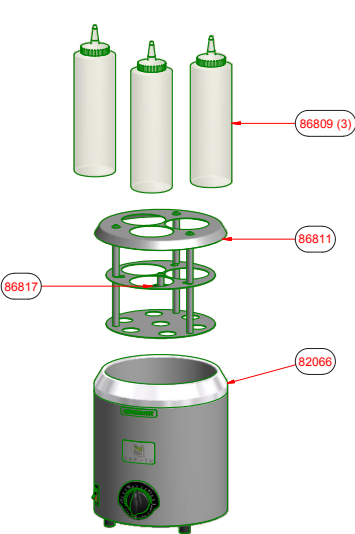
#### Step 6: Storage

- Once air-dried, move dishes to the proper storage area.
- Note: Wash hands before handling air-dried dishes.
- Dishes should be stored inverted, in a clean and dry location.

#### Sink Area Clean-up

- When water becomes dirty, empty the wash and sanitizer sinks.
- When draining the water in the sinks, close the drain valve in the rinse sink to eliminate the chance of dirty water backing up into the rinse sink.
- Wash, rinse and sanitize all compartments, work surfaces and wipe all nearby walls and equipment with a damp white towel.
- Wipe caulked area behind the sink daily with sanitizer solution to prevent mold growth.
- Refill sinks with hot, soapy water and sanitizer solution.
- Dish storage shelves need to be washed and sanitized daily.

Anatomy of a Fudge Warmer



APPRO BY	MATERIAL:		
CHK BY	TOLERANCES UNLESS OTHERWISE SPECIFIED		
DRAWN BY	FRAC ±1/64 DEC .00±.01 .000±.005 ANG .1±.1	IN	2898
DATE	Server Products, Inc		
10/06/05	RICHFIELD, W. 08876 USA		
SCALE	PART NAME	SIZE	DRWG NO.
FULL	SIGNATURE TOUCH SBW	B	86810

# Equipment

## Fudge Warmer Procedures

### Fudge Warmer Set up

Always clean unit thoroughly before each use. See Unit Take-Down, Safety Guidelines and Cleaning.

- |        |  |
|--------|--|
| Step 1 | Fill Water Vessel with Water.<br>Fill with 4 to 6 cups of water.<br>Do NOT overfill.   |
| Step 2 | Insert bottle holder assembly.   |
| Step 3 | Plug Cord In.  |
| Step 4 | Press Switch to the “ON” Position.   |
| Step 5 | Set Thermostat Knob to recommended product serving temperature (115 degrees).<br>To heat unit faster, thermostat knob may be rotated to maximum setting temporarily. |

### Fudge Warmer Take Down

- |        |                                     |
|--------|-------------------------------------|
| Step 1 | Press Switch to the “OFF” Position. |
| Step 2 | Unplug Cord.                        |

**CAUTION:** If unit has already been in use, unit may still be HOT. Allow to cool before continuing.



- |        |   |
|--------|---|
| Step 3 | Remove Bottle Holder Assembly.  |
| Step 4 | Empty water out of Water Vessel.<br>Tip unit over to drain to pour water out. |

# Equipment

## Fudge Warmer procedures

### Unit Cleaning

Before first use and after last use daily, disassemble and clean unit. Stainless steel parts can corrode. It is important to clean, rise, sanitize, and dry these parts daily and properly. Failure to comply with any of these instructions may void unit warranty.  
See Unit Take Down.

Step 1                      Make sure Unit is “OFF” and unplugged.

**WARNING:** Never Immerse Base or Shroud of Unit into water, never use any water jet or pressure sprayer on base or shroud of unit. Electrical shock could occur or electrical components inside the unit base could be damaged from water exposure.



Step 2                      Wash Water Vessel and Bottle Holder Assembly with Dishwashing detergent and Hot Water daily. Rinse thoroughly and dry with a clean soft cloth.

Step 3                      When washing:  
A mildly abrasive NYLON or brass brush may be used to remove any food or mineral deposits inside vessel.  
Do not use any highly alkaline or acidic solvents, steel wool, or other harsh abrasives to clean vessel.  
Do not use abrasive cleaners, scrapers, steel pads, steel wool, or other cleaning tools that can scratch any polished surfaces.

Step 4                      Wipe external surfaces of base or shroud with a clean damp cloth daily. Dry with a clean soft cloth.  
A general purpose, nonabrasive cleaner may be used on hard to remove food deposits.  
A non-toxic glass cleaner may be used for cleaning any stainless steel parts.

Step 5                      Sanitize parts following your local sanitation requirements. All parts in contact with food must be sanitized.

Step 6                      Allow parts to fully air dry after sanitation.  
Various elements and minerals, such as chlorides in tap water, can accumulate on stainless steel parts and create corrosion. To prevent corrosion on any stainless steel parts, it is important to fully air dry, as required after sanitization, or to fully dry with a clean soft cloth regularly.

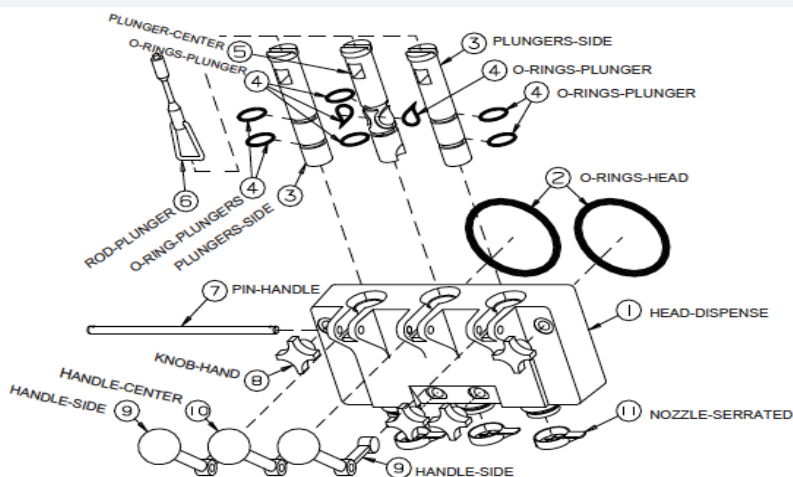
# EQUIPMENT

## Electro Freeze Machine

Soft Serve Machine  
(Electro Freeze)

The soft serve machine will need to be broken down twice a week. This will need to be labeled on the side of your machine. The mix cycle will be broken on Mondays.

## Anatomy of the Soft Serve Machine



**Figure 4-1 Head Assembly**

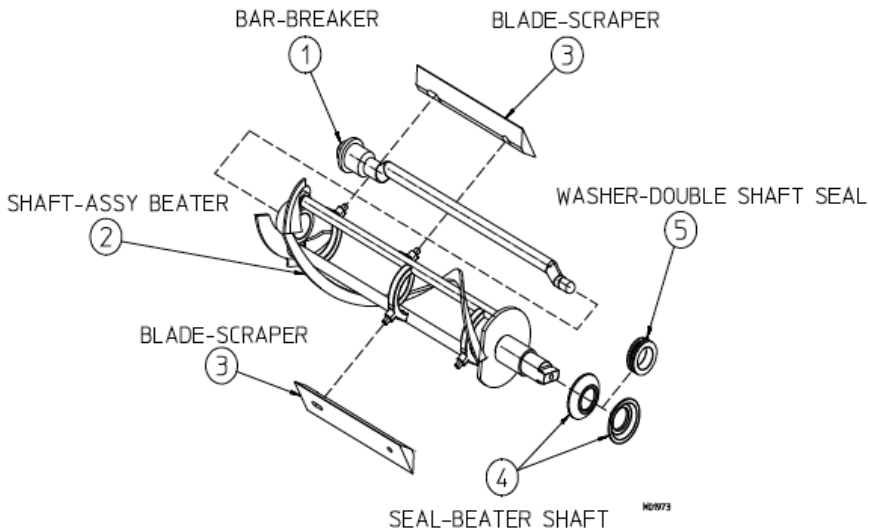
The following descriptions refer to figure 4-1. The number preceding the part name corresponds to the number in the figure.

- |  |   |
|--|---|
| <p><b>① HEAD - DISPENSE</b><br/>Encloses the freezing cylinder and provides an opening for product to be dispensed.</p> <p><b>② O-RINGS - HEAD</b><br/>Seals the head to the freezing cylinder. Must be lubricated.</p> <p><b>③ PLUNGERS - DISPENSE - SIDE</b><br/>Seals the product opening in the head when closed. Allows product to flow when open.</p> <p><b>④ O-RINGS - PLUNGER</b><br/>Seals the plunger in the head. Must be lubricated to seal and slide freely.</p> <p><b>⑤ PLUNGER - DISPENSE - CENTER</b><br/>Seals the product opening in the head when closed. Combines ice cream from both cylinders to form swirl cones.</p> | <p><b>⑥ ROD - PLUNGER</b><br/>Starts the freezer when dispensing. Must be in place for proper operation.</p> <p><b>⑦ PIN - HANDLE</b><br/>Secures handle to the head.</p> <p><b>⑧ KNOB - HAND</b><br/>Secures the head to the freezing cylinder.</p> <p><b>⑨ HANDLE - DISPENSE - SIDE</b><br/>Opens and closes the plunger to start and stop the flow of product from the freezer.</p> <p><b>⑩ HANDLE - DISPENSING - CENTER</b><br/>Opens and closes the plunger to start and stop the flow of swirl product from the freezer.</p> <p><b>⑪ NOZZLE - SERRATED</b><br/>Forms the frozen product as it is dispensed.</p> |
|--|---|

# EQUIPMENT

## Electro Freeze Machine

### Anatomy of the Soft Serve Machine



**Figure 4-2 Beater Shaft Assembly**

The following descriptions refer to figure 4-2. The number preceding the part name corresponds to the number in the figure.

- 1 BAR-BREAKER**  
Keeps product blended in the center of the beater shaft.
- 2 SHAFT-ASSY. BEATER**  
Rotates in the freezing cylinder, blending air and mix. Ejects product when dispensing plunger is opened.
- 3 BLADE-SCRAPER**  
Scrapes the frozen product from the freezing cylinder.

**SEAL-BEATER SHAFT**  
Seals the opening between the freezing cylinder and the beater shaft. Consists of the following:

- 4 SEAL-BEATER SHAFT**
- 5 WASHER-DOUBLE SHAFT SEAL**

# EQUIPMENT

## Electro Freeze Machine

### Disassembly Instructions

- It is important that the freezer be disassembled, washed, lubricated and sanitized on the scheduled days.
- For maximum life on moving parts, disassemble and sanitize at the end of every day of operation.

#### CAUTION



To avoid electrical shock or contact with moving parts, make sure all switches are in the “OFF” position and that the mainpower supply in disconnected. Some freezers have more than one disconnect switch.

- |        |   |
|--------|---|
| Step 1 | If there is product in the freezer, refer to Closing Procedures (How to Drain Product).   |
| Step 2 | Remove plunger rods by lifting and swinging the bottom out and down.  |
| Step 3 | Remove the hand knobs and gently pull the dispensing head straight out.   |
| Step 4 | Remove the beater shaft from each cylinder. Then remove breaker bar, scraper blades and shafted seal from the beater shafts. Remove the cup seals from the washer on the shaft seal assembly. |
| Step 5 | From the dispense head remove the handle pins, handles, plungers and nozzles. Remove head o-rings and the o-rings from plungers.  |
| Step 6 | Remove the mix feed tube from the hopper.   |

#### CAUTION



To prevent bacteria growth, remove all O-rings when cleaning. Failure to do so could create a hazard.

- |        |  |
|--------|--|
| Step 7 | Remove the O-ring from the mix feed tube. Remove the regulator from the mix feed tube. |
|--------|--|



# EQUIPMENT

## Electro Freeze Machine

### Cleaning Instructions

- The cleaning instructions explained in this section are procedures to remove bacteria and maintain a clean, sanitary freezer. The soft serve machine must be disassembled, washed and sanitized according to the instructions in the Electro Freeze manual. Always sanitize before start up to ensure the best possible cleanliness.

### CAUTION



Electric shock hazard. Do not splash water on switches or allow water to flow onto electrical components inside the machine. To prevent bacteria growth, remove all o-rings when cleaning. Failure to do so could create a health hazard.

#### Step 1

Prepare a 3 compartment sink for washing, rinsing and sanitizing parts removed from the freezer, per applicable health codes. Also, prepare a clean surface to air-dry parts.

#### Important:

**Do not use unapproved sanitizer or laundry bleach. These materials may contain high concentrations of chlorine bleach and will chemically attach to freezer components.**

#### Note:

The sanitizer should be mixed according to the manufacturers instructions to yield 100 parts per million (PPM) available chlorine solution. Use warm water to wash, rinse and sanitize. Make sure the sanitizer is mixed thoroughly and has completely dissolved.

#### Step 2

Wash all parts removed from the freezer thoroughly with a warm, mild dish detergent solution. Clean the following parts with the appropriate supplied brush:

- a. The mix feed tube, regulator, main bore and cross holes.
- b. The head plunger openings, center plunger ports, breaker bar cavities, o-ring grooves, dispense nozzle mounting rings and mix ports.
- c. The shaft seals, washers, plunger o-ring grooves and nozzles.
- d. The beater shaft inside the front collar and the hole on the rear flange.

# EQUIPMENT

## Electro Freeze Machine

### Assembly Instructions

- Correct assembly of the freezer is essential to prevent leakage of the product and damage to the freezer. To assemble the freezer you will need an approved lubricant. Make sure all parts of the assemblies have been washed and sanitized before assembling. Follow these directions for each cylinder of the freezer.

#### CAUTION:



To avoid electrical shock or contact with moving parts, make sure all switches are in the OFF position and that the main power supply is disconnected. Some freezers have more than one disconnect switch.

- |                  |   |
|------------------|---|
| Step 1           | Persons assembling the freezer must first wash and sanitize their hands and forearms with an approved sanitizer.  |
| Step 2           | To assemble the shaft seal, install the cup seals on the plastic washer. Apply a moderate amount of approved sanitary lubricant to the washer. Do not allow any lubricant to come in contact with the bell-shaped rubber portions of the seal.  |
| Step 3           | Install the shaft seal over the rear of the beater shaft.   |
| Step 4           | Apply lubricant to the bearing areas of the breaker bar.  |
| Step 5           | Place the scraper blades on the beater shaft, making sure the blades are installed properly.  |
| Step 6           | Slide the breaker bar into the center of the beater shaft, making sure the bar fits into the hole in the rear beater shaft disc.  |
| Step 7           | Insert the assembled beater shaft into the cylinder by placing the rear blade on the bottom of the cylinder. This will center the beater shaft and allow alignment with the drive coupling. Rotate the beater assembly while pushing, until the shank has engaged the coupling. Install both beater shafts. |
| Step 8           | Install and lubricate the O-rings on the dispensing plungers and insert half-way into the head.   |
| Step 9           | Install and lubricate the two 4-inch head O-rings.  |
| Step 10          | Position the handles in the head assembly by placing the 2 shorter handles on the sides and the longest handle in the center. Lock in place with the handle pin.  |
| <b>Important</b> | <b>Excessive force will damage the head.</b>  |
| Step 11          | Install the dispensing head onto the freezer by aligning the studs with the holes in the head and sliding toward the freezer. Tighten hand knobs evenly, finger-tight only.   |
| Step 12          | Install the plunger rods. The nozzles will be installed on the mix outlet at the bottom of the head after sanitizing.   |
| Step 13          | Install the o-ring on the mix feed tube.  |

# EQUIPMENT

## Electro Freeze Machine

### Sanitizing

The washing and sanitizing instructions explained in this section are procedures to remove bacteria and maintain a clean, sanitary freezer. The freezer must be disassembled and washed according to the instructions in this manual before sanitizing to ensure the best possible cleanliness. Follow these directions for each cylinder to be used.

**CAUTION:** To prevent bacteria growth, use only approved sanitizers to sanitize the machine. Sanitizing must be done just prior to starting the machine. Failure to do so could create a health hazard.



**Important:** This sanitizing step is always done just prior to starting the freezer.

Step 1 Wash and sanitize your hands and forearms

Step 2 Prepare 2 gallons of sanitizing solution for each hopper. The sanitizing solution must be mixed according to manufacturer's instructions to yield 100 PPM available chlorine solution. Use warm water to wash, rinse and sanitize. Make sure sanitizer is mixed thoroughly and has completely dissolved.

**Important:** Do not use unapproved sanitizers or laundry bleach. These materials may contain high concentrations of chlorine and chemically attack freezer components.

Step 3 Make sure the mix feed tube assembly is in the bottom of the hopper pan.

**Important:** Never let the sanitizer remain in the freezer for more than 15 minutes.  
Do not insert any tools or objects into the mix feed port or head dispensing hole while the freezer is running.

Step 4 Pour sanitizing solution into the hopper pan. Using a clean brush, scrub the mix feed port from the hopper to the cylinder.

Step 5 Wash down the inside of the hopper cover.

Step 6 Reconnect main power supply

**Important** Do not use the "AUTO" position with sanitizer in the cylinder. The freezer will be damaged.

Step 7 When the cylinder has filled with sanitizing solution, turn the selector switch to the "CLEAN" position and allow the beater to run for 5 minutes. During this time period, check for leaks around the head, plunger and drain tube.

# EQUIPMENT

## Electro Freeze Machine

- Step 8 Place an empty container under the dispensing head and drain the sanitizing solution by opening the plunger to allow the cylinder and hopper to empty. Open and close the plunger at least 10 times during draining to sanitize the port area of the dispense head.
- Step 9 When the sanitizing solution has drained from the freezer, turn the selector switch to the "OFF" position.

## Priming Instruction

Priming the freezer removes all excess sanitizer from the freezing cylinder, and sets the proper overrun for the first cylinder of product.

- Step 1 Make sure that your hands, forearms, and all freezer assemblies are sanitized.

- Step 2 With the O-ring and regulator installed, insert the mix feed tube into the hopper drain outlet and close the regulator.

**Important:** Looking at the top of the mix feed tube assembly the white plastic tube must be in line with the alignment mark on the metal mix feed tube. This is the closed position.

- Step 3 Place a bucket under the dispense head.

- Step 4 Fill the mix hopper with mix.

- Step 5 Open the plunger and remove the white regulator from the mix feed tube. When pure mix is flowing from the dispense head, close the plunger.

**Important:** Failure to completely remove sanitizer or water from the freezing cylinder before placing in "AUTO" will damage the freezer.

- Step 6 Allow mix to continue flowing into the cylinder until bubbling stops.

- Step 7 Re-install regulator into the mix feed tube, turn to the "OPEN" position using the smallest hole and turn freezer to "AUTO".

- Step 8 Repeat Steps 1 - 8 for the other side of the freezer.

## EQUIPMENT

### Electro Freeze Machine

#### Night Switch Operation

- Step 1 In areas where state and local health codes allow, the freezer may be switched to night operation, which will allow the freezer to cycle all night and maintain approximately at 38 degrees F or lower product in the cylinder and hopper.
- Step 2 To switch the freezer to the night mode, leave the selector switch in "AUTO" position and place the day/night switch in the "NIGHT" position.
- Step 3 Remove nozzles, and clean the drip tray assembly and all soiled surfaces with soap and water. Use sanitizing solution in a spray bottle and brush to clean the bottom of the plunger openings.
- Step 4 Turn the mix feed regulator to the "CLOSED" position.
- Step 5 Check mix level in hopper to ensure that there is enough mix to keep the indicator light off, add mix if necessary. Do not dispense product when the mix feed regulator is in the "CLOSED" position.
- Step 6 To start the machine after using the "NIGHT" mode, place back to "DAY" mode and replace the sanitized nozzles.
- Step 7 "OPEN" the mix feed regulator and fill the hopper with mix.

#### Draining Product from Freezer

To remove products from the cylinders, perform the following steps:

- Step 1 Place the selector switches in "CLEAN" position.
- Step 2 Remove mix feed tubes from the hoppers.
- Step 3 Let the beaters run for 5 minutes. This will allow the product in the cylinders to soften.
- Step 4 Place a clean, sanitized container under the dispensing nozzles.

## Electro Freeze Machine

### Draining Product from Freezer

- Step 5 Dispense the semi-frozen product until it quits dispensing. If local health codes permit, cover the rerun product container and place it in the cooler.

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**Important: Do not use hot water. Damage to the freezer could occur.**

- Step 6 Close plungers and pour two gallons of warm water into each hopper.
- Step 7 Dispense the warm water. Repeat until the water coming out is clear.
- Step 8 Drain the remainder of the warm water from the cylinder. Place selector switch in the "OFF" position.
- Step 9 Prepare 2 gallons of sanitizing solution for each hopper. Sanitizing solution must be mixed according to manufacturer's instructions to yield 100 PPM available chlorine solution.
- Step 10 Pour sanitizing solution into the hopper pan. Using a clean brush, scrub the hopper walls, mix level sensor and the mix feed port from the hopper to the cylinder.
- Step 11 When the cylinder has filled with sanitizing solution, turn the selector switch to the "CLEAN" position and allow the beater to run for 5 minutes.
- Step 12 Place an empty container under the dispensing head and drain the solution by opening the plunger to allow cylinder and hopper to be empty.
- Step 13 When the sanitizing solution has drained from the freezer, turn the selector switch to the "OFF" position.
- Step 14 Proceed to disassembly, cleaning and sanitizing instructions.

## Electro Freeze Machine

## Machine Breakdown Schedule

## Soft Serve Machine Breakdown Schedule

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
AM: Scrape foam off of the top Place Mix Feed Tube/ Regulator in First Setting (Maximum Overrun)	AM: Scrape foam off of the top Place Mix Feed Tube/ Regulator in First Setting (Maximum Overrun)	AM: Lube, Assemble, Sanitize and Prime machine.	AM: Scrape foam off of the top Place Mix Feed Tube/ Regulator in First Setting (Maximum Overrun)	AM: Scrape foam off of the top Place Mix Feed Tube/ Regulator in First Setting (Maximum Overrun)	AM: Lube, Assemble, Sanitize and Prime machine.	AM: Scrape foam off of the top Place Mix Feed Tube/ Regulator in First Setting (Maximum Overrun)
PM: Place machine in Stand-by And place the Mix Feed Tube/Regulator in Closed Setting	PM: Drain and Disassemble, Wash, Rinse, Sanitize and Air Dry Parts <b>Discard all Soft-Serve product left in Hopper, and Re-run</b>	PM: Place machine in Stand-by And place the Mix Feed Tube/Regulator in Closed Setting	PM: Place machine in Stand-by And place the Mix Feed Tube/Regulator in Closed Setting	PM: Drain and Disassemble, Wash, Rinse, Sanitize and Air Dry Parts	PM: Place machine in Stand-by And place the Mix Feed Tube/Regulator in Closed Setting	PM: Place machine in Stand-by And place the Mix Feed Tube/Regulator in Closed Setting

Flow Rate: 8 ounces per 10 seconds - Always check in A.M.

Temperature Tracking:	Temperature Tracking:	Temperature Tracking:	Temperature Tracking:	Temperature Tracking:	Temperature Tracking:	Temperature Tracking:	Temperature Tracking:
ITEM: Fudge TEMP: (115 degrees F +/- 5)	ITEM: Fudge TEMP: (115 degrees F +/- 5)	ITEM: Fudge TEMP: (115 degrees F +/- 5)	ITEM: Fudge TEMP: (115 degrees F +/- 5)	ITEM: Fudge TEMP: (115 degrees F +/- 5)	ITEM: Fudge TEMP: (115 degrees F +/- 5)	ITEM: Fudge TEMP: (115 degrees F +/- 5)	ITEM: Fudge TEMP: (115 degrees F +/- 5)
Soft Serve (18 degrees F +/- 2) Chocolate	Soft Serve (18 degrees F +/- 2) Chocolate	Soft Serve (18 degrees F +/- 2) Chocolate	Soft Serve (18 degrees F +/- 2) Chocolate	Soft Serve (18 degrees F +/- 2) Chocolate	Soft Serve (18 degrees F +/- 2) Chocolate	Soft Serve (18 degrees F +/- 2) Chocolate	Soft Serve (18 degrees F +/- 2) Chocolate
Soft Serve (18 degrees F +/- 2) Vanilla	Soft Serve (18 degrees F +/- 2) Vanilla	Soft Serve (18 degrees F +/- 2) Vanilla	Soft Serve (18 degrees F +/- 2) Vanilla	Soft Serve (18 degrees F +/- 2) Vanilla	Soft Serve (18 degrees F +/- 2) Vanilla	Soft Serve (18 degrees F +/- 2) Vanilla	Soft Serve (18 degrees F +/- 2) Vanilla

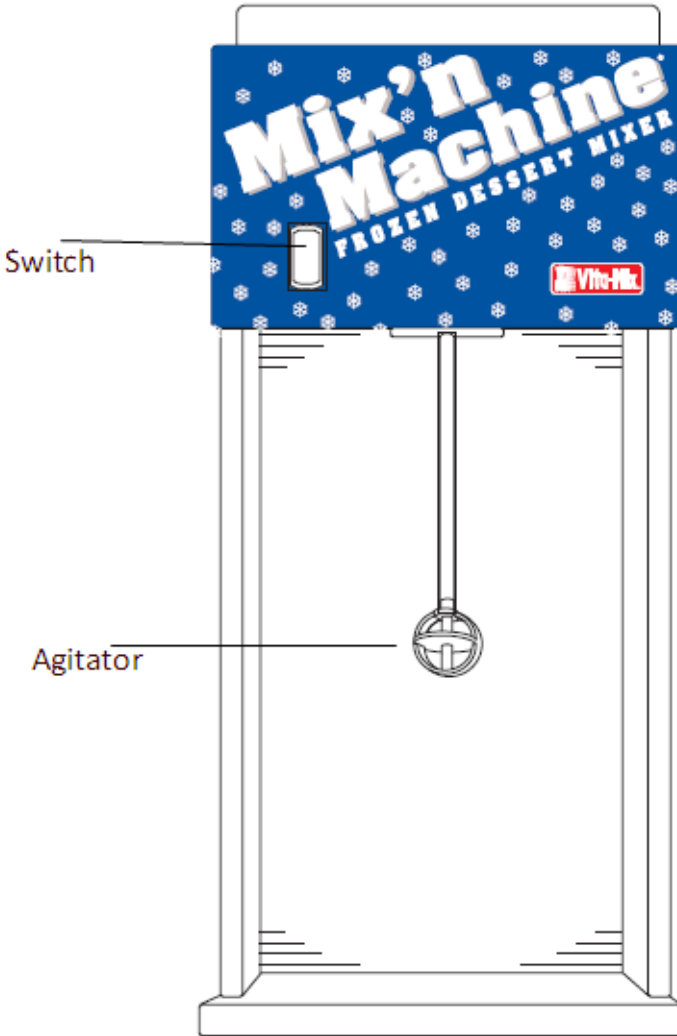
# EQUIPMENT

## Electro Freeze - Mixer Procedures

### Mixing Machine

- The Mixer machine is rinsed with clean sanitized water after each use using the stainless steel cup. The entire machine should be wiped down with the 15 minute stir the restaurant timer.

### Anatomy of the Mixer





# EQUIPMENT

## Electro Freeze - Mixer Procedures

### Cleaning the Permanent Agitators

**WARNING:**

- Do not use abrasive cleaning agents or concentrated bleach when cleaning.
- Do not use any cleaners containing Quaternary Sanitizers or polycarbonate components.
- Follow cleaner/sanitizer manufacturer's specifications and instructions.
- Local codes should be followed for cleaning/sanitizing equipment.

- |        |   |
|--------|---|
| Step 1 | Fill a durable square or rectangular container to within 1 in. / 3 cm from the top with hot (110°F / 43°C) water containing mild liquid detergent (1 oz. per qt. / 30 ml per Liter.). The container must be deep enough to submerge the entire agitator and the shaft.  |
| Step 2 | Hold the container up around the agitator and shaft, all the way up to the bottom of the motor chamber, and turn the machine on. Run for about 15 seconds. Repeat several times. Make sure all portions of the shaft which contact food have been submerged. (Moving Splash Guard must be removed for this cleaning operation.) |
| Step 3 | Repeat step 2, except use rinse water.  |
| Step 4 | Repeat step 2, except use an approved 100 ppm sanitizing solution and cleaner and run agitator and shaft under solution for a minimum of two minutes.   |
| Step 5 | Resanitize at the start of the day.   |

### Cleaning Removable\ Reusable Agitators

**WARNING:**

- Do not use abrasive cleaning agents or concentrated bleach when cleaning.
- Do not use any cleaners containing Quaternary Sanitizers or polycarbonate components.
- Follow cleaner/sanitizer manufacturer's specifications and instructions.
- Local codes should be followed for cleaning/sanitizing equipment.

- |        |  |
|--------|--|
| Step 1 | Remove agitator from machine. Wash in warm soapy water.  |
| Step 2 | Rinse clean.   |
| Step 3 | Sanitize as necessary.   |
| Step 4 | Dry and reassemble. NOT recommended for dishwasher. Excessive commercial dishwasher heat may slightly bend the removable agitator which could cause unbalance when blending. |

### Cleaning the Mixer

- Step 1      Unplug the machine.
- Step 2      Remove the Splash Guard and wash in warm soapy water. Rinse clean and sanitize as necessary. Do not use any abrasive material or paper towels which would scratch the surface. Also avoid cleaners which contain ammonia (most window cleaners contain ammonia). NOT recommended for dishwashers.  
Countertop Models only: To remove the Splash Guard, squeeze the sides until clear of the top pivot pins and pull the guard out. To mount the Splash Guard, squeeze the sides and place onto the top pivot pins. The guard should sit on the bottom pivot pins.
- Step 3      All stainless steel surfaces may be cleaned and disinfected with a commercial cleaning solution. However, do not spray any water or other fluids into the motor chamber. Do not use excess liquid around the switches, motor protector, or cord entry hole. Abrasive cleaners may leave noticeable changes in the surface finish. Make sure all areas in and around the motor enclosure and machine are dry before plugging the machine back in.
- Step 4      Switches may become sticky from use. Unplug the machine and use a damp cloth, moistened with water and a mild detergent, to clean around the edges of the switch paddles until they function freely. Work the switches back and forth a few times to loosen any dried residue under switch. Leaving switches sticky will damage or burn out the switches. Clean carefully, using caution not to allow water or other liquids to infiltrate the switch. Dry with a soft cotton cloth. Make sure switches are dry before plugging the machine back in.

# Equipment

## Carter Hoffmann Crisp n' Hold

### Controller Programming - Setting Individual Heater Temperature Setpoints

- With appropriate P# selected, press and hold the TEMP KEY for approximately 2 seconds, the display will flash the current setting for the lower heater; the lower heat indicator light will be ON.
- Press either INCREASE KEY or DECREASE KEY to change the temperature (**Temperature to be set at 185 degrees F.**).
- To select the heater setting, press and release the TEMP KEY. The display will flash the current setting for the heater.
- Press either INCREASE KEY or DECREASE KEY to change the temperature.
- When done, press and hold the TEMP KEY for 2 seconds. Changes will be saved. If no button is pressed, controller will automatically exit and changes will be saved.

### Program Timer

- Press and hold TIME KEY until digital readout flashes.
- Press INCREASE KEY to add time. Each time the key is pressed, timer is increased by 1 minute. Hold key to scroll faster.
- Press DECREASE KEY to subtract time. Each time the key is pressed, timer is decreased by 1 minute. Hold key to scroll faster.
- Press TIME KEY to save changes and return to P1.
- To Program Timers P2 - P6:
  - ♦ Press INCREASE KEY or DECREASE KEY to select the desired program.
  - ♦ Repeat steps 1 - 4 above for each program.
- NOTE: If no key is pressed for 5 seconds, display returns to "P1". Changes will be saved.
- To Cancel Timer: Press and hold the TIME KEY for 2 seconds.

### Changing Temperature Scale

- Press the temperature button until the display starts flashing. Then press both the INCREASE and DECREASE KEYS at the same time until the degree symbol is displayed.
- Press the INCREASE or DECREASE KEY to toggle between degrees F or degrees C.
- Once desired scale is selected, press the TEMPERATURE KEY to save and exit.

### Key Icons



Increase  
Key



Decrease  
Key



TEMP  
Key



TIME  
Key

# Equipment

## Fryer Troubleshooting Quick Reference Guide

**Fryer exhaust will not go on**

- Check exhaust belt – Replace if necessary.
- Breaker tripped - Reset breaker.

**Product is not cooking properly**

- Fryer at the wrong temperature – Check the thermostat dial setting, set fryer to 340°F.
- Thermostat is at right setting - Check calibration, recalibrate if necessary.

**Filter will not operate - no lights on**

- Unit not plugged in – Plug in.
- Breaker tripped – Reset breaker.
- Reset on the Filter Machine.

**Filter will not operate when the power light is on**

- Clogged suction line or torn filter paper. Check connections for tightness.

**Filter will not operate when pump switch is on**

- Press reset button located behind filter faceplate.

**Pump runs very Slowly**

- Check connections for tightness. Check hose for leaks.
- Remove and disassemble filter housing.
- Clean filter screen, dry and reassemble.
- Clean suction line connections.

## Fryer - CLEANING

### Procedures

- During rush periods, you must make every effort to keep the Fry station clean and free from shortening.
- Always use a DRY towel to wipe the area around the Fry vats.
- A key to cleanliness and sanitation is washing your hands thoroughly with soap and HOT water for 20 seconds, rinsing your hands, using a paper towel to dry your hands.
- You must wash your hands before your shift, before and after handling food, returning from a break, handling money, or using the bathroom.
- In the Fry area, the back and sides of the Fryer and the stainless steel walls must be wiped down and free of grease. Periodically, scrape the excess salt and shortening from the dump station. When business slows, wipe all stainless down in the area. Make sure you clean the outside of the salt dredge often.

# Equipment

## Fryer - Maintaining equipment

### Maintenance

- Regular inspection and preventive maintenance of our equipment will help ensure the equipment is working when it needs to be.
- Many times, major expenditures can be prevented by fixing smaller problems as they occur.
- Report ANY damaged equipment to management immediately.
- Each restaurant should have a Preventive Maintenance Schedule that calls for regular inspection and calibration of all necessary pieces of equipment.
- If this information is not available for the equipment, contact the manufacturer and request a Preventive Maintenance & Troubleshooting Guide for the piece of equipment.

## Fryer Troubleshooting Quick Reference Guide

### Pilot will not light

- Check the quick disconnect hose connection.
- Quick disconnect hose lever closed – Move to open position to allow gas to flow.
- Gas not flowing past main shut off valve - check gas control switch. Is indicator light on? If not, reset button/light to on (usually located at ceiling level near 3 compartment sink).

### Pilot lit but burners will not come on

- Check the calibration.

### Thermostat will not hold calibration

- Empty fryer, boil out vats, refill with fresh shortening and recalibrate.

### Fryer will not turn on

- Fryer not plugged in – Plug in fryer.
- Breaker tripped – Reset breaker.

# Equipment

## Grill Troubleshooting Quick Reference Guide

### Grill will not turn on

- Grill not plugged in – Plug in Grill.
- Breaker tripped – Reset breaker.

### Grill is on but will not heat

- Quick disconnect hose lever closed – Move to open position to allow gas to flow.
- Gas not flowing past main shut off valve - Check gas control switch. Is indicator light on? If so, reset button/light to ON (usually located at ceiling level near 3-compartment sink.)

### Product is not cooking properly

- Grill at wrong temperature – Check thermostat dial setting and set to 350°F.
- Thermostat is at correct setting, check calibration – Recalibrate if necessary.
- Hoods not turned on.

# Equipment

## Ice Machine - Hoshizaki

### Cleaning

- Important: Ensure all components, fasteners and thumbscrews are securely in place after any maintenance or cleaning is done to the equipment.
- **Warning: HOSHIZAKI recommends cleaning this unit at least once a year. More frequent cleaning, however, may be required in some existing water conditions.**
- To prevent injury to individuals and damage to the icemaker, do not use ammonia type cleaners.
- Always wear liquid-proof gloves to prevent the cleaning and sanitizing solutions from coming into contact with skin.
- Important: The cleaning valve is used to allow solution flow to the inside of the evaporator during the cleaning and sanitizing operation. It should be closed for all icemaking operation. The compressor will not operate unless this valve is completely closed.
- To open the cleaning valve, the valve handle should be parallel to the valve body. To close the valve, the valve handle should be at a right angle to the valve body.
- Dilute 27 fl. oz. of the recommended cleaner (Hoshizaki - "Scale Away" or Economics Laboratory, Inc. - "LIME-A-WAY") with 5 gal. of warm water.
- Remove all ice from the evaporator and the storage bin.
- Note: To remove cubes on the evaporator, turn off the power supply and turn it on after 3 minutes. The defrost cycle starts and the cubes will be removed from the evaporator.
- Turn off the power supply.
- Remove the front panel and then remove the insulation panel by first removing the thumbscrew, lifting the panel slightly and pulling it toward you.
- Drain the water tank by removing the insulation panel and the rubber cap covering the overflow pipe in the water tank. Remove the overflow pipe by turning it counterclockwise.
- Replace the removed parts in their correct positions.
- Pour the cleaning solution into the water tank.
- Fully open the cleaning valve on the left side wall of the machine compartment.
- Move the control switch (on the control box) to the "WASH" position.
- Replace the insulation panel and the front panel in their correct positions.

# Equipment

## Ice Machine - Hoshizaki

### Cleaning

- Note: When replacing the insulation panel, do not catch the hose between the panel and the body.
- Turn on the power supply and start the washing process.
- Turn off the power supply after 30 minutes.
- Remove the front panel and the insulation panel.
- Drain the water tank.
- Replace the removed parts and the insulation panel in their correct positions.
- Move the control switch to the “ICE” position.
- Close the cleaning valve.
- Note: The icemaker will not operate unless the cleaning valve is completely closed.
- Replace the front panel in its correct position.
- Turn on the power supply to fill the water tank with water.
- Turn off the power supply after 3 minutes.
- Remove the front panel and fully open the cleaning valve.
- Move the control switch to the “Wash” position.
- Replace the front panel in its correct position.
- Turn on the power supply to rinse off the cleaning solution.
- Turn off the power supply after 5 minutes.
- Remove the front panel and insulation panel.
- Drain the water tank.
- Replace the removed parts and the insulation panel in their correct positions.
- Note: Do not replace the insulation panel when you proceed to “Sanitizing Procedure.”
- Repeat the above steps three more times to rinse thoroughly.
- Note: If you do not sanitize the icemaker, go to in “Sanitizing Procedure.”

### Sanitizing (Following Cleaning Procedure)

- Mix 2-1/2 gallons of warm water in 1 packet of QVS Q-25 Sanitizer.
- Remove the insulation panel, if it is in its normal position.
- Pour the sanitizing solution into the water tank.
- Replace the insulation panel and the front panel in their correct positions.



### Sanitizing (Following Cleaning Procedure)

- Note: Make sure that the control switch is in the “WASH” position and the cleaning valve is open.
- Turn on the power supply, and start the sanitizing process.
- Turn off the power supply after 15 minutes.
- Remove the front panel and the insulation panel.
- Drain the water tank.
- Replace the removed parts and the insulation panel in their correct positions.
- Repeat the above Cleaning Procedures two times to rinse thoroughly.
- Close the cleaning valve.
- Move the control switch to the “ICE” position.
- Replace the front panel in its correct position.
- Clean the storage bin with water.
- Turn on the power supply and start the automatic icemaking process.

### Maintenance

- Important: This icemaker must be maintained individually, referring to the instruction manual and labels provided with the icemaker.
- Stainless Steel Exterior
  - ♦ To prevent corrosion, wipe the exterior occasionally with a clean and soft cloth.
  - ♦ Use a damp cloth containing a neutral cleaner to wipe off oil or dirt build up.
- Storage Bin and Scoop
  - ♦ Wash your hands before removing ice. Use the plastic scoop provided.
  - ♦ The storage bin is for ice use only. Do not store anything else in the bin.
  - ♦ Keep the scoop clean. Clean it by using a neutral cleaner and rinse thoroughly.
  - ♦ Clean the bin liner by using a neutral cleaner. Rinse thoroughly after cleaning.
- Condenser
  - ♦ Check the condenser once a year, and clean if required by using a brush or vacuum cleaner. More frequent cleaning may be required depending on the location of the icemaker.

# Equipment

## Ice Machine - Scotsman

### Cleaning, Sanitation and Maintenance

- This ice system requires three types of maintenance:
  - ♦ Remove the build up of mineral scale from the ice machine's water system and sensors.
  - ♦ Sanitize the ice machine's water system and the ice storage bin or dispenser.
  - ♦ Clean the remote condenser.
- It is the User's responsibility to keep the ice machine and ice storage bin in a sanitary condition.
- Ice machines also require occasional cleaning of their water systems with a specifically designed chemical. This chemical dissolves mineral build up that forms during the ice making process.
- **Sanitize the ice storage bin as frequently as local health codes require, and every time the ice machine is cleaned and sanitized.**
- For additional information, please refer to the Scotsman Installation and User's Manual.

### Water System and Sensor Maintenance

- The ice machine's water system should be cleaned and sanitized a MINIMUM of twice per year.
- Remove the front panel.
- Remove the evaporator cover.
- If the machine is operating, push and release the Harvest button. When the machine completes the Harvest cycle it will stop. If the bin is full, push and release the Off button.
- Remove all ice from the storage bin or dispenser.
- Push and release the Clean button. The yellow Clean light will blink and the display will show "C". The machine will drain the reservoir and refill it. Go onto the next step when the reservoir has filled.
- Pour 24 ounces of Scotsman Nickel Safe ice machine cleaner into the reservoir.
- Allow the ice machine cleaner to circulate in the water system for at least 10 minutes.

#### CAUTION



Ice machine cleaner contains acids. Acids can cause burns.

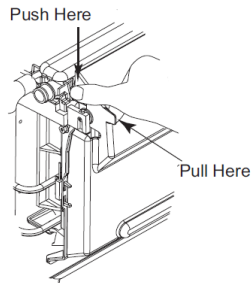
If concentrated cleaner comes in contact with skin, purge with water. If swallowed, do NOT induce vomiting. Give large amounts of water or milk. Call Physician immediately. Keep out of the reach of children.

# Equipment

## Ice Machine - scotsman

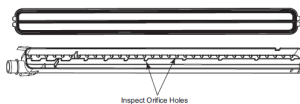
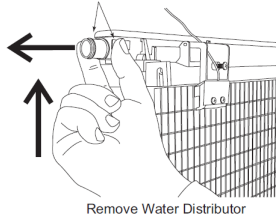
### Water System and Sensor Maintenance

- Push and release the Clean button again. The yellow Clean light will be on continuously and the machine will drain and refill the reservoir to purge out the ice machine cleaner and residue.
- Allow the drain and refill process to continue for at least 20 minutes.
- Push and release the Off button. The clean cycle will stop and the display will show "0".
- **NOTE: If unit has not been de-scaled for an extended period of time and significant mineral scale remains, repeat steps 5-10.**
- Mix a cleaning solution of 1 ounce of ice machine cleaner to 12 ounces of water.
- Locate curtains, release left curtain from front mount. Pull curtain out of machine. Release right curtain from back mount. Pull curtain out of machine.



- Remove water distributors from ice machine. Inspect distributors for restricted orifice holes, including those in the inner tube. Be sure all holes are full open.

Squeeze Tabs Together, Slide Out Until it Stops, Then Lift to Remove



Inspect Water Distributor

### Water System and Sensor Maintenance

- Locate ice thickness sensor. Squeeze mounting legs together to release sensor. Wash the metal surfaces of the sensor and the adjustment screw with ice machine cleaner solution. Also wash the water distributor and curtain with the ice machine cleaner solution.
- Locate water level sensor. Squeeze catches together and pull up to remove sensor. Wash metal surfaces of sensor with ice machine cleaner solution.
- Mix a solution of locally approved sanitizer.
- **NOTE: A possible sanitizing solution may be made by mixing 1 ounce of liquid household bleach with 2 gallons of warm (95° - 115° F.) potable water.**
- Thoroughly wash all surfaces of the ice thickness sensor, water level sensor, curtain and water distributor with the sanitizer solution.
- Thoroughly wash all interior surfaces of the freezing compartment, including evaporator frames, back wall, evaporator cover and the part of the top panel covering the freezing compartment with the sanitizer solution.
- Return water level sensor, ice thickness sensor, water distributors and curtains to their normal positions.
- Push and hold the Clean button to drain the reservoir. Push and release the Clean button again and when the purge valve indicator light goes out, immediately pour the remaining cleaning solution into the reservoir.
- Circulate the sanitizer solution for 10 minutes, then push and release the Clean button.
- Allow the water system to be purged of sanitizer for at least 20 minutes, then push and release the Off button.
- Return the evaporator cover and front panel to their normal position and secure with the original fasteners.
- Push and release the On button to resume ice making.

## Ice Machine - Scotsman

### Sanitizing Ice Storage Bin

- Remove and discard all ice.
- Mix a solution of Scotsman Nickel Safe ice machine cleaner and wash all interior surfaces of the ice storage bin to remove any mineral scale build up.
- Pour excess cleaner solution into the bin's drain.

### Cleaning the Remote Condenser

- The condenser fins will need to be cleaned.
- Push and release the Off button. Wait until the machine stops.
- **NOTE: Lock out the controller or the ice machine power supply to prevent an unauthorized fan motor restart.**
- If there is imbedded grease, use a commercial coil cleaner to wash out the grease. Dust can be blown out with compressed air from the inside or use a vacuum cleaner and soft brush. Be careful not to damage the condenser's fins. Use a fin comb to straighten any bent fins.
- Exterior Panels: The front and side panels are durable stainless steel. Fingerprints, dust and grease will require cleaning with a good quality stainless steel cleaner.
- Water Filters: If the machine has been connected to water filters, check the cartridges for the date they were replaced or for the pressure on the gauge. Change cartridges if they've been installed more than the appropriate amount of time or if the pressure drops too much when the ice machine fills with water.

# Equipment

## PHU Programming

### Entering into Programming Mode

- Press the INCREASE KEY and DECREASE KEY at the same time for more than three seconds to enter into programming mode. The DIGITAL READOUT will display "PrG".
- Once you are in the programming mode you will be able to make changes to the temperature and/or timer setpoints.

### Changing Temperature or Timer Setpoints (in program mode, front control panel only)

- Enter into PROGRAMMING MODE as described above.
- Press and hold the TEMP KEY or TIME KEY until display flashes.
- Press INCREASE KEY or the DECREASE KEY to raise or lower temperature or time setpoint. Each time the key is pressed, setpoint is changed by 1 degree F. or 1 minute. (**Temperature to be set at 185 degrees F.**).
- Once the setpoint is correct, wait for display to stop flashing to save changes and exit the program mode or, return to step #1 to adjust other settings.

### Key Icons



Increase  
Key



Decrease  
Key



TEMP  
Key



TIME  
Key



# Equipment

## MenuMaster Microwave

### Cleaning/ Sanitation

- Use a clean blue towel stored in a pan of cleaning solution to clean inside and outside of the microwave daily.
- After cleaning the microwave use a clean pink towel stored in a pan of sanitizer solution to sanitize the microwave.

### Program

1. Open the door and press the number key 1 for five seconds. The buzzer sounds once to indicate Programming Mode is activated.
2. LED displays "ProG".
3. Press a number key to change or review setting.
4. Press  key, LED will display the saved time. Input the desired new time.
5. After setting the time and power, press  key to save the cooking program. LED displays "ProG".

### Precautions

- Do not cover or block filter or other openings on equipment
- Do not operate this equipment if it has a damage cord or plug
- Do not immerse cord or plug in water
- Do not place any metal objects such as metal pans or foil in the microwave
- Do not heat sealed container or plastic bags in the microwave

## Troubleshooting

Complaint	Possible Cause	Remedy
Dim Oven Light	Cooking at low power level.	This is normal.
Steam forms on oven door	When cooking food in microwave steam is generated.	This is normal
Hot air expelled from vents	Foods cooking in a microwave may release heat	This is normal
Oven does not start.	Power cord not plugged in correctly	Plug cord into outlet correctly.
	Fuse blown or circuit breaker open.	Replace fuse. (Should be repaired by authorized servicer) or reset breaker
	Malfunctioning Outlet	Test outlet with other electrical appliances.
	Door not closed.	Close door.

# Equipment

## Prince Castle Toaster

### Cleaning

- **Caution:** This is not jet-water approved and should not be cleaned with a water hose or jet spray.
- **Caution:** Do not immerse in water.
- **Turn OFF the Power switch and unplug the toaster.**
- Allow the platen to cool for 60 minutes before cleaning.
- Remove the conveyor assembly.
- Wipe the conveyor with a damp cloth. For the chain use a soft bristle brush.
- Remove the release sheet and lay it on a flat surface. Thoroughly clean both sides with a damp cloth making sure all carbon buildup is removed. Allow to air dry.
- **IMPORTANT:** Rotate two sheets daily for longer life. Sheets last 4 -6 months based on care and volume of product toasted.
- Use a damp cloth to remove any carbon buildup on the platen surface.
- **IMPORTANT:** Do not use sharp objects, Scotch Brite pads, scouring pads or abrasive cleaners on the platen or Teflon release sheets as it will cause irreparable damage.

### Preventive Maintenance (Motor)

- To extend the life of your motor, have a Manager place 2 - 3 drops of oil on the motor shaft or Oil Hole on a monthly basis.
- **IMPORTANT:** Unplug toaster before performing any preventive maintenance.

## Prince Castle Toaster - Troubleshooting

Problem	Probable Cause	Solution
Unit will not heat up - Power Rocker switch light off	<ul style="list-style-type: none"><li>• No power to unit</li><li>• Inoperable power cord</li><li>• Loose connection on power switch</li><li>• Inoperable power switch</li></ul>	<ul style="list-style-type: none"><li>• Ensure power cord is connected to proper receptacle and the power inlet</li><li>• Replace power cord</li><li>• Tighten power switch connections</li><li>• Replace power switch</li></ul>
Unit will not heat up - Power rocker switch light on	<ul style="list-style-type: none"><li>• Inoperable thermostat</li><li>• Inoperable platen</li></ul>	<ul style="list-style-type: none"><li>• Replace thermostat</li><li>• Replace platen</li></ul>
Unit under & overheats (does not respond to thermostat adjustments)	<ul style="list-style-type: none"><li>• Inoperable thermostat</li></ul>	<ul style="list-style-type: none"><li>• Replace thermostat</li></ul>



# Equipment

## Prince Castle Toaster - Troubleshooting

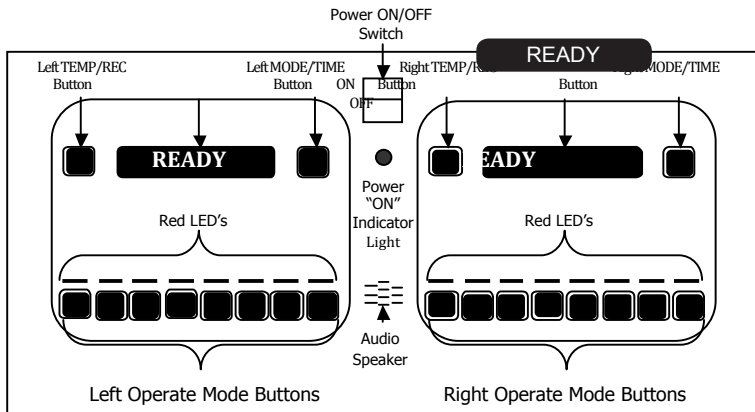
Problem	Probable Cause	Solution
<b>Unit heats up, but the conveyor does not run</b>	<ul style="list-style-type: none"><li>• Loose motor switch connection</li><li>• Inoperable motor</li><li>• Stripped drive gear</li><li>• Loose chain sprockets</li><li>• Gears not meshing</li><li>• Inoperable motor switch</li></ul>	<ul style="list-style-type: none"><li>• Tighten motor switch connection</li><li>• Replace motor</li><li>• Replace drive gear</li><li>• Adjust and tighten sprockets</li><li>• Adjust conveyor setscrews</li><li>• Replace switch</li></ul>
<b>Buns under or over done</b>	<ul style="list-style-type: none"><li>• Check platen adjustment</li><li>• Check platen temperature</li></ul>	<ul style="list-style-type: none"><li>• Adjust platen for proper compression</li><li>• Adjust thermostat for proper temperature</li></ul>

## Timers

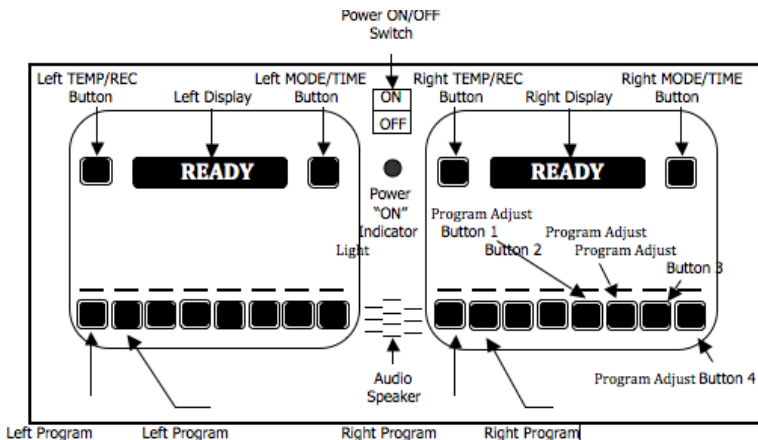
### Adjustment of Programmable Cooking Timers

- One key to product quality is having a properly cooked product. This can be accomplished by having accurately programmed timers. To program the Cooking Timers, follow each step outlined on the next page.

In the OPERATE Mode, the cooking Timers function using these buttons:



In the PROGRAM Mode, the Cooking Timers function using these buttons:



# Equipment

## Timers

The Right Program Adjust Button 1 adjusts tens of minutes. 00:00

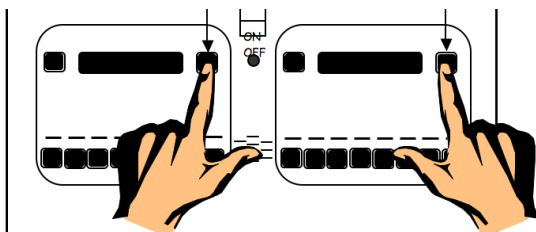
The Right Program Adjust Button 2 adjusts single minutes. 00:00

The Right Program Adjust Button 3 adjusts tens of seconds. 00:00

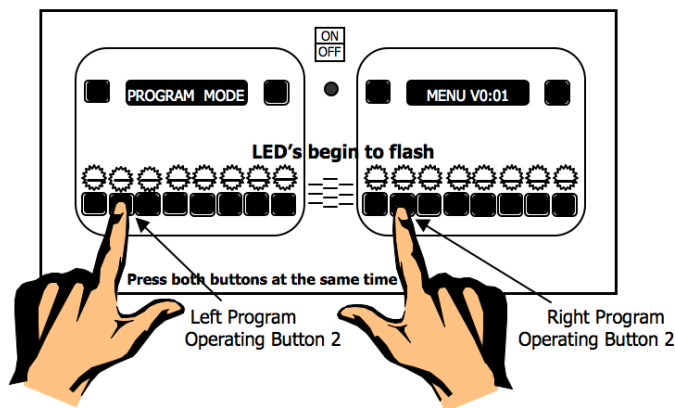
The Right Program Adjust Button 4 adjusts single seconds. 00:00

Entering the PROGRAM MODE:

1. Press and release both MODE/TIME buttons at the same time.



2. Then, immediately press and release both the left and right Program Operating Button 2 at the same time.



# Equipment

## Timers

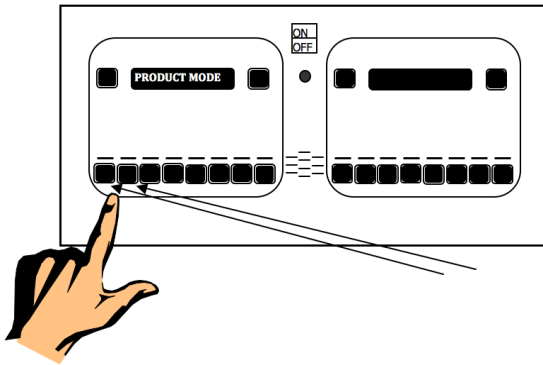
The Left Display will read PROGRAM MODE and the right will show the menu identification number. All 16 red LED's also will begin flashing. To exit the PROGRAM MODE at any time and return to the OPERATE MODE, press both MODE/TIME buttons at the same time.

### Using the PRODUCT MODE:

This sub mode in the PROGRAM mode is the PRODUCT mode, which lets you set all of the operating parameters for each individual food item. The available parameters for these food items include:

- SHAKE or TURN time (some timer buttons may have ADD WATER or ADD SEASONING times, the basic principles for modifying times still apply)
- REMOVE time
- Cancel Mode
- HOLD Time
- Audible Alert Settings

1. When the left display reads PRODUCT MODE, press either of the Left Operating Buttons 1 or 2 (these serve as up or down arrows). Each time one of these buttons is pressed, a new menu item will appear in the left display.



Press Left Program Operating Button 1 or 2 until the product you would like to modify or view appears in the left display.

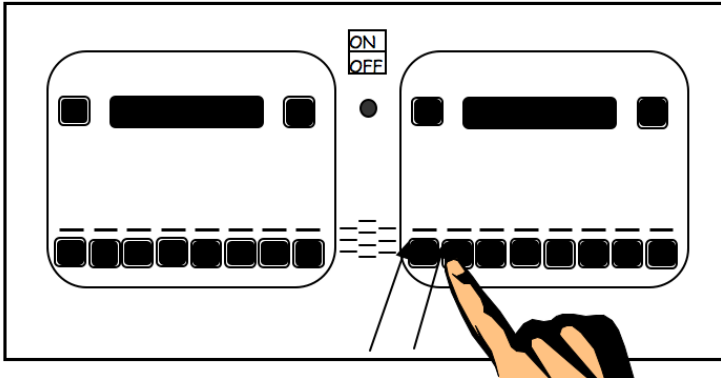
NOTE: The Left Operating Button 2 advances the products in a particular order, usually determined by the sequence of buttons on the face of the timer. The Left Operating Button 1 advances these same products, but in reverse order from the way they are advanced when you use Left Program Operating Button 1.

If, while pressing Left Operating Button 2, you go past the product desired, press Left Operating Button 1 to go BACK to it.

# Equipment

## Timers

- When the desired product is shown in the left display, press either of the Right Operating Buttons 1 or 2 (serve as up or down arrows) to see the operating parameter for that particular product. Now, the left display will show the specific parameter and the right display will show the current setting of that parameter. In the example below, we have chosen to view COOK Fries. The first parameter we will view will be SHAKE, which shows 30 seconds as the setting.



Press Right Program Operating Button 1 or 2 until the operating parameter you would like to modify or view appears in the left display.

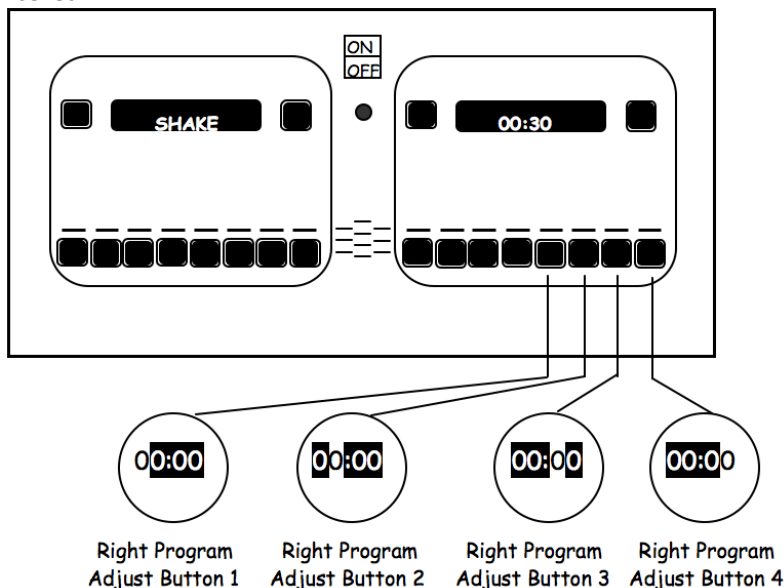
Programming the Time Parameters:

- When the desired parameter appears in the left display, the time setting will appear in the right display. In the example above, the product selected is French Fries, the first parameter displayed is SHAKE and the time shown is 00:30. Time settings always appear in a four digit sequence. If the time would ever need to be changed so that we would SHAKE French Fries 25 seconds into the cooking cycle, you would use the four Right Program Adjust Buttons to modify the time. The farthest Right Program Adjust Button 4 changes single seconds in the time function, so you would press this button five times until the number 5 appears on the display. Right Program Adjust Button 3 changes tens of seconds, so you would press this button nine times until the number 2 appears on the display.

# Equipment

## Timers

Each of the four Right Program Adjust Buttons advances one digit of the time setting; Right Adjust Button 2 changes single minutes and Right Program Adjust Button 1 changes tens of minutes in the time function. The SHAKE or TURN and REMOVE times are both counted from the very beginning of the cooking cycle; however, the HOLD time starts when the Audible Alert for the REMOVE time is cancelled.



### Programming the Time Parameters:

Once you've reviewed or modified the time parameters, pressing either the Right Operating Button 1 or 2 will advance the right display to show CANCEL FREQ. This display is shown only for individual time settings.

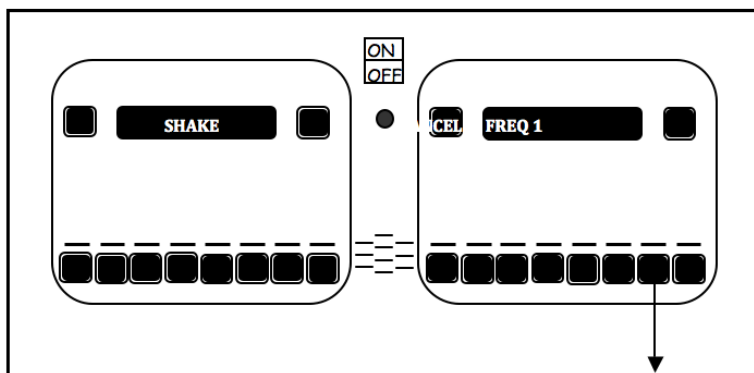
1. The Cancel settings let you choose whether the Audible Alert will have to be silenced by manually pressing the button, or whether the alert will shut itself off after five (5) seconds in the Automatic setting. Use Right Program Button 3 to alternate between the M (Manual) and A (Automatic) settings. When the display reads CANCEL A, you have programmed it for the Automatic setting; when it reads CANCEL M, you have programmed it for the Manual setting.

# Equipment

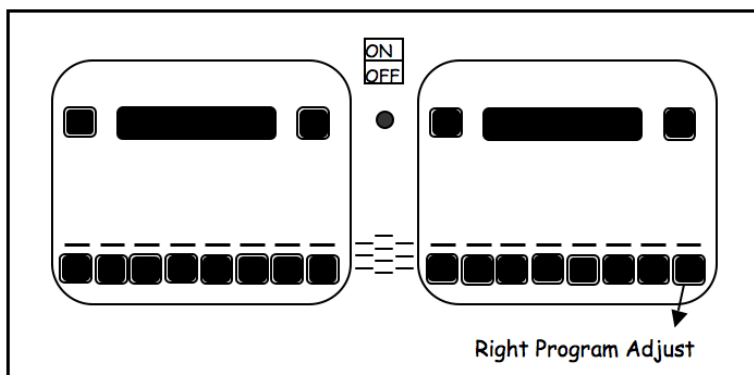
## Timers

2. The Audible Alert setting lets you choose whether the alert will have a high or low tone for the particular operating parameter, and how fast that tone will “beep”. This setting can be programmed differently for each parameter of a particular product and from one product to the next. The table below shows the tone and beep rates and their corresponding settings; use Right Program Adjust Button 4 to change this setting.

Rate				
Tone		Slow	Medium	Fast
	Low	1	2	3
	High	4	5	6



Right Program Adjust  
Button 3



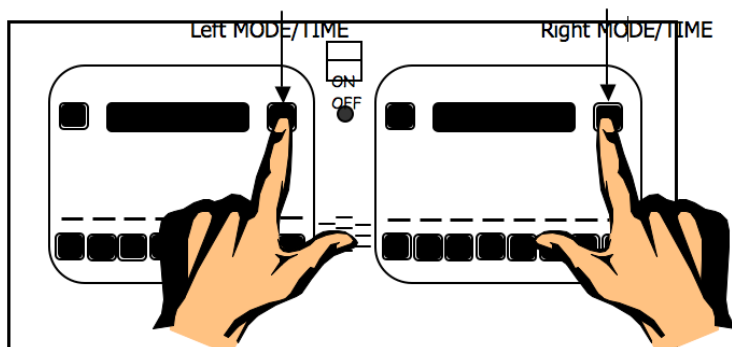
Button 4

# Equipment

## Timers

Exiting Program Mode:

1. To exit the Program Mode, press both the left and right MODE/TIME buttons at the same time, then release. When READY is displayed, this means the computer is functional and operating correctly.

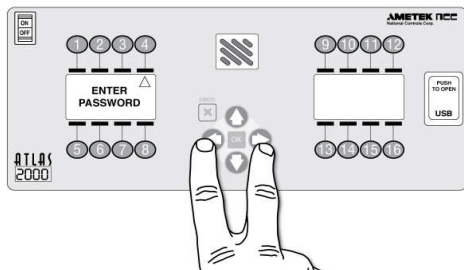


Press both buttons at the same time



### Programming

#### Programming Menu Items



Press the right and left buttons on the timer simultaneously to enter Program Mode.

The Program Mode allows the operator to develop or edit menu items and test the timer. All programming takes place on the left display.

- To enter Program Mode, **press the Left button and the Right button on the unit simultaneously**. The timer will prompt for a password in the selected display. **Enter 2-1-2-1**.

The display will show PROGRAM with seven submenus corresponding to buttons 1, 2, and 4–8: STAT, VERS, TEST, MENU, USB, SET UP, and OPER MODE.

#### Programming items

- Press button 5**, which corresponds to MENU.
- Two messages will alternately display: PROGRAM and the page number. To select a different menu page from that on the display, **press the Up or Down button**.
- Press the button corresponding to the desired menu item**.
- The menu item name in the upper left of the display will blink and EDIT? will be shown at the top. **Press OK** to edit the item name.
- Move the cursor over the desired character(s) using the **Left or Right button**. Use the **Up or Down button** to change characters. To leave a space blank, scroll to the selection before zero (0). An item name may contain up to eight characters (letters or numbers). **Press OK** to complete edits on each line.
- To edit parameters, move the cursor to the desired submenu using the **Up or Down button**, **press OK**, and move the cursor to the desired parameter using the **Left or Right button**. The desired parameter will blink.
- Press the Up or Down button** to locate the desired parameter choice **and the Left or Right button** to select a parameter:

Function: CHECK, REMOV, HOLD, SHAKE, STIR, TURN, SEAR, - - - - (Note: If - - - - is selected, the submenu will have no function, even if a time is set for that line.)

# Equipment

## NGT Timer Procedures

PRE ALM (Pre-Alarm): Y, N

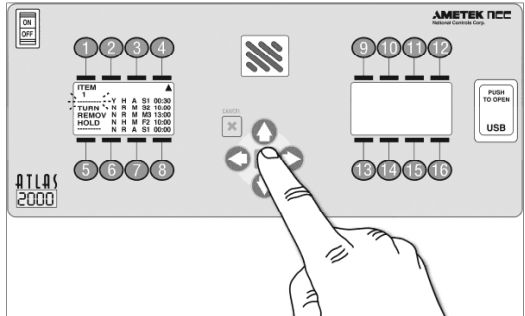
Function type: REGULAR (functions performed in order of their time setting based on start of cycle) or HOLD (functions performed in order of their time setting based on when last regular function ends)

Alarm setting: AUTO (automatic), REPT (repeat), MANU (manual)

Alarm rate (S in S1): S (SLOW), M (MEDIUM), F (FAST)

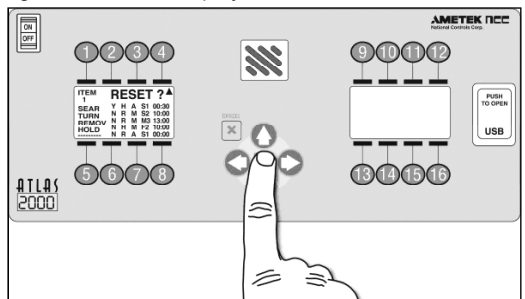
Alarm pitch (1 in S1): 1 (0.9 KHZ), 2 (1.0 KHZ), 3 (1.1 KHZ), 4 (1.2 KHZ), 5 (1.3 KHZ) (Note: the settings are from lowest to highest pitch.)

Function time: minutes, minutes, seconds, seconds (00:00)



To edit menu item parameters, move the cursor to the desired parameter using the Left or Right button. The desired parameter will blink. Press OK.

- To change to hours and minutes, **use Left or Right arrow** to place the cursor over colons (: ) in function time. **Toggle the up and down arrow** to change to HH:MM.
- Once the desired choices are selected, **press OK**. The entire submenu will blink. **Move the cursor to the next submenu to make more changes, or press X** to save changes and go back to the Program Mode screen.
- To change a page name, **Press button 5**, which corresponds to MENU on the PROGRAM screen. The current page name will be displayed. To select a different menu from that on the display, **press the Up or Down button**. **Press OK** while the page is displayed. The first character will be highlighted and can be edited by **pressing the Up or Down button**. **Press the Left or Right button** to move the cursor to the next character. When finished, **press the OK button** to save.
- Press the X button** at any time to stop the editing process



To reset submenu settings, move the cursor to the upper left corner and press the Right or Left arrow button. With RESET? showing, press OK before EDIT? reappears.



## SOLSTICE I12 COMPUTER QUICK PROGRAMMING CARD

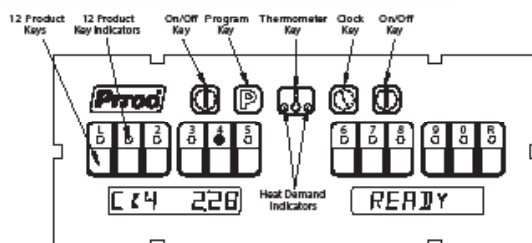
### TURN ON and OFF

To Turn the Appliance ON : (See Note 1)

Press Button Display will show:  
[HEATING] [MELTING] or [READY].

To Turn the Appliance OFF : (See Note 1)

Press and Hold Button Display will show:  
The Software number and then [OFF] [OFF]  
on single vat or a dual vat if both sides are off.



Note 1 : Use Left (VO) key for left side and Right (VO) key for the right of dual vat control. Use either key on the single vat control.

### OPERATIONS

To Check Actual Temp : Press Display shows actual temp and then returns to normal mode.

To Check Set Temp : Press Display shows set temp and then returns to normal mode.

To Check Cook, Shake and Hold Time : Press then the Product Key desired. See example below

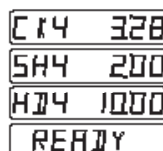
Typical displays using key 4 as an example:

Key 4 set for 3 minutes and 28 seconds cook time.

Key 4 Shake Time is set for 2 minutes and 00 seconds before the end of the Cook.

Key 4 Hold Time is set for 1000 minutes.

In a few moments, the display will return to [READY] or last mode of operation.



To Check Time Remaining on a Non-Displayed Product Key when Multiple Times are in Use :

Press then the Product Key of the Non - Displaying timer key. The display will switch from showing the lowest time remaining over to the time remaining for the key that was pressed. Repeat for other keys.

To Start a Cook : When display shows [ READY ] Press any [ 1, 2, 3, 4, 5, 6, 7, 8, 9, R ] Product Key to start cook timer. The indicator light above will flash to indicate the timer is running.

To End a Cook : When the audible alarm is beeping, press the appropriate Product Key (i.e. Key 4) with the flashing indicator light, all other indicator lights are off until the key is pressed.

To Cancel a Cook : Press and Hold the Product Key you want to cancel until its indicator light is turned off.

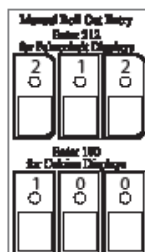
Boil Out Mode : After filling empty vat with water, turn appliance on.

Automatic Entry : When the water temperature reaches just below 212 °F (100 °C) the computer will display:

PRESS 0 TO BOIL, press Product Key 0 to continue heating.

display then shows BOIL.

Manual Entry : Press then enter Product Key [ 2 ] [ 1 ] [ 2 ] for Fahrenheit or [ 1 ] [ 0 ] [ 0 ] for Celsius display unit. When last digit is entered, boil mode will start automatically. On Dual Vat computers both sides will enter boil mode. You must turn off both sides of the fryer to exit Boil mode.



**FIRST LEVEL PROGRAMMING**

- ENTER PROGRAM** Press **[P]** key, display shows [ PROGRAM ] If PASSWORD IS REQUIRED, and you are unable to remember the set password use (6664).
- SET TEMPERATURE** Single or Dual Vat (left side) - Press **[ ]** Enter Desired Temperature.  
Dual Vat (right side) - Press **[ ]** Enter Desired Temperature.  
To SAVE and CONTINUE Press **[P]**, to EXIT First Level Programming Press **[P]** Again.
- SET TIME(s)** - Press **[ ]**, display shows [SELECT] [PRODUCT], Press any Product Key [1,1,2,3,4,5,6,7,8,9,0] .  
COOK TIME (K)n mm:ss Enter Time and Press **[ ]** to proceed to SHAKE TIME (SH)n mm:ss Enter Time and Press **[ ]** to proceed to HOLD TIME (HD)n mm:ss Enter Time and Press **[ ]** to proceed to HOLD PRE-ALARM (PA)n mm:ss Enter Time and Press **[ ]** to return to [SELECT] [TIME], repeat for other product keys.  
To SAVE and CONTINUE Press **[P]**, to EXIT First Level Programming Press **[P]** Again.

**SECOND LEVEL PROGRAMMING**

- ENTER PROGRAM** Press **[P]** key, display shows [ PROGRAM ] If PASSWORD IS REQUIRED, and you are unable to remember the set password use (6664). Then press **[0]** you have now entered the upper level programming, all the useable function keys will be lighted and the display will show [ SELECT OPTIONS ].

NOTE: Any time **[P]** is used to save a setting **[0]** must be pressed to return to [SELECT OPTIONS]

- 1** FAHRENHEIT / CELSIUS - Toggle between Fahrenheit and Celsius scale by pressing the **[0]** key  
Change is saved by pressing the **[P]** key to set
- 2** SET PASSWORD - Press **[0]** to choose [PASS REQ] or [NO PASS]. If password is chosen then press **[P]**, current password displays. Use the number keys to enter new password and press **[P]** to set.
- 3** BEEPER VOLUME & TONE - Press **[0]** to toggle between levels 1,2,3 & Tone(1,2,3) and press **[P]** to set
- 4** LANGUAGE - Press **[0]** to toggle between different languages and press **[P]** to set
- 5** MELT CYCLE - Press **[0]** to toggle [NO MELT], [MELT S] (solid), [MELT L] and press **[P]** to set
- 6** RECOVERY TIME - Press **[0]** to display [FIBES LOCK], "F" is Factory time and latest time is "LOCK"
- 7** CONTROL/TIMER (Single or Dual-left side) - Press **[0]** to switch control to timer mode, press **[P]** to set
- 8** CONTROL/TIMER (Dual Tank-right side) - Press **[0]** to switch control to timer mode, press **[P]** to set.

To SAVE and CONTINUE Press **[P]**, to EXIT SECOND Level Programming Press **[P]** Again.

**OTHER DISPLAYS:**

- [PHONE OPEN] (OPEN) If phone is detected open, normal heating and cooling activities are suspended.
- [HIGH TEMP] (HIGH TEMP) If vat temperature has exceeded set temperature by 40°F (22°C), or an absolute of 410°F (210°C) max.
- [DRAINING] (TURN OFF) Drain valve has been opened, Heat control is turned off. To restore to normal operation, close the drain valve. Display will show [TURN OFF] (TURN OFF). Turn controller off, and refill the vat.
- [HEAT] (FAILURE) OR [IGNITION] (FAILURE) Heating system failed to respond due to a tripped high temperature limit switch and is in need of resetting. For gas models, the pilot failed to light, flame ignition detection is marginal or drift protector tripped on SCN.
- [SYSTEM] (FAILURE) If probe is detected as a short circuit, normal heating and cooling activities are suspended.

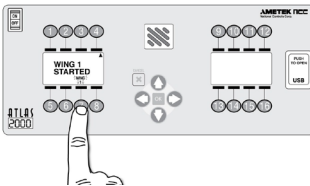
For complete operations instructions, Please refer to Pitco Operations manual # L20-262; Service Technicians refer to Pitco Service Manual # L22-270

### Atlas 2000 • 16-Channel Programmable Timer • Quick Start Guide

#### 1. Powering up

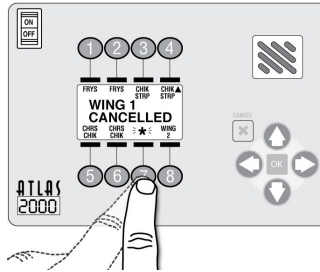
Plug in the timer and flip the On/Off switch on the front of the unit to "On."

#### 2. Start one menu item



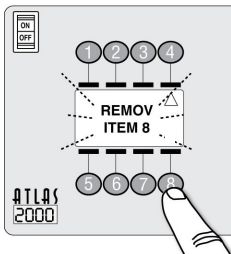
Pressing the button matching a menu item starts its first function. The name alternates with an asterisk.

#### 3. Cancel an item



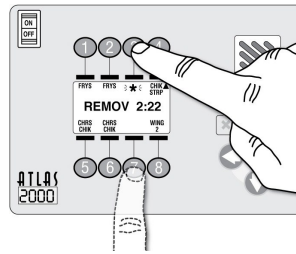
Hold down the item's button until the display reads CANCELLED.

#### 4. Stop alarm



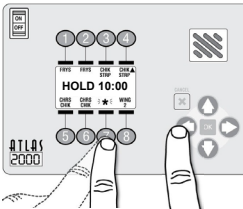
When the timer beeps in Manual mode, press any button to stop the alarm.

#### 5. Start additional items



Run up to 16 items at a time; press matching buttons to start. All item names in process flash. An asterisk (\*) alternates with the item name with the least time left.

#### 6. Check time left



Press the display's arrow button the display will show CHECK ITEM press the desired menu item button to view the current function name and time. If the function displayed is not the last function each time the item button is pressed the next function will be displayed until the last function is shown. After short delay the display will revert back to next function to occur.

## AMETEK ncc

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Toll-Free: 1-800-323-2593 (USA only)

Fax: 1-630-231-1377

E-mail: [ncc.tech@ametek.com](mailto:ncc.tech@ametek.com)

MII-T9027-012 rev 2 7.17.14

# Equipment

## Toaster Maintenance - VCT25

### Daily

- Turn off power to the toaster.
- When the toaster is cool, follow the procedures under Cleaning the Release Sheet.
- Remove heat shield and bun chute. Wash in back sink, sanitize and rinse.
- Wipe down the outside of the toaster with a slightly damp cloth and allow to air dry.

### Monthly Cleaning

- Turn the rocker switch to off, unplug the unit and allow it to cool down.
- Put on safety gloves. Remove heat shield and release sheet.
- Wipe release sheet on both sides with a clean, sanitized towel.
- Remove front and rear conveyor cover assembly. Wipe exterior of conveyor belt with a clean, sanitized towel.
- Install front and rear cover assembly, then turn toaster on. Count to 10, then turn toaster off. Remove front and rear cover assembly, and wipe new section of belt. Re-install the front and rear cover assemblies.
- Install the release sheet by draping it over both sides of the platen with the crease centered directly on the platen.
- Install the heat shield. The heat shield clips fit over the tip of the platen and retain the release sheet.
- **IMPORTANT:** Make sure heat shield is activating (depressing) the conveyor interlock switch. The conveyors will not rotate unless the heat shield is in place and interlock switch is activated (depressed).

# Equipment

## Toaster Troubleshooting Quick Reference Guide VCT25

### **No heat and conveyor belts do not move.**

- Perform installation and operating procedures.
- Check receptacle for correct voltage. See Specifications.
- With unit plugged in and rocker switch on, check for correct voltage into rocker switch. If low or zero voltage, replace power cord. If voltage is correct, check for correct voltage out of rocker switch. If low or no voltage, replace rocker switch.
- Reset hi-limit switch.
- Check all electrical connections for burns, discoloration or arcing. Replace all connections or components with damaged terminals. Replace all damaged wiring with the same (or higher) rated wire.

### **Product is over-heated or platen heat is too high or drop time is too slow**

- Replace side rails
- Measure bun thickness and set bun adjustment controls correctly

### **Product is getting stuck or conveyor belts stop when product is toasting**

- Check receptacle for correct voltage.
- With unit plugged in and rocker switch on, check for correct voltage into rocker switch. If low or zero voltage, replace power cord. If voltage is correct, check for correct voltage out of rocker switch. If low or no voltage, replace rocker switch.
- Check all electrical connections for burns, discoloration or arcing. Replace all connections or components with damaged terminals. Replace all damaged wiring with the same (or higher) rated wire.
- To check drive motor:
  - ♦ Measure resistance of motor coil. Replace motor if coil measures either open circuit or zero resistance.
  - ♦ Mark the drive motor sprocket and count the turns per minute. Correct drive motor speed is nine (9) turns per minute for VCT-2000; three (3) turns per minute for VCT-25; one (1) turn per minute for VCT-50.

### **Crown and/or heel must be forced into the toaster**

- Remove and reposition heat shield.
- Buns must be inserted with cut faces facing each other; heel in front slot and crown in rear slot.

# Equipment

## Toaster Maintenance - VCT 1000 & 2000

### Daily

- Cleaning the Black and Silver Release Sheet, Conveyor Belt Wraps and Toaster.
- Tools Required:
  - ♦ Heat resistant gloves
  - ♦ Clean towels
  - ♦ Multipurpose Detergent Solution
  - ♦ Sanitizer Solution
- Turn the Rocker Switch (power On/Off) to OFF, Unplug the power cord, and allow the unit to cool for 30 minutes.
- Put on heat resistant gloves. Remove the Bun Feeder, Heat Shield, and Bun Chute. Wipe them with a damp sanitized towel and allow them to air dry.
- Remove the Release Sheet and place it on a clean, flat dry surface. Wipe the silver side with a clean towel dampened with Multipurpose Detergent Solution immediately followed by a second clean towel dampened with sanitizer and allow it to air dry before continuing. Repeat this step on the black side of the Release Sheet once the silver side is dry.
- Open the front Conveyor Cover and firmly wipe the black cleated Belt Wrap from left to right and top to bottom with a clean towel dampened with Multipurpose Detergent Solution immediately followed by a second clean towel dampened with sanitizer.
- Close the front Conveyor Cover, open the rear Conveyor Cover, and clean the Belt Wrap.
- Close the rear Conveyor Cover, Reinstall the Heat Shield, plug in the power cord, turn the unit on, count 10 seconds, then turn the unit off and unplug the unit.
- Open the rear Conveyor Cover again, clean the newly exposed section of the Belt Wrap in the same manner as before. Close the Conveyor Cover.
- Open the front Conveyor Cover again and clean the newly exposed section of the Belt Wrap in the same manner as before.
- Close the front Conveyor Cover and wipe down the outside of the toaster with a clean, damp sanitized towel.
- Install the Release Sheet by draping it over both sides of the Platen with the crease centered on the Platen.
- NOTE: Rotate from the black side to the silver side daily or weekly to prolong the life of the Release sheet.

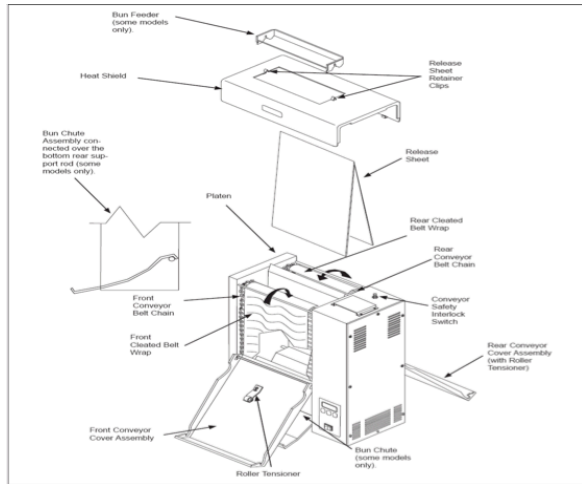


# Equipment

## Toaster Maintenance - VCT 1000 & 2000

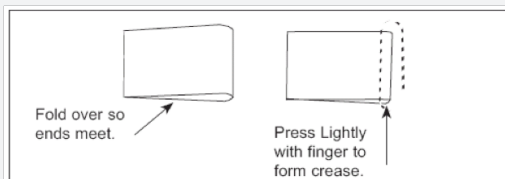
### Daily

- Install the Bun Chute so the hooks are installed over the lower rear yellow Support Rod. Install the Heat Shield with the Release Sheet Retainer clips securely over the Release Sheet and Platen.
- Reinstall the Bun Feeder and plug in the unit. Important! Make sure the Heat Shield is activating the Conveyor Safety Interlock Switch. The Conveyors will not rotate unless the Heat Shield is in place and the Conveyor Safety Interlock Switch is activated.
- Note: Check the Release Sheet to make sure it is not caught in the Conveyor. Additional Release Sheets can be obtained through your Authorized Service Agency under P/N 7000249 (3 Pack) or 7000250 (10 Pack).



### Monthly

- Replacing the Black and Silver Release Sheet (Every 4 weeks)
- NOTE: Depending on toaster usage and on how well it is cleaned daily, the black and silver Release Sheet should last between 45 - 60 days.
- Remove and discard the Release Sheet.
- Lay a new Release Sheet on a clean, dry surface and fold it in half lengthwise and gently crease it at the fold using only your fingers.
- Install the Release Sheet (see diagram below)



# Equipment

## Toaster Troubleshooting Quick Reference Guide VCT 1000 & 2000

**Control Display  
Flashes  
“LO”  
continuously -  
buns not  
toasting  
properly**

- Allow the unit to warm up for 30 minutes and then recheck. If the Control Display still reads “LO,” contact your maintenance person or Authorized Service Agency for service.

**Control Display  
Flashes “PO”  
continuously**

- Turn the Rocker Switch OFF and then back ON. If the display still shows “PO,” check the power cord, plug and outlet for damage.
- Reset the Circuit Breakers.
- Contact your maintenance person, Authorized Service Agency or electrician for service.

**Control flashes  
“CHEC”  
continuously**

- Verify side vents on toaster are unblocked and not near other heating appliances. If problem still persists, contact your maintenance person or Authorized Service Agency for service.

**Buns not  
toasting  
adequately**

- Use the recommended settings. Set Heel to 2 and Crown to 6.
- Verify that the Platen (SP-P) is set to 600° (320° C) and the Auxiliary (SP-A) is set to 400° F (204° C).
- To make changes in the Set point temperature, see the Installation section of the Toaster Manual.
- Inspect Release Sheet for cleanliness, worn spots, tears or wrinkles. Clean or replace Release Sheet as described in the Maintenance section of the Toaster Manual.
- Replace or clean Belt Wraps as described in the maintenance section of this manual.
- Clean or replace Belt Wraps as described in the maintenance section of this manual.

# Equipment

## Taylor Shake Machine Procedures

### Draining Product from the Freezing Cylinder

- Place the control switch in the “WASH” position ten minutes prior to cleaning time.
- Turn the control switch to the “OFF” position immediately before draining. Depress the far right button on the selector switch assembly (VAN).
- Remove the spinner blade by lifting the slip collar on the spinner coupling. Pull the spinner blade out from the bottom of the spinner for cleaning.
- Remove the mix hopper cover, gasket, and mix feed assembly or mix feed tube from the mix hopper. Take these parts to the sink for cleaning.
- With a sanitized pail beneath the spinner housing, place the control switch in the “WASH” position. Drain the entire product remaining in the freezing cylinder and mix hopper by raising the draw handle.
- When the flow of product stops, release the draw handle. Place the control switch in the “OFF” position. If local health codes permit, empty the rerun into a sanitized stainless steel rerun can. Cover the container and place in the walk-in cooler.

### Rinsing

- Pour two gallons of lukewarm, clean water into the mix hopper and place the control switch in the “WASH” position. With the brushes provided, brush clean the inside walls and the mix inlet hole of the hopper. Be certain to brush the mix level sensing probe.
- Ensure the far right button on the selector switch assembly (VAN) is depressed. With an empty pail under the spinner housing, raise the draw handle and drain off all the rinse water. When the flow of rinse water stops, release the draw handle. Place the control switch in the “OFF” position.
- Repeat this procedure using clean warm water, until the water being discharged is clean and clear.

### Sanitizing

- Wash your hands thoroughly.
- Prepare two gallons of an approved 100 PPM cleaning/sanitizing solution with warm water according to the manufacturer’s specification (do not use chlorine bleach as sanitizer).
- With the carburetor and lid gasket in the hopper, pour the sanitizer solution into the hopper of the shake machine.

# Equipment

## Taylor Shake Machine Procedures

### Sanitizing

- While the sanitizing solution is bubbling down into the freezing cylinder, use a clean and sanitized brush to clean the inside of the mix hopper. Take particular care to brush the mix level sensing probe on the rear wall of the hopper.
- Brush clean the mix inlet hole and the mix feed tube of the carburetor.
- After the sanitizing solution has completely entered the freezing chamber of the machine, depress the “VAN” button on the syrup switch assembly and place the shake machine control switch in the “WASH” position. This will allow the sanitizing solution to agitate in the freezing cylinder. Allow to agitate for five minutes.
- Place the switch in the “OFF” position and place an empty mix pail beneath the spinner housing and raise the draw handle. Draw off all the sanitizing solution and discard.
- Remove the gasket and carburetor from the hopper and place in the empty sanitizer bucket until needed.

### Priming

- Place an empty bucket beneath the draw spout.
- Pour 2½ gallons of fresh mix (one bag) into the hopper. Simultaneously, raise the draw handle and allow the excess sanitizer water to flow into the bucket. When full strength shake mix is flowing from the spout, lower the draw arm. Discard the remaining sanitizing solution.
- After the fresh mix has stopped bubbling into the freezing cylinder, Place the control switch in the “AUTO” position.
- To initiate the freezing cycle, rotate the draw valve bracket to the right so that it is disengaged from the draw handle. Lift the draw handle momentarily. This will start the freezing cycle. Lower the draw handle and re-engage the draw valve bracket.
- When the unit cycles off (7 to 11 minutes), place the carburetor in the inlet hole and put the lid gasket around the lip of the hopper.

# Equipment

## Taylor Shake Machine Procedures

### Priming

- At this time you may add rerun (leftover shake mix from the previous night) IF YOUR HEALTH DEPARTMENT PERMITS RERUN.
- To prepare the rerun, remove the rerun container from the walk-in cooler and skim off the excess foam from the top with a clean and sanitized long handled spoon. Pour the rerun into the hopper.
- Fill the rest of the hopper with new mix. As the mix level comes in contact with the mix sensing probe on the rear wall of the hopper, the “MIX LOW” light will stop flashing.
- Place the lid on top of the lid gasket.
- **CRITICAL POINT:** Remember to break the bacteria cycle every week by discarding any rerun left from the previous night. On the same night that we discard the rerun, SUNDAY NIGHT, we must also discard any shake syrups left over and then thoroughly clean and sanitize the syrup tanks. THESE STEPS ARE CRITICAL in ensuring SAFE SHAKES for our Guests!

### Syrup Line Calibration

- Syrups lines should be calibrated every morning to ensure that each shake has the proper flavoring. Use the following guidelines to properly calibrate the shake syrups.
- To determine the rate of syrup flow, use a brix cup to indicate the amount of liquid dispensed. The proper rate of syrup flow is 1.25 ounces (of syrup in the time it takes to draw a 32 ounce vanilla milkshake. Once this rate is set, the correct amount of syrup will be blended with the shake base regardless of the size of shake served.
- Using a watch with a seconds hand or a stop watch, time how long it takes to draw a 32 ounce vanilla milkshake. The cup is filled  $\frac{1}{2}$  inch from the top. You will then calibrate the other syrups selections to dispense 1.25 ounces of syrup in this amount of time.
- Rinse the spout and disconnect the draw arm from the plunger rod. This will allow the syrup to be dispensed without shake mix.
- If you are calibrating the syrups immediately after sanitizing the tanks, place the brix cup under the spout and from the left, press the first flavor button and purge this syrup line until pure syrup begins to flow steadily.
- When pure syrup is flowing steadily from the spout, depress the “VAN” button to stop the syrup flow.
- Rinse and dry the brix cup. Position the large section of the calibrating cup under the spout.
- With a timing device, depress the first flavor button, catching the syrup in the calibrating cup.
- When the timing device reaches the amount of time equal to the length of time required to draw a 32 ounce vanilla shake, depress the “VAN” button to stop the syrup flow.
- If the amount of syrup received is one ounce, the syrup is properly calibrated.

# Equipment

## Taylor Shake Machine Procedures

### Syrup Line Calibration

- If the amount of syrup received is less than one ounce, the syrup pressure must be increased. Find the appropriate pressure regulator (should be color coded) and pull up on the locking ring and turn the adjusting CLOCKWISE. You should only adjust the settings knob slightly (no more than 1/8 turn). Push down the locking ring to lock in place. Check the calibration again and make any other necessary adjustments.
- If more than 1.25 ounces is received, the pressure must be decreased. Pull up on the red ring on the appropriate pressure regulator. Turn the adjusting knob COUNTER-CLOCKWISE. Once again, only slightly (no more than 1/8 turn) adjust the setting. Check the calibration again and make any other necessary adjustments.
- Repeat the steps above for the other flavors.
- Reconnect the draw arm to the plunger rod. Clean and sanitize the brix cup.

### Overrun Calculations

- The overrun percentage of a shake is the amount of air that is being mixed into the shake base. The proper overrun percent (55% to 65%) helps us to serve a high quality shake, as well as positively impacts our food cost percentage.
- The overrun percentage should be checked in the middle of a normal business day by using the following procedures:
  1. Ensure you “zero” an ounce scale using a 16 ounce cup.
  2. Draw a vanilla shake into the 16 ounce cup ½ inch from the top and note the weight.
  3. The 16 ounce processed shake should weigh 8.8 ounces to 10.40 ounces.
  4. Divide the actual shake weight by 16 to determine the yield.
- Once again, the ideal overrun percent is 55% to 65%. The two biggest factors that affect the overrun percent are: 1) the machine being properly primed in the morning, and 2) the proper temperature. If the temperature is too cold, the percent will be higher, and should be adjusted by turning the temperature control knob COUNTER CLOCKWISE. If the temperature is too warm, the percent will be low, and should be adjusted by turning the temperature control knob CLOCKWISE. You should only make slight adjustments (no more than 1/8 turn) when adjusting the temperature.

# Equipment

## Taylor Shake Machine Procedures

### Syrup System

- Two main goals in your weekly objectives must be:
  1. Discarding all unused syrups once a week. This must be done on a regular basis to prevent build up of old syrup from clogging the lines and to break the bacteria chain which develops in the tanks and lines. The shake syrups should be discarded the same night the rerun is discarded.
  2. Flushing the syrup lines at least once a week (after discarding the unused syrups).

### Cleaning and Sanitizing the Syrup Tanks

- Allow the tanks to run as low as possible to prevent waste.
- Remove the air pressure lines from the syrup tanks by pulling up on the quick disconnect coupling. After the air lines have been removed, the air pressure in the tank will quickly dissipate. Remove the syrup lines from the tanks in the same manner.
- Remove the syrup tank lid by lifting the locking bar, and lower the lid partially in the tank. Tilt and lift the tank lid straight out of the opening.
- Empty all syrup from the tank and discard.
- Rinse the syrup tank with clean, warm water.
- Prepare ½ gallon of the recommended sanitizing solution with warm water in the syrup tank. Using a clean and sanitized brush, clean the inside and outside of the tank, paying particular attention to the syrup line fittings. Remove the syrup line quick disconnect plug and pull out the dip tube and o-ring. Brush clean the o-ring and inside the dip tube.
- Pour out the sanitizing solution. Reassemble the syrup tank and place the tank in an upside-down position on a clean, dry surface to air dry. Repeat this procedure for all of the syrup tanks.

### Cleaning and Sanitizing the Syrup Lines

- Prepare one gallon of the recommended sanitizing solution with warm water in ONE of the tanks. Replace and lock the tank lid into position.
- Remove the syrup lines from the spinner housing.
- Wash and sanitize the spinner housing.
- Assemble only the freezer door and draw valve to the freezing cylinder. Raise the draw handle and rest the arm on the top of the draw valve bracket.



### Cleaning and Sanitizing the Syrup Lines

- Depress the “VAN” button and turn the control switch to “WASH”. This will partially close the electric circuit so the syrup lines can be flushed by merely depressing the flavor buttons.
- Connect the number one pressure and syrup line to the tank filled with sanitizing solution.
- Place an empty pail beneath the ends of the syrup lines and depress the left flavor button until the solution runs clear. Depress the “VAN” button to stop the flow of sanitizing solution.
- NOTE: This procedure will thoroughly clean the ends of the syrup lines that attach to the spinner housing to prevent bacteria buildup.
- Disconnect the number one air and syrup lines from the tank now partially filled with sanitizer.
- Connect the number two air and syrup lines and repeat the procedure by depressing the 2nd flavor button and so on, until all three syrup lines have been cleaned and sanitized.
- The fourth syrup line is for the spinner rinse. To effectively sanitize the end of this syrup line, use a small amount of fresh sanitizer on a brush and brush clean the end of the fourth syrup line. Depress the rinse button to further flush this rinse line. REPEAT THIS STEP FOR EACH SYRUP LINE.
- Disconnect the air line and syrup line from the tank with the remaining sanitizer in it. Remove the tank lid and pour off all the remaining sanitizing solution. Place the tank in an upside down position on a clean and dry surface to air dry.
- Attach the syrup lines to the spinner housing.
- Remove the freezer door and draw valve.

# Equipment

## Taylor Shake System troubleshooting Quick Reference

### Unit freezes up

- Turn unit off.
- Remove carburetor from hopper.
- Turn to wash for five minutes.
- Draw out mix.
- Reassemble and turn to Auto.

### Unit will not operate in any mode

- Unit unplugged? Plug in unit.
- Breaker has tripped - Reset breaker.
- Depress the reset button behind the right side wing panel.

### Shake syrup runs continuously, does not draw, or will not calibrate

- Empty one syrup container.
- Fill with sanitized water and reinstall.
- Run solution through each syrup line. May take more than one application.

### Product too warm or too cold

- Check syrup calibrations.
- Adjust temperature until 27 degrees F. +/- 1 degree F.

### No product being dispensed

- Fill mix hopper.
- Place control switch in the Auto position.
- Improper handling of rerun. Prior to using rerun the foam must be skimmed off.

### Product too stiff

- Lubricate o-rings properly.
- Product with no syrup blended, should be dispensed at 27 degrees F. +/- 1 degree F.
- Calibrate the syrup system. Syrup delivery should be 1 ounce in the amount of time it takes to draw a 32 ounce vanilla shake.

### Machine short cycling (rapid on and off cycles)

- Brush condenser - must be cleaned every 30 days.

### Excessive leakage of mix into rear drip tray

- Replace boot every 3 months.
- Follow lubrication procedures in Assembly.

# Equipment

## Taylor Shake System Troubleshooting Quick Reference

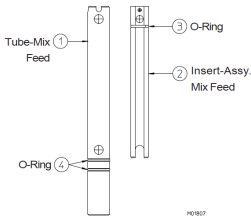
### Product too soft

- Product with syrup blended should be dispensed at 27 degrees F. +/- 1 degree F.
- Lubricate o-rings properly.
- Do not lubricate guide bearing.
- Calibrate the syrup system. Syrup delivery should be 1 ounce in the amount of time it takes to draw a 32 ounce vanilla shake.
- Blades should be straight, at least 15/16" in width, with no nicks.
- Brush condenser must be cleaned every 30 days.

# Equipment

## Electro Freeze Shake Machine

### Draining product from the Freezing cylinder



- Place the selector switch in the “CLEAN” position.
- Place a clean, sanitized container under the dispensing nozzle on the drip tray.
- Remove the mix feed tube from the hopper. (See figure)
- Remove the plunger rod cover.
- Disconnect the syrup lines.
- Wist and pull down the mixing chamber removing it from the heat.
- Disconnect the mixer shaft by releasing the coupling while pulling on the bottom.
- Take parts to sink.
- Place a clean, sanitized container under the dispensing nozzle on the drip try. Dispense the product until the mix hopper is nearly empty. Place the selector and syrup switches to “OFF” and continue dispensing the product until it quits flowing and close the plunger. If local health codes permit, cove the rerun product container and place it in the cooler. (See 10.2 General Information – Rerun).

### Rinsing

- Pour 2 gallons of cold water into the hopper. Place the select door switch “CLEAN” and dispense the cold water.
- **IMPORTANT DO NOT** use hot water. Damage to the freezer can occur.
- Floow with 2 gallons of warm water and repeat until the freezer dispenses clear water. With most of the water dispensed, place selesctor switch in the “OFF” position and drain off remaining water.

### Sanitizing

- Prepare 2 gallons (7.6 liters) of sanitizing solution in a container. Sanitizing solution must be mixed according to manufacturer’s instructions to yield 100 ppm avaiable chlorine solution.
- Pour all the sanitizing solution into the hopper pan. Using a clean brush scrub the hopper walls.
- Place the selector switch to the “Clean” position and allow the beater to run for 5 minutes.
- Place an empty container under the dispensing head. Drain the sanitizing solution from the cylinder by slowly pulling down on the dispense handle. Open and close the handle several times while draining.
- With most of the santising solution drained, Place the selector switch to the “OFF” position and drain remaining solution from the freexer and close the plunger.

# Equipment

## Electro Freeze Shake Machine

### Priming

- Wash and sanitize your hands and forearms
  - Place an empty container under the dispense head.
- Install the mix feed tube assembly in the “closed” position into the mix feed in the hopper. Pour a minimum of 2-1/2 mix into the hopper.

*Pin is in line with hole.*



**OPEN**

*Look through top hole in tube — you should see clear through.*

*Pin is not in line with hole.*



**CLOSED**

*Look through top hole in tube — you should see the inner white plastic insert tube (regulator) blocking the opening.*

- Hold the plunger open and remove mix feed tube. Allow mix to push the sanitizer out. When pure mix flows from the dispense head close the plunger. Place the mix feed tube assembly in the “open” position. Install the mix feed tube into the mix feed hopper drain pushing it all the way down. Place the selector switch to the “FREEZE” position and the syrup switch to the “ON” position.

**IMPORTANT:** Failure to completely remove sanitizer or water from the freezing cylinder before placing in “FREEZE” will damage the freezer.

- Fill the hopper with mix and install the hopper cover.
- Remember to break the bacteria cycle, every week, by discarding any rerun left from the previous night. This step is critical in ensuring safe shakes for our guests

# Equipment

## Electro Freeze Shake Machine

### Cleaning & Sanitizing

- Important: Do not use the FREEZE position with sanitizer or water in the cylinder. The freezer will be damaged.
- Place the stainless steel pickup tube in a pan of warm sanitizing solution (100°F).
- Place an empty container under the mix chamber. Select the appropriate flavor button and then press the syrup prime/calibrate button. Hold the button, allowing the water to flow through the hose for approximately one minute or more.
- Disconnect the hose from the pump by pushing on the metal clip of the connector. Slowly remove the hose and pickup tube from the pan of sanitizer, draining as much sanitizer back in the pan as possible. Reconnect hose to pump and place pickup tube into the Brownie Batter syrup jug.
- Select the button for the special syrup (now Brownie Batter). Press the syrup prime/calibrate button until the syrup line has been purged and no sanitizer is seen to drain from the mix chamber and pure syrup appears.

### Calibration

To calibrate the Electro Freeze shake machine follow these steps:

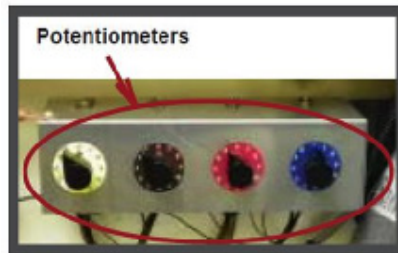
- Using a watch with a seconds hand or a stop watch, time how long it takes to draw a 32 oz. vanilla shake. The cup is filled ½ inch from the top.
- Select the flavor by pushing the proper button on the front of the machine. Disconnect the mix chamber syrup tube from the front panel connector by pushing the metal clip in. Attach the syrup calibration tube to the fitting by pushing the mating end into the panel connector until it clicks. Place the end of the syrup calibration tube into a brix cup.
- Using a watch with a seconds hand or a stop watch, press the syrup prime/calibrate button and time how long it takes to dispense 1.25 ounces of the designated syrup into a brix cup.
- The amount of time that it took to draw a 32 ounce vanilla shake should equal the same amount of time it took to dispense 1.25 ounces of the designated syrup. If it doesn't, you will need to adjust the potentiometers.

# Equipment

## Electro Freeze Shake Machine

### Calibration (continued)

- To adjust the potentiometers, unscrew the access panel on the left side panel of the shake freezer to allow access to the four flavor adjustment potentiometers. If the amount of syrup dispensed into the brix cup is less than 1.25 ounces, turn the potentiometer **CLOCKWISE** for more syrup. If the amount of syrup dispensed into the brix cup is more than 1.25 ounces, turn the potentiometer **COUNTER-CLOCKWISE** for less syrup.
- Repeat steps until calibration is accurate.



### Over Run Calculations

- As mix is frozen in the freezing cylinder, air is incorporated into the mix to increase its volume, as well as enhance the taste and texture of the finished product. The increase in volume is called *overrun*. The proper overrun percent (55%-65%) helps us to serve a high quality shake as well as positively impacts our food cost percentage.
- Controlled overrun is important to maintain consistency in product quality. Too much overrun (air) results in a light, fluffy product lacking the cold, refreshing appeal of a quality product. Too little overrun results in a wet, heavy product.
- To correctly measure the overrun, perform the following steps:
  - ♦ Place an empty pint container on the scale and adjust your scale to zero.
  - ♦ Remove the container from the scale and fill with liquid mix. Measure and record the weight.
  - ♦ Remove the liquid mix and fill the same container with frozen product. Be sure there are no voids or air spaces in the container.
  - ♦ Strike off the excess product so it is even with the top of the container and measure the weight.
  - ♦ Use the following formula to figure overrun percentage.

# Equipment

## Electro Freeze Shake Machine

### Closing Procedures

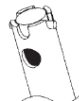
- The Electro Freeze Shake machine is broken down twice a week. The mix cycle is broken once a week
- Product may remain in the freezer overnight when the machine is not broken down for cleaning
- Leave the Selector Switch in the "AUTO" position and the syrup switch in the "OFF" position.
- Using warm dish detergent solution and a clean towel, clean the plunger and mix chamber. Then follow with sanitizing solution.
- Turn the mix feed regulator to the "CLOSED" position.
- Check mix level in the hopper to ensure that there is enough mx to keep the indicator light off. Add mix if necessary.
- Do not dispense product when the mix feed regulator is in the "CLOSED" position

*Pin is in line with hole.*



**OPEN  
DAY**

*Pin is not in line with hole.*



**CLOSED  
NIGHT**

### Trouble shooting

- Unit will not operate in any mode:
  - ♦ Unit unplugged? Plug in unit.
  - ♦ Breaker has tripped-reset breaker
- Mix or water leaking from drain tube to drip tray:
  - ♦ Damaged beater shaft seal or installed improperly
  - ♦ Replace cup seals on washer, Install properly
- Mix leaking at dispensing head:
  - ♦ Faulty o-ring
  - ♦ Replace o-ring
  - ♦ Head not properly installed
  - ♦ Install head properly, replace o-ring if pinched
- Dispensed Product is too warm or too cold:
  - ♦ Ensure mix feed tube is in the correct position
- No product being dispensed:
  - ♦ Ensure mix feed tube is in the correct position
  - ♦ Fill mix hopper
- Freezer runs continually:
  - ♦ Ensure plunger is closed completely.



# Equipment

## Soda Machine Procedures

### Carbonation

- Is the CO2 tank turned on fully, and is the tank full?
- Is the carbonator pump connected?
- Is the Pump Deck plugged in?
- Is there a blinking red light activated on the pump deck? If so, please unplug the Pump Deck. Let it sit for one minute, and plug the Pump Deck back in.

### Refrigeration

- Drink must be cold (32 to 40 degrees F.) without ice.
- Ice in full contact with cold plate and bin at least 1/3 full?
- Ice chunks broken in small cubes?
- Ice bin clean and draining properly?

### Sensation

- Taste each brand without ice every morning, before serving Guests.
- Free from off taste and odor?
- Water to syrup ratio taste ok?
- Is the water supply turned on?
- Are the water lines flowing and unblocked?
- Is the current date earlier than the water filter expiration date?

### Rotation

- For optimum freshness, always use syrup by “Enjoy By Date” listed on Bag-in-Box (BIB) container. (Rotate stock, using the FIFO method of rotation).
- Are the BIB containers full and properly connected?

### Presentation

- Nozzles, diffusers, levers, drip tray, drain and inside of ice bin are all cleaned nightly with warm water and approved sanitizer.
- Do not use bleach/unapproved chemicals.
- Do not leave nozzles, diffusers soaking overnight.

### Replacing Small Parts

- If you need to replace the parts listed below please call 1-800-241-COKE (2653):
  - ♦ LEV 3.0 Diffuser Part #28369
  - ♦ LEV 3.0 Nozzle w/Yellow Ring Part #28545
  - ♦ LEV Valve Top Cover Part #23984
  - ♦ LEV Front Cover Part #21432
  - ♦ MVU Nozzle Part #117030
  - ♦ MVU Merchandiser Sticker Part #118690
  - ♦ Thermometer Part #17610
  - ♦ Nozzle Brush Part #16586
  - ♦ Nozzle Wrench Part #11354
  - ♦ National Service 800 Sticker Part #14385 (English) Part #19672 (Spanish)
  - ♦ Line Label Part #14802
  - ♦ MVU Valve Labels Part #117050

# Equipment

## Soda Machine Procedures

### Operating Instructions

#### Operating Instructions

#### Instrucciones de Operación

##### Dispense a Beverage

Position cup under nozzle  
Select a beverage brand **1**  
Select a Size **2**

##### Dispense Water

Position cup under nozzle  
Select the Water Button **3**  
Select a Size **2**

##### Top-Off Beverage

Select pour/cancel  
button **4** within  
10 seconds of  
dispensing drink.

##### OOPS!

To cancel selection before pouring  
Re-select beverage brand  
(light will go out.)  
To Cancel selection while pouring  
Select Pour/Cancel Button **4**

##### Lights

An LED Light will come on  
when buttons are activated.



##### Surtir una bebida

Coloca el vaso debajo  
de la boquilla  
Elige una bebida **1**  
Elige un tamaño **2**

##### Surtir agua

Coloca el vaso debajo  
de la boquilla  
Elige el botón del agua (Water) **3**  
Elige un tamaño **2**

##### Llenar el vaso hasta arriba

Elige el botón de servir/cancelar **4**  
dentro de los 10 segundos después  
de empezar a surtir la bebida.

##### ¿TE EQUIVOCASTE?

Para cancelar la selección antes de surtirla,  
vuelve a elegir la bebida (la luz se apagará).  
Para cancelar la selección al estar surtiéndola,  
elige el botón servir/cancelar **4**

##### Luces

Una luz LED indicadora se encenderá  
cuando un botón sea activado.

*Coca-Cola*  
**Bevariety Station**  
Estación de Variedad de Bebidas Coca-Cola®

# Food Safety

## Overview



## Desired Result

- To identify the importance of food safety and your role in providing Guests with food that is good and safe to eat.
- To review the environment and conditions that allow food safety problems to exist.
- Failure to comply with the following food safety standards could result in serious consequences for your restaurant, as well as put Checkers®/Rally's® in an unfavorable position of liability.



## Quick Reference

- All potentially hazardous foods must be maintained at 41 degrees F. or below, and above 135 degrees F.
- Cooled foods must be reheated to a minimum of 165 degrees F. within 2 hours.
- Local regulatory agency guidelines (if more strict) supersede state, federal and Checkers®/Rally's® food safety.
- To minimize the possibility of contaminating ready-to-eat food items, primary food handlers must wear disposable gloves for all raw vegetables prep, and sandwich preparation.
- All employees must observe the approved hand washing procedure.
- The thermometer kit should be used daily to check both equipment and product temperature.
- All foodborne illness incidents must be reported, call Wells Fargo Insurance Services at 1.800.282.0467 by the end of your shift (Company restaurants).
- Never admit that Checkers®/Rally's® is liable or responsible for any accident or incident that occurs in your restaurant.
- NOTE: Local regulations may be more strict than the information provided in this section. If this is the case, you need to follow your local regulations. Check with your local regulatory agencies about guidelines to be used in your restaurant.

# Food Safety

## Overview



### Tools & Supplies

- Hand soap
- Paper towels
- Cut-resistant gloves
- Disposable gloves
- Approved first aid kit
- Digital thermometer



### Health & Safety

- To minimize the possibility of cross-contamination and health hazards, wash hands before reporting to position and after changing job tasks in the restaurant.
- All positions must wear disposable gloves over band aids, or bandages while working with foods.
- All open cuts, sores or scratches must be antiseptically bandaged.
- Wear cut resistant gloves, with plastic gloves over them, when using any type of knife, onion slicer, or the Tomato slicer.

## Importance Of Food Safety

### To Guests

- Our Guests expect and deserve to be served good, safe food in clean surroundings by pleasant people.
- As a Manager, you are responsible for exceeding our Guests' expectations by directing a number of activities, from: including employee training, purchasing, preparation and service of food.
- It is easy to assume that your Restaurant will serve good, safe food in a clean environment by a friendly crew.
- It is more challenging to ensure that these good intentions are backed up by a sound and thorough understanding of food safety policies and procedures.

### To Checkers®/ Rally's®

- Consumer awareness of food safety and sanitation has increased steadily over the last several years.
- This heightened awareness has aided in the reinforcement of federal, state and local health regulations.
- The enclosed guidelines and tools provide the necessary information to ensure compliance to regulatory requirements.
- As mentioned, local regulations may be more strict than the information presented in this section. If this is true, follow your local regulations.

# Food Safety

## Importance of food safety

### To Your Restaurant and Co-Workers

- While food safety has always been a concern to the restaurant industry, the number of foodborne illnesses attributed to the food service industry is still significant.
- The shortage of trained food service employees makes the following safe food practices even more challenging.
- Do not assume that your employees know as much about proper personal and food hygiene as you do. Neither can you count on the government health inspections to ensure a safe food operation.
- The information contained within this section should be used as a tool to help you manage and train your employees to ensure an excellent level of sanitation and food safety.

## Food contamination & Foodborne illness

### Definition

- Food becomes contaminated when harmful living organisms called pathogens are present in the food.
- There are three categories of hazards responsible for outbreaks of foodborne illnesses:
  - ♦ Biological Hazards: Harmful bacteria, viruses or parasites.
  - ♦ Chemical Hazards: Harmful substances (i.e., cleaning solutions).
  - ♦ Physical Hazards: Foreign particles (i.e. glass or metal).
- Although chemical and physical hazards are dangerous, biological hazards represent the more widespread problem in restaurants.

### Bacteria and Micro-Organisms

- There are six conditions that bacteria require in order to grow, they are:
  - ♦ Food
  - ♦ Acidity (slightly acidic to neutral conditions)
  - ♦ Time
  - ♦ Temperature Danger Zone:
    - Requires that all potentially hazardous food be kept at an internal temperature below 41 degrees F., or above 135 degrees F., during transport, storage, handling, preparation, display and serving. These foods cannot remain at temperatures in the temperature danger zone for more than a total of four hours.
  - ♦ Oxygen
  - ♦ Moisture

# Food Safety

## Food contamination & Foodborne illness

### Barriers which Slow Bacterial Growth One

- There are four barriers which help reduce the opportunity for bacterial growth. Checkers®/Rally's® preparation and handling procedures are designed with these barriers in mind.
- Temperature level of refrigerated raw ingredients: Prior to the preparation, the temperature of these items should be at or below 41 degrees F.

### Two

- Person and equipment preparing food: Proper hand washing, as well as clean and sanitized utensils, reduce the risk of food becoming contaminated during preparation.

### Three

- Adjustment of pH, or acidity of the product.

### Four

- Serving time and temperature: All potentially hazardous foods must be maintained at 41 degrees F., or below, OR 135 degrees F., or above. Serving time exposure to temperature danger zone must be limited to four hours or less.
- Proper execution of these procedures will help to prevent food contamination and bacterial growth in your Restaurant.

### Foodborne Illness

- Foodborne illness, often mistakenly called food poisoning, is a disease which is carried or transmitted to human beings by food.
- Some of the more common types of foodborne illness which can occur from food consumed in a restaurant include:
  - ♦ Salmonella
  - ♦ Staphylococcus (Staph)
  - ♦ Hepatitis A
  - ♦ E. Coli 0157:H7
  - ♦ Clostridium Perfringens
- Many foodborne illness cases (a potentially serious threat to public health) are dismissed by Guests as a 24 hour flu and go unreported.
- Very low numbers of bacteria can produce foodborne illness.
- Temperature ranges from 41 degrees F. to 135 degrees F. can permit the growth of foodborne illness bacteria. This range is often termed the "temperature danger zone".
- Foods which contain foodborne illness-causing bacteria can taste and smell normal.

# Food Safety

## HOW WE PREPARE



### Most Frequent Causes of Foodborne Illness

- The most frequent causes of foodborne illness in the food service industry (including Checkers®/Rally's® restaurants):
  - ♦ Failure to properly refrigerate food at 41 degrees F or below.
  - ♦ Failure to adequately reheat foods to 165 degrees F or above within 2 hours.
  - ♦ Employees who do not practice good personal hygiene, employees who have exposed cuts; employees who are sneezing or coughing.
  - ♦ Incorporating raw, contaminated ingredients into foods that receive no further cooking.
  - ♦ Cross-contamination of cooked food with raw food, usually through the use of common utensils or equipment.
  - ♦ Improper washing or not washing hands prior to handling foods.

## Preventive Procedures To Avoid Foodborne Illness

### Hand Washing Procedure

- Current Health Inspection should be posted in the Restaurant.
- Hands are the most common carriers of viruses and bacteria.
- Clean hands are vital for preparing and serving food that is free of contamination and safe to eat.
- At Checkers®/Rally's®, you should always wash your hands:
  - ♦ Before you report to position.
  - ♦ Before handling raw meat and produce.
  - ♦ After you handle raw meat, chicken, trash or money.
  - ♦ After use of restroom or telephone.
  - ♦ After eating, sneezing, coughing or smoking.
  - ♦ Anytime you have left your position or gone off-line to the backroom.
- The the approved hand washing procedure that must be completed at the sink designated for hand washing in your Restaurant is:
  - ♦ **Make sure the sink area is properly stocked with soap and paper towels.**
  - ♦ **Turn on the water, making it as warm as possible without being uncomfortable (at least 100 degrees F.), and let it run over your hands.**

# Food Safety

## Preventive Procedures To Avoid Foodborne Illness

### Hand Washing Procedure

- ♦ Using soap, lather your hands up and past your wrists. Scrub between your fingers and around your nails making sure to remove all soil and dirt.
- ♦ Rub one hand against the other in a rotating motion using friction for about 20 seconds. This gives the soap time to kill germs.
- ♦ Rinse your hands thoroughly under the warm running water to remove all soap.
- ♦ Dry your hands using clean paper towels (or a hot air dryer).
- ♦ Avoid touching anything that might re-contaminate your hands (such as wiping them on your apron).
- All open cuts, sores, scratches must be bandaged.
- Disposable gloves must be worn over band aids or bandages if you have a cut or open sore.
- Turn off water with paper towel.

### Personal Hygiene Requirements

- Keep your fingernails clean and trimmed. Do not wear nail polish or false finger nails.
- Do not dry your hands on aprons or other clothing. Also, remove your apron prior to using the restroom.
- Disposable gloves are not a substitute for hand washing. Apply gloves only after correctly washing your hands.
- Avoid wearing jewelry. It can collect soil, fall into food, or catch on a hot or sharp object (excluding plain bands - ring)
- Keep your uniform clean (including apron).
- Wear proper hair restraint to keep hair back out of your face and away from food.
- Good personal hygiene also includes: Bathing daily, not sneezing or coughing near food.
- For additional reference on uniform and hygiene standards, refer to Checkers®/Rally's® dress policy in Employee Handbook.
- All employees must eat, drink, or smoke in designated areas only.
- No employee affected by a communicable disease, boils, sores or infected wounds may handle food.
- No employee diagnosed with a foodborne illness may work and can only return to work with a release from a doctor.
- Individuals wearing disposable gloves must wash hands before putting on proper sized gloves.
- To minimize the possibility of contaminating ready-to-eat food items, disposable gloves must be worn by primary food handlers.



# Food Safety

## Preventive Procedures To Avoid Foodborne Illness

### Personal Hygiene Requirements

- Food handlers are those whose primary responsibility is to handle food items which are ready-to-eat or which will receive no further cooking.
- If disposable gloves become soiled, contaminated or torn they must be replaced. Wash hands and put on new gloves.
- Disposable gloves should be changed, hands washed and new gloves used when changing work stations.
- Sandwich & Prep - Correctly wash hands and replace gloves before returning to position.

### Equipment Temperatures

- Every restaurant must have HOT (130 degree minimum) and COLD water that works at each sink at all times.
- The thermometer kit contains a digital thermometer and probes.
- This kit is to be used on a daily basis to check both equipment and product temperatures, and record on Daily Temperature Tracking Form.

### How to use the Grill Probe

- Multiple temperature checks are required to get an accurate measurement of the Grill temperature.
- Place the Grill probe onto the Grill in each zone (front, middle, back).
- The Grill must be clean with no protein build-up.
- The temperature will stabilize within 5 to 10 seconds.
- After each use, clean Grill probe.

### Food Safety Expectations

- Gloves MUST be stored at the hand sinks in glove holders. Please have glove holders at each hand sink. Gloves cannot be staged on the sandwich line or in other areas in the restaurant.
- All team members must be in compliance with State and local food safety license and permit requirements.
- Only approved chemicals are allowed in the restaurant. Material Safety Data Sheets must be available and updated in the Hazard Communication Binder (yellow) and the Training Log should be updated annually. Bleach is not an approved chemical and not permitted in the restaurant.
- All managers should have valid ServSafe certificates posted in the restaurant.
- Temperature Tracking Log must be completed twice with signatures daily. Any corrective actions must be remedied with critical issues escalated immediately.

# Food Safety

## Steps To Take If Foodborne Illness Occurs

### These Steps Apply to Company- Owned Restaurants Only

- To report any Guest injury or illness, call Wells Fargo Insurance Service at 1.800.282.0467 by the end of your shift.
- Information needed to report a general liability claim:
  - ♦ Restaurant number and name of the Manager on duty at time of incident.
  - ♦ Guest's name, address, home and work phone number.
  - ♦ Date, time and descriptions of the incident.
  - ♦ Witnesses' names, addresses and telephone numbers and any information known about emergency medical services or lawyers.
  - ♦ If a product was involved, the name, address and phone number of the supplier.
  - ♦ Additionally, obtain as much information as possible off the packaging or container of the product involved.
- Remember, in dealing with Guest claims:
  - ♦ If the Guest appears to be severely injured, obtain emergency assistance immediately.
  - ♦ Be polite and helpful and assure the Guest that the damage/accident/illness will be reported to the insurance carrier immediately.
  - ♦ Do not specifically admit that Checkers®/Rally's® is responsible for the incident or will pay for damages. Explain that the insurance company will be calling the Guest within a few days to investigate the incident.
  - ♦ If the accident involved a food product, make every effort to obtain the object.
  - ♦ Never discuss any aspect of Guest-related claims with anyone other than a representative of Checkers®/Rally's® or our insurance carrier.
- For additional information regarding food safety, you may find the ServSafe "Serving Safe Food" manual helpful in explaining food safety in a more practical manner.
- For additional information on claims reporting, refer to the Human Resources Yellow Flip Chart.

# Holding Cabinets

## Hot Hold Cabinet

Top Drawer

Chicken Bites (newest)	Chicken Bites (oldest)
Fish (newest)	Fish (oldest)
Wings (newest)	Wings (oldest)

Rotation

Bottom Drawer

Chicken Bites (newest)	Chicken Bites (oldest)
Big Chicken (newest)	Big Chicken (oldest)
Spicy Chicken (newest)	Spicy Chicken (oldest)

Rotation

## Holding Cabinets

Carter Hoffmann Crisp N' Hold Hot Hold Cabinet

**Spicy Chicken**  
90 Minutes

**Wings**  
90 Minutes

**Chicken Strips**  
90 Minutes

**Fish**  
90 Minutes

**Big Chicken**  
90 Minutes

**Chicken Bites**  
45 Minutes

# Sandwich Stations Set-up

## Sandwich Stations Set up OVERVIEW



### Set Up

- Use the illustrations as a guide to setting up the Sandwich Stations and Steamtable Layouts.
- Since there are some sandwich stations larger than others, the recommendations provided can be used as a guideline.
- The rule of thumb is to establish the order of the condiments on the line to flow in the same order that they are placed on the highest mixing sandwiches.
- Water well temperature should be 185 degrees F. +/- 5 degrees F. with water levels maintained at a level where a 6 inch deep pan is submerged no more than 1/2 inch.

# Sandwich Stations

## Centerline Sandwich Station

Ketchup, Mustard, Ranch Sauce and BBQ 1/3 x 6 inch pan	
Tartar Sauce (on ice) 1/6 x 4 inch pan	Tartar Sauce (on ice) 1/6 x 4 inch pan
Diced Onions 1/6 x 4 inch pan	Diced Onions 1/6 x 4 inch pan
American Cheese    Swiss Cheese    American Cheese 1/3 x 4 inch pan (on ice) (False Bottom)	
Mayonnaise (on ice) 2 - 1/6 x 4 inch pans	
Pickles 1/3 x 4 inch pan	
Sliced Onions (Rings) 1/3 x 4 inch pan	
Shredded Lettuce 1/3 x 6 inch pan	
Tomatoes (false bottom) 1/2 x 4 inch pan	
Kids Meal Bags and Premiums	

Front of Restaurant

# Sandwich Stations

## Splitline Sandwich Station

Front of Restaurant

Drivers Side Sandwich Board 3 x 5				
American* Cheese (on ice) 1/6 x 6"	Tomatoes (false bottom) 1/3 x 6"		Mayonnaise backup (on ice) 1/6 x 6"	Backup Ranch Ketchup Mustard BBQ
Swiss Cheese* (on ice) 1/6 x 6"	Lettuce 1/3 x 6"		Bottles Ranch Ketchup Mustard BBQ	Tartar Sauce (on ice) 1/6 x 6"
American Cheese* (on ice) 1/6 x 6"	Diced Onions 1/6 x 6"	Ring Onions 1/6 x 6"	Pickles 1/6 x 6"	Mayonnaise (on ice) 1/6 x 6"

## Passenger Side Sandwich Board 3 x 5

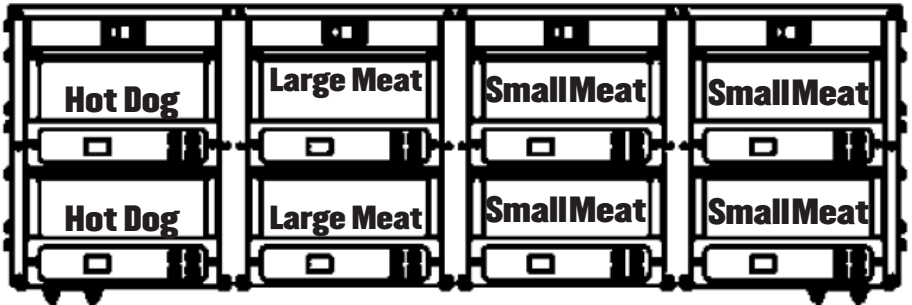
Backup Ranch Ketchup Mustard BBQ	Mayonnaise backup (on ice) 1/6 x 6"	Tomatoes (false bottom) 1/3 x 6"		American Cheese* (on ice) 1/6 x 6"
Tartar Sauce (on ice) 1/6 x 6"	Bottles Ranch Ketchup Mustard BBQ	Lettuce 1/3 x 6"		Swiss Cheese* (on ice) 1/6 x 6"
Mayonnaise (on ice) 1/6 x 6"	Pickles 1/6 x 6"	Ring Onions 1/6 x 6"	Diced Onions 1/6 x 6"	American Cheese* (on ice) 1/6 x 6"

Front of Restaurant

\*False bottoms are required

## Centerline Sandwich Station

Hot Dogs (false bottoms with water up to false bottom)	Large Meat	Small Meat	Small Meat
--	------------	------------	------------



Temp is 185° F  
Hold Time  
2 hours

Temp is 185° F  
Hold Time  
25 min.

Temp is 185° F  
Hold Time  
20 min.

Temp is 185° F  
Hold Time  
20 min.

Back of restaurant

Front of restaurant

**\* Please note:** All meat pans do NOT have false bottoms. Hot Dog (and Grilled Chicken) pans have false bottoms with water up to the false bottom.

**\*\*Grilled Chicken would replace one of the meat cavities.**

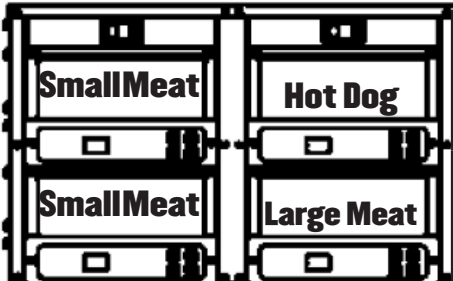


# PHU Holding Cabinet Set-up

## Splitline Sandwich Station

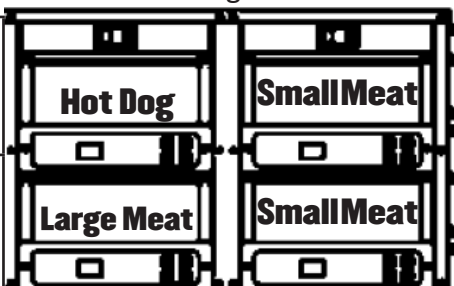
### Front of Restaurant

#### Drivers Side

Small Meat** Temp is 185° F Hold Time 20 min.		Hot Dogs* 185° F/2 hrs.
Small Meat Temp is 185° F Hold Time 20 min.		Large Meat** Temp is 185° F Hold Time 25 min.

### Front of Restaurant

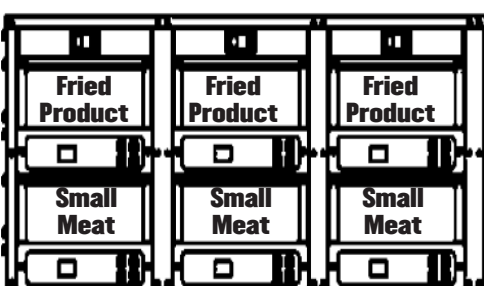
#### Passenger Side

Hot Dogs* 185° F/2 hrs.		Small Meat Temp is 185° F Hold Time 20 min.
Large Meat Temp is 185° F Hold Time 25 min.		Small Meat Temp is 185° F Hold Time 20 min.

\* **Please note:** All meat pans do NOT have false bottoms. Hot Dog (and Grilled Chicken) pans have false bottoms with water up to the false bottom.

\*\*Grilled Chicken would replace one of the meat cavities.

### Fried Product PHU

Fried product Temp is 185° F Hold Time 20 min.		Fried product Temp is 185° F Hold Time 20 min.
Small Meat Temp is 185° F Hold Time 20 min.		Small Meat Temp is 185° F Hold Time 20 min.

# Steamtable Stations

## Centerline Station

**Front of Restaurant**

Driver Side Steamtable		
Chili Meat 1/3 x 6 inch pan (with lid)	Grilled Onions 1/6 x 4 inch pan (with tongs & no lid)	Onion Tanglers® 1/6 x 6 inch pan (with tongs & no lid)
	Chili 1/6 x 6 inch (with lid & 1 ounce ladle)	Cheddar Cheese Sauce 1/6 x 4 inch pan (with lid & 1/2 ounce ladle)

Passenger Side Steamtable		
Grilled Onions 1/6 x 4 inch pan (with tongs & no lid)	Bacon Chips 1/6 x 4 inch pan (with 1/2 oz. ladle & no lid)	Chili Meat 1/3 x 6 inch pan (with lid)
Cheddar Cheese Sauce 1/6 x 4 inch pan (with lid & 1/2 ounce ladle)	Chili 1/6 x 6 inch (with lid & 1 ounce ladle)	

**Front of Restaurant**

# Steamtable Stations

## Splitline Stations

**Front of Restaurant**

**Driver Side**

Onion Tangles® 1/6 x 6 inch pan (with tongs & no lid)	Grilled Onions 1/6 x 4" (with tongs - no lid)
Cheddar Cheese Sauce 1/6 x 4" (with lid and 1/2 oz. ladle)	Chili 1/6 x 6" (with lid and 1 oz. ladle)
Chili meat 1/3 x 6" (with lid)	

**Passenger Side**

Bacon Chips 1/6 x 4" (with 1/2 oz. ladle no lid)	Grilled Onions 1/6 x 4" (with tongs - no lid)
Cheddar Cheese Sauce 1/6 x 4" (with lid and 1/2 oz. ladle)	Chili 1/6 x 6" (with lid and 1 oz. ladle)
Chili meat 1/3 x 6" (with lid)	

**Front of Restaurant**



## OVERVIEW



### Desired Result

- To follow prescribed methods so that we prepare safe, high quality food for each of our Guests.



### Quick Reference

- Always follow the Sanitary Food Handling Procedures.
- Use fresh, high quality ingredients.
- Follow the Equipment Safety Procedures.
- When using recipes, do not deviate, as it will compromise the flavor.
- Keep area clean, neat and organized.



### Tools & Supplies

- Tomato Slicer
- Knife
- Fryers
- Sandwich Station
- Drink Station
- Cut Resistant Glove
- Thermometers
- Fry and Pie Basket
- Stainless Steel Pans
- 1/2 ounce and 1 ounce ladles
- Tomato Corer
- Grill
- Tongs
- Coolers
- Onion Slicer
- Warming Units
- Steamtable
- Freezers
- Shake Station
- Grill Spatulas



### Health & Safety

- Wash hands before reporting to position and after changing job tasks in the restaurant to avoid cross-contamination and health hazards.
- Avoid restaurant injuries by cleaning up spills immediately.
- If wearing band aid or bandages, disposable gloves must be worn .
- Do not use broken or defective equipment.
- Properly wash and sanitize all utensils, cutting boards, slicers and containers used for cut produce. Keep ready-to-eat items separate.
- After produce is washed, it must be handled as any other ready-to-eat food item. Gloves should be worn while prepping produce.

## Responsibilities

### Primary

- Proper Preparation
  - ♦ Always follow Sanitary Food Handling Procedures
  - ♦ Follow the Opening Flow Checklist
  - ♦ Use fresh, high quality ingredients
  - ♦ Always follow Equipment Safety Procedures
- Proper Portioning
  - ♦ Follow recipes exactly
  - ♦ Use correct portion utensils
- Proper Presentation
  - ♦ All product meets Standard Specification
  - ♦ Proper storage temperatures maintained
  - ♦ All products are labeled, dated with expiration date and rotated
- Cleanliness
  - ♦ Hands and surfaces clean and sanitized
  - ♦ Area neat, clean, stocked and organized

### Before Preparation

- Ensure hands are washed correctly.
- Put on gloves.
- All work surfaces need to be cleaned and sanitized before and after using.

### Organizing

- Organize all of the items to be used in the prep procedure (i.e. food products, smallwares, etc.) before you begin to prepare each item.
- Prep only one item at a time.
- Clean as you go. By following this procedure, spills are wiped up as they occur. Utensils should also be washed, rinsed, and sanitized after each use then properly stored. This method reduces the time needed for clean up.
- All work areas and utensils need to be cleaned and sanitized in between prepping different items.

## HOW WE PREPARE

### Foods

- Shredded Lettuce
- Tomatoes
- Red Onions
- Diced onions
- Grilled Onions
- Pickles
- Mayonnaise
- Condiments Bottles: Ketchup, Mustard, BBQ Sauce, Honey Mustard, Ranch
- Chili
- Cheese Sliced
- Cheddar Cheese Sauce
- Bacon (sliced)
- Bacon Chips
- Grilled Chicken
- Hot Dogs
- Tartar Sauce
- Cinnamon Apple Pies

## HOW WE PREPARE



### Thermometer Calibration

- Stem Thermometer:
  - ♦ Fill a 12 ounce cup with ice and water and stir until thoroughly chilled.
  - ♦ Place the thermometer in the ice water resting the top end on the edge of the cup.
  - ♦ After 30 seconds, the thermometer should read 32 degrees F.
  - ♦ If not, use a pair of pliers and securely grasp the SET NUT underneath the top of the thermometer.
  - ♦ Holding the pliers (around the set nut) in one hand, turn the top of the thermometer until the needle reaches 32 degrees F.
  - ♦ Occasionally, the top of the thermometer cannot be turned with just your hand, you may have to use another set of pliers. BE CAREFUL not to damage the thermometer.
- Digital Thermometer:
  - ♦ Fill a 12 ounce cup with ice and water and stir until thoroughly chilled.
  - ♦ Place the needle probe of the thermometer in the ice water ensuring it does not touch the bottom of the cup (this would cause an inaccurate reading).
  - ♦ After a minute, the thermometer should read 32 degrees F.
  - ♦ If it does not, and if the temperature is within +/- 5 degrees F., note the temperature variance and adjust your temperature readings accordingly. For example, the temperature noted during calibration was +5 degrees F., making the thermometer 37 degrees F.
  - ♦ If the temperature noted during calibration is greater than +/- 5 degrees F., the thermometer should be sent to the manufacturer to be repaired.

## Responsibilities

### Day Labels

- Day Labels (daydots) should be used to properly date your products.
- Labels can be purchased through:
  - ♦ Wasserstrom
  - ♦ Check with your distribution center on availability



# Quality Assurance

## Checkers®/Rally's® Sanitation Guidelines



### Desired Result

- Provide industry best practices in Food Safety and Sanitation to promote the “Wow” Guest experience. The tools and guidelines in this section provide industry best practices to comply with state and local regulatory agencies.

### A Note About the Sanitation Guidelines

- The Manager in charge should read and understand the sanitation guidelines and self-inspection.
- The information contained in these guidelines should be used as a tool in management and training to ensure an excellent level of sanitation and food safety.
- NOTE: Local regulations may be more strict than the information provided in this section. If this is the case, you need to follow your local regulations. Check with your local regulatory agencies about guidelines to be used in your restaurant.

### Pest Elimination

- Restaurants must contract with a Checkers®/Rally's® approved Pest Elimination Company.
- Maintain the restaurant in a clean condition with food and non-food items stored off the floor.
- Trash should be thrown away in dumpsters and trash cans to avoid attracting unwanted pests.
- Secure all doors and windows when not in use.
- Conduct regular self inspections.
- Contact approved Pest Elimination Company at the first site of rodent and insect activity.
- Holes, cracks, openings around pipes and doors seals should be sealed to prevent entry of rodents and insects.
- Ceiling panels and light shields should be removed, cleaned and inspected on a regular basis.
- A log must be maintained and contain: the Pest Elimination License#, applicator ID's and License, MSDS sheets, activity log and any corrective action reports.
- NOTE: To maintain a sound, pest-free restaurant it takes effort. A good maintenance program, proper employee training and a good sanitation program will deter pests.

# Quality Assurance

## Checkers®/Rally's® Sanitation Guidelines

### Employee Hygiene/ Employee Practices:

- The FDA Food Code has identified pathogens and symptoms that would restrict or exclude an employee from working. Known as the “Big Five”, each Manager should know what the signs and symptoms of each are. The “Big Five” are:
  - ♦ Norovirus
  - ♦ Hepatitis A virus
  - ♦ Shigella spp.
  - ♦ Enterohemorrhagic or Shiga Toxin-Producing Escherichia Coli
  - ♦ Salmonella Typhi
- No employee that has been affected by a communicable disease, carrier of disease or has boils, sores or infected wounds shall work where foods are processed and a possibility of contamination likely.
- Employees should wash hands:
  - ♦ When entering a food preparation area
  - ♦ Before putting on clean, single-use gloves for working with food and between glove changes;
  - ♦ Before engaging in food preparation;
  - ♦ Before handling clean equipment and serving utensils;
  - ♦ When changing tasks and switching between handling raw foods and working with ready-to-eat (RTE) foods;
  - ♦ After handling soiled dishes, equipment, or utensils;
  - ♦ After touching bare human body parts, for example, parts other than clean hands and clean, exposed portions of arms;
  - ♦ After using the restroom;
  - ♦ After coughing, sneezing, blowing the nose, using tobacco, eating, or drinking.
- Employees should wear clean uniforms, caps, visors, hairnets, or other effective hair restraints.
- Employees may only eat or drink in designated areas.
- Disposable gloves will be worn over band aids, bandages or while working with ready to eat foods.

# Quality Assurance

## Checkers®/Rally's® Sanitation Guidelines

### Equipment

- All single use containers (cups and lids) should be stored inverted, covered or kept in their sleeve while being stored to protect against contamination.
- The cup and dispensers should be in good condition and clean.
- No cups or lids should be stored directly on a counter or shelf, they should all be stored in holders ready for use.
- The drink cup dispensers should not be overloaded.
- Counters and shelving areas should be kept clean and free of unessential material, including personal belongings, foods or beverages.
- The shake machine should be sanitized prior to adding shake mix for the first time each day.
- The lid and gasket should be tight fitting to protect the shake mix during operation.
- Each restaurant should have a full set of shake machine cleaning brushes and they should be stored correctly.
- Each night the drink station nozzles, heads and arms should be cleaned with hot water.
- DO NOT soak the nozzles in sanitizer overnight. Soaking in hot water is OK.
- The ice scoop should be stored handle up in the ice or in a separate holder so the handle does not come in contact with ice.
- DO NOT scoop the ice with cups.

# Quality Assurance

## Checkers®/Rally's® Sanitation Guidelines

### Equipment

- The ice bin should be clean and free of mold and should be sanitized after cleaning.
- No food or bottles should be stored in the ice bin.
- All foods in the reach-ins should be covered to protect them.
- Potentially hazardous foods must be stored below 41 and above 135.
- Temperatures should be taken and recorded in the Temperature Tracking Log in the Checklist book. These should be completed in Dayparts 1 and 4. Corrective action should be taken as needed and recorded in the checklist book.
- All reach-ins should be maintained in a clean condition, including door seals and shelves and equipped with a accurate thermometer.
- All pans and lids should be kept in good repair, free of cracks or bent edges.
- All product utensils on the sandwich station should be kept in the product (scoops, spatulas, etc.).
- Sanitized water with proper concentration (200ppm) and towels should be kept at the sandwich station and changed when the water looks dirty or the concentration falls below 200ppm.
- The bun toaster should be cleaned and properly maintained. It should also be taken apart and cleaned internally at close, including wiping the Teflon sheet with a sanitized cloth.
- PHUs should be cleaned and maintained properly. The PHUs should be set and maintain 185 degrees F. Every 4 hours the pans should be cleaned and sanitized and also at close. Lids must be removed, cleaned, sanitized and reinstalled each night.
- Handwashing stations should be clean, properly stocked and in good repair.
- Chemicals shall not be stored with food or paper products.
- Fryer vats, heating elements or lamps, and fry tools and baskets shall be in good repair and kept clean.
- Cook timers for Grill and fry stations should be kept clean and in good repair including power cord if exposed.
- Fry bags, boxes and wing containers should be stored in a clean area.

# Quality Assurance

## Checkers®/Rally's® Sanitation Guidelines

### Equipment

- Floors should be in good condition and clean, special attention should be paid to floors under equipment.
- All hoods, filter and grease traps should be maintained and kept clean.
- Hold times for all food items must be monitored and food items that expire need to be added to the waste container.
- All employees must correctly wash their hands when required and all sandwich makers and others that are handling ready-to-eat food need to be wearing disposable gloves.
- Ceiling panels and vent covers should be in good condition and clean.
- All ceiling lights should have light covers. Light covers that are broken or cracked are not acceptable.
- Walls should be clean and in good condition. Any cracks, holes or seams should be filled or closed.
- All single service items (cups, lids, etc) should be stored inverted and kept covered or in the plastic sleeve to protect against contamination.
- Cup and lid dispensers should be kept clean and in good repair and not overloaded.
- Soda machine and the fill nozzles should be clean and sanitized nightly to prevent mold and syrup build up (do not soak in sanitizer).
- An approved ice scoop should be used and stored with the handle up or in a manner to prevent contamination from hands.
- Only approved ice scoops should be used to scoop ice. Cups are not an approved ice scoop.
- Food, soda bottles, employee foods or any other items should not be stored in soda machine ice bins.
- Ice bins should be cleaned and sanitized to prevent mold growth.
- The shake machine should be cleaned and sanitized nightly to prevent a buildup of old product, dirt and microbial growth.
- Electro Freeze machines should be sanitized twice a week. (Unless otherwise required by your local authority.)
- Counters, shelves, and storage areas should be kept clean and free from employee belongings.
- Prep coolers should be maintained, clean and in good repair. This includes doors, door seals, fan guards, metal racks, and walls. The temperature should be maintained at 38 degrees F +/- 2 degrees F.

# Quality Assurance

## Checkers®/Rally's® Sanitation Guidelines

### Equipment

- Food stored in the sandwich prep coolers should be kept covered and protected from contamination.
- Metal pans, ladles, utensils and other food prep items should be kept clean, in good repair and free from damage.
- Utensils that are being used should be stored in foods, not in water or sanitizer.
- Utensils that are not being used should be stored in a manner that prevents contamination.
- Blue disposable wiping cloths are used to clean and pink disposable wiping cloths are used to sanitize. The wiping cloths should be stored in the designated plastic buckets (red, green) filled with an approved sanitizer (red) or cleaning solution (green).
- Bun toaster ovens should be clean and maintained in good repair.
- PHUs and hot holding cabinets should be clean, maintain proper holding temperatures and maintained in good repair.
- Fryers, heating elements, and fry baskets should be clean and maintained in good repair.
- Hand soap and single use paper towels should be maintained at hand wash stations at all times.
- Chemicals should be properly labeled and stored away from foods and food containers.
- Heat lamps should be clean and maintained in good repair.
- Fry bags, cartons, boxes and foam wing containers should be stored in a manner to prevent contamination.
- Floors, walls, light shields and ceiling panels should be kept clean and in good repair.
- Ventilation hoods should be kept clean and in good repair.
- Food, food contact surfaces (cutting boards) and utensils may not be stored under hand sinks or in the three compartment sink.

# Quality Assurance

## Checkers®/Rally's® Sanitation Guidelines

### Walk-In Freezer

- Doors, door seals, walls, storage racks, ceiling and ceiling freezer units should be kept clean and in good repair. These areas should be free of peeling rust, corrosion, and leaks.
- Excess ice build-up should be cleaned and removed.
- Foods must be stored at least six inches off the floor on the shelves or racks.
- Foods must be covered in a manner to protect against contamination.
- Walk in freezers should maintain ambient temperature of 0 to - 10 degrees F. An accurate thermometer should be stored in warmest section of the freezer.
- Lights should be kept covered and protected against breakage.
- Frozen foods should be stored in the appropriate manner to prevent product damage.
- Frozen Chili meat should be stored and labeled with the appropriate "USE by Date".

### Walk-In Cooler

- Doors, door seals, walls, storage racks, ceiling and ceiling cooling units should be kept clean and in good repair. These areas should be free of peeling rust, corrosion, dripping condensation and an accumulation of mold.
- Foods must be stored at least six inches off the floor on the shelves or racks.
- Foods must be covered in a manner to protect against contamination.
- Thawing meats must be stored on a bottom shelf below ready to eat foods.
- Walk in coolers should maintain ambient temperature of 38 degrees F. +/- 2 degrees F. An accurate thermometer should be stored in warmest section of the cooler.
- Lights should be kept covered and protected against breakage.
- All prepped food items should be marked with the appropriate "USE BY DATE" and rotated using a "First in First out" policy.
- Onion containers shall be clean, free from mold and kept in good repair.
- Shake re-run should be stored in a clean container with a lid.
- Lettuce should be stored away from cooler doors, across from cooling units, directly under cooling units and away from Tomatoes.
- Lettuce should remain in the original box and rotated using a "First in First out" policy.

# Quality Assurance

## Checkers®/Rally's® Sanitation Guidelines

### Walk-In Cooler

- Tomatoes can be stored next to cooler doors and away from Lettuce. Tomatoes release an “Ethylene” gas that will cause Lettuce to brown faster.
- Onions can be stored on the bottom shelves of the walk-in cooler.
- An area should be designated for employee food and beverages. This area should be away from store foods and stored in manner to prevent contamination.

### Ice Machine

- The ice machine and ice bin shall be clean, free from mold, rust, mineral deposits and maintained in good repair. No leaks and a proper draining tube should be provided.
- Ice scoops and ice buckets should be stored in a manner to prevent contamination. Ice scoops should be stored with the handle up and ice buckets stored inverted to air dry. They should be washed and sanitized daily.
- Food, drinks and other food items should not be stored inside the ice machine.

### Food Preparation: Area, Prep and Best Handling Practices

- All sinks should be clean and in good repair and properly sealed. The seals should be free from mold. Seals should be cleaned daily and sanitized to help prevent the presence of mold.
- The 3 compartment sinks should be filled at all times with proper temperature waters and chemicals. If the water becomes dirty or sanitizer levels falls below desired concentration, the water should be drained and refilled.
- Sanitizer test strips should be used to test sanitizer strength at least hourly or if the water is suspected to be below concentration.
- The 3 compartment sink should be set up WASH-RINSE-SANITIZE and labeled correctly.
- Sanitizer should be at 100ppm for QVS Chlorine-based sanitizer packets.
- Chemicals should be stored in their original containers or in correctly labeled containers away from food prep, food storage or dishwashing areas.
- The 3 compartment sink should not be used to fill or dispose of mop water.
- Shelving used to store clean and sanitized dishes should be in good condition and clean and sanitized themselves.
- All pans and dishes should be stored inverted to prevent cross-contamination.
- Lids may be stored in a container that allows for the draining of water so water does not accumulate with the stored lids.



# Quality Assurance

## Checkers®/Rally's® Sanitation Guidelines

### Food Preparation: Area, Prep and Best Handling Practices

- Tomato slicer and onion slicer should be cleaned and sanitized after each use. Special attention should be taken to ensure that metal shavings and food particles are not present.
- Three compartment sinks should be clean, free from mold and kept in good repair.
- Three compartment sinks should be set up from left to right if possible: WASH-RINSE-SANITIZE.
- Sanitized water should be kept at room temperature and minimum immersion time of one minute is required to sanitize food processing equipment and utensils.
- Chemicals should be stored in proper storage areas after use.
- Three compartment sinks should not be used to wash hands, dump dirty mop water or buckets of grease.
- Areas under hand sinks and three compartment sinks including the plumbing should be kept clean and in good repair.
- Pans and containers should be stored on shelving and inverted.
- All food utensils not in use should be stored clean and in a manner to protect from contamination.
- Produce slicers, food utensils, pans and containers should be washed, rinsed, sanitized and air-dried after each use.
- Onion and Tomato slicers should be stored in the walk-in cooler after being washed and sanitized.

### Dry Storage

- All food must be stored on metal racks or at least six inches off the floor.
- Racks or shelves used to store foods should be kept clean, free from rust, corrosion and crumbs.
- All foods should be kept covered and stored in the original container or a labeled container.
- All food products should be dated upon receipt and rotated using "First in, First out" policy.
- All food contact surfaces, plastic and paper goods must be protected and covered.
- Chemicals should be properly labeled and stored away from food and contact surfaces.
- Single use items (cups, lids, napkins) should be stored in a manner to prevent contamination.
- Floors, walls, ceilings, ceiling panels, and light shields should be kept clean and in good condition free from dust, food, soil, holes and cracks.
- Doors should be kept clean, in good repair and tight fitting to prevent the entry of rodents and insects.

# Quality Assurance

## Checkers®/Rally's® Sanitation Guidelines

### Miscellaneous Storage

- Syrup storage racks should be free of dust and old food or syrup product.
- Chemicals should be properly labeled and stored in appropriate areas away from food containers and food products.
- Brooms, mops or squeegees should be stored on hangers or in appropriate areas away from food containers and food products.
- Any obsolete items, equipment or trash should be removed.

### Office Areas

- Office areas should be kept clean and not used to store food or food items.
- A complete thermometer kit including surface and food product probes must be available and functioning.
- Food safety checklists must be available and temperatures properly filled out.
- Floors, walls, and ceilings should be kept clean and in good repair.

### Health Department Inspections: How to approach

- Do not panic when an inspector arrives to make an inspection.
- Ask for appropriate credentials. If needed call the local Health Department to verify an individual is indeed an employee.
- Never refuse a Health Department inspection. This may result in a more thorough inspection.
- Use the inspection as an opportunity to learn. Walk along with the inspector taking notes and correct any issues on the spot.
- Do not be confrontational, this will only aggravate the inspector.
- Never offer an inspector food or drink as this may be misconstrued as a bribe or used to influence the inspector's findings.
- After the inspection, sign the report. The signature does not mean you agree with the findings, only that a copy was received from the inspector.
- Conclude the meeting with the inspector explaining and detailing the findings.

# Quality Assurance

## Checkers®/Rally's® Sanitation Guidelines

### Health Department: Most Common Infractions

- Refrigeration and Freezer units not operating properly.
- Temperatures of potentially hazardous foods not being maintained at 41 degrees F. cold holding and 135 degree F. hot holding.
- Thermometers not available to monitor coolers and freezers.
- A probe thermometer not available to monitor internal temperature of food products.
- Sanitizer test strips not available to monitor the concentration of an approved sanitizer.
- Three compartment sink not properly set up or being used in the WASH-RINSE-SANITIZE fashion.
- Expired food or food product observed on shelves, floors, and equipment.
- Rust, corrosion and leaking condensation on ceilings, walls, floors and storage racks in the walk-in coolers and freezers.
- Ice scoops not properly stored in ice machines and ice bins.
- Ice machines contain a buildup of rust, mold and mineral deposit.
- Dirty utensils, containers and food equipment.
- Utensils, containers, and food equipment stored on the floor or in a manner that may cause contamination..
- Foods found stored on the floors.
- Foods found uncovered or unprotected.
- Chemicals and chemical bottles not properly labeled or stored.
- Presence of rodents and insects.

### Health Department: Inspectors Approach

- Most Inspectors follow a FDA Food Code model known as "Risk Based Inspections". These inspections focus on the "Five" most common areas that contribute to a Foodborne illness.
- 1. Foods obtained from an unapproved source
- 2. Inadequate Cooking
- 3. Improper Holding Temperatures (Hot Holding/Cold Holding)
- 4. Contaminated Equipment
- 5. Poor Personal Hygiene

# Quality Assurance

## Checkers®/Rally's® Sanitation Guidelines

### Foodborne Illness: Most common causes

- Most cases of Foodborne illness go unreported and are dismissed as the 24 hour flu.
- Small doses of bacteria or viruses can produce Foodborne illness.
- "Danger Zone" is often termed for temperature ranges of 41 degrees F to 135 degrees F. Bacteria and viruses can grow at an exponential rate at these temperatures.
- Foods that contain bacteria and viruses may taste and smell normal.
- The most common causes of Foodborne illness are foods that are:
  - ♦ Improper holding temperatures 41 degrees F cold holding and 135 degrees F for hot holding.
  - ♦ Inadequate cooking of foods, inadequate reheating of foods and improper cooling of foods.
  - ♦ Cross-contamination from raw foods, dirty utensils or contaminated equipment.
  - ♦ Improper hand washing.
  - ♦ Poor employee hygiene.
  - ♦ Employees that work while experiencing symptoms of sickness such as: fever, diarrhea, vomiting, jaundice, sore throat with a fever and improper covering of cuts, sores and infections.
- Definition of Potentially Hazardous Foods:
- Any food that will support the rapid growth of bacteria and viruses. Any food that is required to be maintained at temperatures of 41 degrees F and below or above 135 degrees F and above.

### Chemicals

- Restaurants should contract with a Checkers®/Rally's® approved Chemical Company.
- Do not purchase cleaning and chemical supplies from local outlets.
- Always read labels and follow directions.
- Do not tamper or mix chemicals.
- Use contracted chemical items only.
- All chemicals (bulk, bottles, containers, buckets) must be labeled properly.
- Chemicals must be stored away from food, utensils and equipment.
- Safety Data Sheets must be readily available and kept in office. (Hazard Communication book)

# Restaurant Evaluation Definitions

## Go Evaluation - Overview



### Desired Result

- The focus of this Guest Obsessed Evaluation is on streamlining the method used to evaluate our brand operations. Driving toward the common goal of improving our Guests' experiences, adding one more visit, and driving top line sales and profit by setting brand standards in operations, image, systems, service and hospitality.
- We have five key objectives in the GO Evaluation process:
  - ♦ A standardized process to evaluate restaurant operating results,
  - ♦ A consistent measurement across the system,
  - ♦ The ability to benchmark every restaurant in the system,
  - ♦ The ability to measure improvement at the restaurant level,
  - ♦ To provide a foundation for Rewards/Recognition for Excellence.
- The key is that we will focus on the Guest's perspective with our Operator's keen eyes on the details. The evaluation will be unannounced and should last 1.5 to 2 hours and the review process with the MOD should last another half an hour to an hour. This will take longer initially until one becomes familiar with the form completion process.
- Key points regarding the Guest Obsessed Evaluation:
- The GO Evaluation is broken down into 5 separate categories:
  - ♦ Food safety
  - ♦ Building and Restaurant Image
  - ♦ Product Quality
  - ♦ Leadership and Systems
  - ♦ Service and Hospitality

# Restaurant Evaluation Definitions

## Completing Go Evaluation

### Completing

- The GO Evaluation can be completed Manually or electronically, but a manual version must be entered into Steton Mobile Auditor electronically.
- Questions will be answered with a YES, NO or N/A.

Building / Restaurant Image	
*Signage / Reader Board (clean / good repair)	<input type="button" value="Yes"/> <input type="button" value="No"/> <input type="button" value="N/A"/>
*Menuboards/P.O.P (clean / good repair)	<input type="button" value="Yes"/> <input type="button" value="No"/>
*Speaker Volume/Sound Quality / Image	<input type="button" value="Yes"/> <input type="button" value="No"/> <input type="button" value="N/A"/>
*Dumpster Area, Fence, Gates	<input type="button" value="Yes"/> <input type="button" value="No"/> <input type="button" value="N/A"/>
*Guest Service Windows, Ledges and Frames	<input type="button" value="Yes"/> <input type="button" value="No"/> <input type="button" value="N/A"/>

### Calculating Service Times

- If the restaurant has internal timers, you will use the times from the timer report. You will use the “Adjusted Average Time” from the time periods between 11:00 am – 2:00 pm or 5:00 pm – 8:00 pm
- If the restaurant does not have internal timers, you will use a stopwatch.
- Example using stopwatch: You will take a minimum of 6 service times for the passenger and walk-up windows and 12 service times for the driver side window. You will then calculate the “Adjusted Average Time” for each window.

# Restaurant Evaluation Definitions

## Completing Go Evaluation

### GO Evaluation Category Summaries

- Food Safety
  - ♦ This category measures sanitary behaviors, food handling compliance, time and temperature standards as well the proper working conditions of all equipment that is necessary to maintain such standards.
- Building and Restaurant Image
  - ♦ This category measures inside cleanliness as well as outside cleanliness, which includes maintaining specific Brand image standards.
- Product Quality
  - ♦ This category measures quality standards of all Checkers®/Rally's® products. This includes performance of operational standards and product specifications as outlined in the Operations Manual.

#### Audit Category Summary:

Category/Sub Category	Points	Total Points	Score	Weight	Weighted Score
Order	N/A	N/A	N/A	0	N/A
Food Safety	58	99	12%	20	12%
Building / Restaurant Image	22	46	12%	25	12%
Product Quality	64	72	18%	20	18%
Leadership / Systems	16	22	7%	10	7%
Service / Hospitality	34	46	18%	25	18%
Finish Time	N/A	N/A	N/A	0	N/A
<b>Total</b>	<b>194</b>	<b>285</b>	<b>67%</b>	<b>100</b>	<b>67%</b>

# Restaurant Evaluation Definitions

## Completing Go Evaluation

### GO Evaluation Category Summaries

- Leadership and systems
  - ♦ This category measures the leadership standards as outlined in the Operations Manual. This includes systems such as TIP TOP COP, 360 Degree Awareness, GO Feedback, Deployment, Scheduling, and performing Manager walks. Measurement is based on knowledge, awareness, and how these systems are being utilized in the restaurant.
- Service and Hospitality
  - ♦ This category measures the hospitality and service of the Guest experience. This includes measuring of the Cashier to system standards in hospitality and procedure as outlined in the Operations Manual. Speed of Service Standards are also measured here on a system standard, which is defined as averaging 150 seconds for a lunch peak and 180 seconds for a dinner peak visit . Times are calculated by hand if no internal timers are available. A total of 12 Driver side, 6-passenger side, and 6 walk up Guests are required for a total average speed of service score.

#### Audit Category Summary:

Category/Sub Category	Points	Total Points	Score	Weight	Weighted Score
Order	N/A	N/A	N/A	0	N/A
Food Safety	58	99	12%	20	12%
Building / Restaurant Image	22	46	12%	25	12%
Product Quality	64	72	18%	20	18%
Leadership / Systems	16	22	7%	10	7%
Service / Hospitality	34	46	18%	25	18%
Finish Time	N/A	N/A	N/A	0	N/A
<b>Total</b>	<b>194</b>	<b>285</b>	<b>67%</b>	<b>100</b>	<b>67%</b>



# Restaurant Evaluation Definitions

## IMPACT

### Introduction

- IMPACT = Improving Managerial Performance through Active Coaching and Training
- The IMPACT Training Restaurant Systems Audit is a very thorough “systems check” of the potential training restaurant. There are 17 “systems” that will be audited during the IMPACT process. They are:

- |    |  |
|----|--|
| 1  | Ops testing<br>(of the entire management team) |
| 2  | GO Feedback scores                             |
| 3  | GO Evaluations                                 |
| 4  | Team Member Certifications                     |
| 5  | Hiring   |
| 6  | Orientations                                   |
| 7  | Scheduling                                     |
| 8  | Deployment                                     |
| 9  | Coaching                                       |
| 10 | Communication                                  |
| 11 | Food Safety                                    |
| 12 | Cleanliness                                    |
| 13 | Product Quality                                |
| 14 | Cash Control                                   |
| 15 | Food Cost                                      |
| 16 | Labor Cost                                     |
| 17 | Other Systems                                  |

- Whereas the GO Evaluation focuses on the Guest’s perspective with our Operator’s keen eyes on the details, the IMPACT Systems Audit is a “deep dive” into the operational systems within the restaurant. The purpose of this Guide is to help acquaint you with the form that will be utilized, as well as how it will be completed.

# Restaurant Evaluation Definitions

## IMPACT

### GO Evaluation Category Summaries

The individuals who will be conducting the Systems Audit should first fill in the Restaurant # and the date. Anyone who is present for the Certification should be noted here.

**NOTE: All IMPACT Certifications are scheduled and announced.**

Restaurant _____		Date __/__/__
GM _____	TDM _____	FBC _____
DM _____	FOD _____	COD _____
FRAN _____		

The appropriate box should then be checked for the type of Certification that will be conducted.

<input checked="" type="checkbox"/> Precertification
<input type="checkbox"/> Certification
<input type="checkbox"/> Re-Certification

The form may be used to either Pre-Certify, Certify or Re-Certify a restaurant.

A Franchise Pre-Certification or Re-Certification\* needs ONE of the following:

- FBC,
- TDM, or
- FOD

A Company restaurant Pre-Certification or Re-Certification\* needs to be conducted by ONE of the following:

DM,  
TDM, or  
COD

A Franchise restaurant Certification must be conducted by a:

TDM

FBC, or

FOD

The Franchise MUO is to be present for any IMPACT.

An initial Company restaurant Certification must be conducted by a:

TDM, **AND**

COD

Each sub-section of the Systems Audit has a box that will either be checked as "Acceptable" or "Unacceptable". If a section is "Acceptable", you should place a checkmark in the box. If a section is deemed "Unacceptable" an X should be placed in the box.

<input checked="" type="checkbox"/> Acceptable	<input checked="" type="checkbox"/> Unacceptable
--	--

# Restaurant Evaluation Definitions

## IMPACT

### Ops Testing

- All members of the management team need to take the 100 question Operations Test.
- Write the names of each member of the team in the appropriate blanks on the form, as well as their accompanying test scores.
- **The standard for “Acceptable” is all management Team Member’s scores at 90% or higher on the test.**

### GO Feedback

- Using the GO Feedback website, write the OSAT National Average, the restaurant’s OSAT for the previous 90 days, and the restaurant’s OSAT for the previous 90 days in the applicable blanks on the form.
- **The standard for “Acceptable” is that the restaurants OSAT is within 3 points for the National average for three consecutive periods.**
- **NOTE:** Previous 90 days are tracked to show trend vs. previous 90 days.

### GO EVALS

- Using prior GO Evaluations, list the Period and the accompanying GO Evaluation Scores.
- The standard for “Acceptable” is the restaurant being within 3 points of SILVER restaurants based on last quarter’s published gold/silver report.

### Team Member Certification

- Review Team Member tests and certifications to calculate the number of Team Members certified on 2 or more positions, as well as Team Members certified on 3 or more positions. Use the Team Member Training and Certification Tracking sheet to calculate the percentages.
- The standard for “Acceptable” is:
- **100% of Team Members certified on 2 positions AND**
- **50% of Team Members certified on 3 or more positions.**

### Hiring Systems

- Applications in place & in use.
- **The standard for “Acceptable”:**
- Recruitment Business Cards accessible and Window Clings in place
- Manager can demonstrate their access to the Job App Management console
- **The standard for “Acceptable”:**
- Interview Guides for all positions readily accessible
- Interview Guides utilized for all positions during interview process

# Restaurant Evaluation Definitions

## IMPACT

### Orientation Systems

- The standard for “Acceptable”:
- Orientations of new hires scheduled in advance
- Clean uniforms available for new hires
- Training Guides available for new hires
- Check 10 files for accuracy & completeness – randomly select 10 Team Member files and audit them
- The standard for “Acceptable”:
- All employee files are stored in a secured, locked location.
- Every Active Employee has a file
- Corporate
  - ♦ Training Certifications
  - ♦ Completed, Signed Performance Reviews, if applicable
- Franchise:
  - ♦ Find out Franchisee requirements for their restaurants and audit accordingly
- Ask 3 Team Members about orientation experience – randomly select 3 Team Members and ask them about their perceptions of their initial orientation.
- **The standard for “Acceptable”:**
- All Team Members should have a positive point of view regarding their orientation. Some items may include:
  - Orientation was scheduled in advance
  - Manager was prepared for the orientation
  - Manager’s time was dedicated for the orientation
  - All paperwork was reviewed in detail
  - New Team Member’s questions were answered
  - Employee handbook was reviewed
  - Training schedule/process was reviewed

# Restaurant Evaluation Definitions

## IMPACT

### Scheduling Systems

- Weekly Line Bar Team Member Schedules.
- **The standard for “Acceptable”:**
- Non-Service, Service & Admin Tasks all scheduled
- Schedules written to Daily Sales Projections
- Schedules posted 4 days prior to the start of the scheduled week.
- Management Two Week Rolling Schedules.
- **The standard for “Acceptable”:**
- Four Week Rolling Management schedule utilized
- Mgmt. schedule balanced to ensure coverage

### Deployment Systems

- Team Training Chart in place & in use.
- **The standard for “Acceptable”:**
- Team Training posted
- Team Training Chart up to date and accurate
- **NOTE:** Utilize the Team Member Training and Certification Tracking sheet used to calculate Certification %'s as a cross reference.
- Daily Operations Excellence Planning Board in place & in use.
- **The standard for “Acceptable”:**
- Daily Operations Excellence Planner posted
- Daily Operations Excellence Planner filled out in advance of the shift
- Daily Operations Excellence Planner referred to throughout the shift
- Zone Deployment Charts in place & in use.
- **The standard for “Acceptable”:**
- Zone Deployment Charts posted for both day parts affected
- Zone Deployment Charts accurately completed in advance of shift
- Personnel listed on Zone Deployment Charts match schedule

### Coaching Systems

- TIP – TOP – COP utilized by all management.
- **The standard for “Acceptable”:**
- Manager consistently talks Team Members into position
- Manager consistently talks Team Members out of position
- Manager consistently coaches Team Members while on position

# Restaurant Evaluation Definitions

## IMPACT

### Coaching Systems

- Pre-Shift Huddles occur every shift.
- The standard for “Acceptable”:
- Pre-Shift huddle planned ahead of time by Manager in charge
- Pre-Shift executed by Manager in charge
- Open, Post Rush and Closing Checklist in place & in use.
- **The standard for “Acceptable”:**
- Open, Post Rush and Closing Checklists readily accessible
- Open, Post Rush and Closing Checklists being administered every shift, including signatures
- Items that are deficient during checklist process are corrected immediately

### Communication Systems

- Management Log in place & in use.
- The standard for “Acceptable”:
- Management Log readily accessible
- Management Log being utilized to communicate from shift to shift and day to day
- Proper postings in place.
- The standard for “Acceptable”:
- All Federal, State, and Corporate Posters in restaurant
- Most current Checkbook build charts and register prompts in place and in use
- Team Member communication system in place & in use.
- The standard for “Acceptable”:
- Team Member communication system in place (bulletin board, communication log, etc.)
- Team Member communication system updated with current information
- Team Member sign-off sheet from most current checkbook completed

# Restaurant Evaluation Definitions

## IMPACT

### Food and Safety Systems

- Temperature Log in place & in use (past 30 days).
- **The standard for “Acceptable”:**
- Temperature Tracking Log readily accessible
- Log being filled out accurately and completely
- Corrective action being taken on temperatures out of acceptable range
- Prior Health Inspection posted.
- **NOTE:** Please place the total number of Critical Violations in the appropriate blank on the form.
- **The standard for “Acceptable”:**
- The prior Health Inspection needs to be posted in a conspicuous place in the restaurant
- Any items that were listed as Critical Violations have been corrected
- Management ServSafe Certified
- **NOTE:** Place checkmarks next to each level of management in the restaurant who are ServSafe certified.
- **The standard for “Acceptable”:**
- All management Team Members ServSafe certified

### Cleanliness Systems

- Daily/Weekly/Monthly Cleaning in place & in use.
- **The standard for “Acceptable”:**
- Daily/Weekly/Monthly Cleaning objectives completed by AM Maintenance person
- Daily/Weekly/Monthly Cleaning system in place for inside of restaurant
- Daily/Weekly/Monthly Cleaning completed when appropriate
- 5 Minute Jobs in place & in use.
- **The standard for “Acceptable”:**
- 5 Minute Jobs referred to on clipboard
- 5 Minute Jobs being completed every shift
- 5 Minute Jobs followed through on by Manager in Charge

# Restaurant Evaluation Definitions

## IMPACT

### Product Quality Systems

- Prep Charts in place & in use.
- **The standard for “Acceptable”:**
- Prep Chart conspicuously posted for use
- Prep Chart build to levels adhered to by Team Members
- Management follow through on Prep Chart build to levels
- Prep Chart build to levels adjusted to meet business volume needs
- All timers functioning, programmed properly & in use.
- **The standard for “Acceptable”:**
- Grill and Fryer timers functioning properly
- Grill and Fryer timers all labeled properly
- Grill and Fryer timers all programmed appropriately
- Grill and Fryer timers all used properly by personnel
- Bin Recap Report in place & in use.
- The standard for “Acceptable”:
- Bin Chart Recap reports conspicuously posted for use
- Bin Chart Recap build to levels adhered to by Team Members
- Management follow through on Cooking Chart build to levels
- Build to levels adjusted to meet business volume needs
- Hold Time Charts in place & in use.
- **The standard for “Acceptable”:**
- Hold Time Charts conspicuously posted for use
- Holding Time Charts utilized consistently.

### Cash Control Systems

- Safe Audit completed & in compliance.
- Audit the contents of the safe and all cash drawers.
- **The standard for “Acceptable”:**
- The safe is counted and matches the required amount
- All drawers are counted and match the required amounts



# Restaurant Evaluation Definitions

## IMPACT

### Cash Control Systems

- Cashier Performance Log system in place & in use.
- **The standard for “Acceptable”:**
- The Cashier Performance Log system is in place in the restaurant
- The Cashier Performance Log system is consistently utilized in the restaurant
- Trailing 13 Cash +/-
- Write the trailing 13 periods cash +/- in the appropriate blank on the form.
- **The standard for “Acceptable”:**
- The trailing 13 period cash +/- is no more than .1% of net sales for the trailing 13 periods

### Food Cost Control Systems

- Inventories completed and accurate.
- Note: Spot check 5 items for inventory accuracy.
- **The standard for “Acceptable”:**
- Inventories completed in a timely fashion (mid-shift and closing)
- Inventories verified by opening Manager
- Inventory items spot checked are accurate
- Trailing 13 Actual vs. Ideal.
- Write the trailing 13 periods food cost actual versus ideal in the appropriate blank on the form.
- **The standard for “Acceptable”:**
- The trailing 13 period food cost actual versus ideal is no more than 1.0%

# Restaurant Evaluation Definitions

## IMPACT

### Labor Cost Control Systems

- Labor Tracking Report checked consistently.
- **The standard for “Acceptable”:**
- Labor Tracking Report is checked every hour by Manager in charge
- Manager in charge responds appropriately to shifts in volume
- Labor edits initiated.
- **The standard for “Acceptable”:**
- All labor edits initiated by the Manager in charge and employee
- Trailing 13 Actual vs. Ideal.
- Write the trailing 13 periods average +/- hours.
- **The standard for “Acceptable”:**
- The trailing 13 periods hours (average) must be within +/- 30 hours.

### Other Systems

- Security Systems in place & in use.
- **The standard for “Acceptable”:**
- “Clear the Door” procedures consistently utilized
- Windows locked when not in use
- Alarm system functioning and utilized
- Security camera system functioning and utilized (if applicable).
- Hazard Communications Log in place & in use.
- **The standard for “Acceptable”:**
- Hazard Communications log easily accessible
- Hazard Communications log updated
- Hazard Communications log signed by all Team Members
- Speed of Service Timers in good working order & in use.
- The standard for “Acceptable”:
- Speed of Service timers all in good working order
- Speed of Service timers track total line time
- Speed of Service timer reports checked consistently by Manager in charge

# Restaurant Evaluation Definitions

## IMPACT

### Steps to Complete Certification Process

Restaurant IMPACT Certified	<input type="checkbox"/> Yes	<input type="checkbox"/> No
-----------------------------	------------------------------	-----------------------------

- Once the form has been completed, the evaluators need to make a decision whether or not the restaurant is IMPACT certified. You will note that there IS NOT a scoring system for the form. The evaluators need to put their heads together and make the decision whether or not the restaurant is IMPACT certified.

•

- After the decision has been made, the form needs to be reviewed with each of the following individuals that were in attendance during the Audit and review.

_____	_____
GM Signature	TDM Signature
_____	_____
DM Signature	FBC Signature
_____	_____
Franchisee Signature	FOD Signature
_____	_____
	COD Signature

- Those individuals should then sign the form.
- PLEASE NOTE: If a Pre-Certification was performed, a copy of the IMPACT Planning Worksheet should be left with the DM and GM so that they may plan to correct deficiencies immediately.

# Standard Requirements

Checkers®/Rally's®

## System Requirements

### Operating Systems

- GO Evaluation using Steton must be completed by MUO or Franchisee once per period
- Donnelly complaint system: Guest to be contacted within 48 hours and all tickets closed out in system
- GO Feedback (SMG) receipts required and system in use

### Technology

- Back office: RTI required for all restaurants
- POS: NCR/Aloha registers required for new locations
  - ♦ Exception: existing Franchisees with alternate platforms
- DT Timers: approved full lane timers required with integration to back office
- Other equipment: approved equipment only

### Standard Minimum Operating Hours

- 10 a.m. to 1 a.m. Sunday through Thursday\*
- 10 a.m. to 3 a.m. Friday and Saturday\*

\*unless approved by franchise operations



# Shelf Life Chart

Category: Dessert										
CR Item #	Description	Storage	Pack Size	Piece Count	Inner Case Pack	Inner Pack	Inner Piece Count	Shelf Life	Secondary Shelf Life (once opened)	On Line Shelf Life
17200	Apple Pies	Frozen	120/3 oz	120	12 boxes	10		360 days	Open bag must be used first next day	2 hours
17225	Caramel Topping	Dry	25 oz.	1				540 days		
17214	Cherries Large (without stem)	Dry	6/64oz.	6				365 days	2 weeks (refrigerated)	CBD*
17211	Oreo® pieces	Dry	12/1#	1				455 days	3 mo (frzn)/1 week	CBD*
17213	Cream Cheese Soft	Cooler	6/24.3 oz.	6				150 days	7 days (refrigerated)	N/A
17223	Fudge Topping	Dry	24 oz.	1			24 oz	270 days	14 days (refrigerated)	1 week
17210	Golden Graham Crunch topping	Dry	2/2lb	2				270 days	3 months (refrigerated)	CBD*
17231	Oreo Creme	Refrigerated	6/2lb	6	pouch	6	2lb	180 days	2 weeks	2 weeks
20002	Milkshake Choc 5%	Cooler	2 2.5gl bgs	2			2.5 gal	90 days	7 days	N/A
20001	Milkshake Van 5%	Cooler	2 2.5gl bgs	2			2.5 gal	90 days	7 days	N/A
17221	Oreo Mini Cookie	Dry	12/8 oz.	12	pouch		12	270 days	3 mo (frzn)/1 week	CBD*
20203	Shake Base Dbl Banana	Dry	4/1 gal	4			1 gal	360 days	7 days	1 week
20204	Shake Base Dbl Chocolate	Dry	4/1 gal	4			1 gal	360 days	7 days	1 week
20201	Shake Syrup Strawberry	Dry	4/1gal	4			1 gal	365 days	7 days	1 week
17624	Strawberry Sliced Topping	Dry	6/48 oz. bgs	6	pouch	6	6	180 days	7 days	CBD
17223	Waffle Cone	Dry	13/12SL	156		12 SL	156	548 days	2 days	
17216	Ice Cream Cone	Dry	12/20SL	240		20 SL	240	730 days	2 days	CBD
17217	Whipped Aerosol Topping	Cooler	12/15oz			15 oz	15 oz	240 days	7 days	

# Shelf Life Chart

CR Item #	Description	Storage	Pack Size	Piece Count	Inner Case Pack	Inner Pack	Inner Piece Count	Shelf Life	Secondary Shelf Life (once opened)	On Line Shelf Life
Category: Bacon										
10000	Bacon Raw	Frozen	25#	550-650 ct	55-65		10 sl per sht	120 days	Open bag must be used first next day	4 hours
10001	Bacon Chips	Frozen	2/5lb	10lb	2	5lb	5lb	90 days	7 days (inc. thaw)	90 minutes
Category: Buns/Bread										
18200	Bread Sourdough (Maple Leaf)	Frozen	16/16ct	256 slices	16 loaves	16 slc		150 days	6 days (inc. thaw)	2 minutes
18201	Bread Sourdough (Flowers)	Frozen	10/20 ct	200 slices	10 loaves	20 slc		270 days		
18400	Classic Bun	Dry			Varies by Local Distributor				4 days (inc. bake date)	
18600	Premium Bun	Frozen	15 dozen	180 ct	3 trays	5 dzn		120 days	4 days (inc. bake date)	
18601	Hot Dog buns	Dry			Varies by Local Distributor				4 days (inc. bake date)	
Category: Cheese Sliced										
14001	Cheese Swiss	Fridge	4/5#	736 slices	4	5lb	184 slices	120 days	48 hours	4 hours
14002	Cheese American	Fridge	8/5#	1472 slices	8	5 lb	184 slices	120 days		
Category: Cheese Sauce										
16429	Chse Sauce Cheddar	Dry	6/107.3		6 bags	107		455 days	7 days	6 hours
Category: Hot Dogs										
10400	Hot Dogs Beef	Frozen	2/10lb	160-170ct	2	10lb	160-170	180	4 days (inc. thaw)	2 hours
10401	Hot Dogs Beef	Frozen	4/5lb	160-170ct	4	5lb	80-85per bg	210 days	4 days (inc. thaw)	2 hours
Category: Beef										
10200	Hamburger Patty Small	Frozen	30lb	216 pcs				120 days	Open bag must be used first next day	Small meat
10204	Hamburger Patty Large	Frozen	40lb	198 - 202 pcs				120 days		20 minutes Large meat 25 minutes

# Shelf Life Chart

CR Item #	Description	Storage	Pack Size	Piece Count	Inner Case Pack	Inner Pack	Inner Piece Count	Shelf Life	Secondary Shelf Life	On Line Shelf Life
<b>Category: Fish</b>										
11000	Fish Breaded 2.5 oz	Frozen	20 lb	120	1		20lb	365 days	Open bag must be used first next day	1 hour / 90 minutes in Crisp 'n Hold
<b>Category: Chicken</b>										
12007	Chicken Grld	Frozen	2/5#	40	N/A		5#	365 days	Open bag must be used first next day	1 hour / 90 mins in Crisp 'n Hold
12001	Chicken Nugget	Frozen	15/2.5lb	855-930 pcs	12		2.5lb	270 days		
12014	Chicken Strip	Frozen	6/5lb	283-310	6		5lb	365 days		
12008	Big Chicken	Frozen	6/5lb	110-130 pcs	6		5lb	270 days		
12004	Spicy Chkn Filet	Frozen	6/5 lb	152-162 pcs	6		5lb	270 days		
12005	Chkn Brd. Premium	Frozen	6/5 lb	90 -102 pcs	6		5lb	180 days		
12006	Chkn. Wings	Frozen	6/5lb	250-300 pcs	6		5lb	365 days		
12010	Chicken Bites	Frozen	6/5lb.	Target 354 +/- 25 (329-379)				270 days		45 minutes
<b>Category: Seasoned French Fries</b>										
13000	Fries Seasoned	Frozen	6/6.5#	39#	6 bags		6.5 lb	365 days	Open bag must be used first next day	5 minutes/ 7 minutes in Crisp 'n Hold
<b>Category: Onion Tangles®</b>										
13404	Onion Straws	Frozen	6/2#	Pouch	6			365 days	Open bag must be used first next day	60 minutes



Shelf Life Chart

CR Item #	Description	Storage	Pack Size	Piece Count	Inner Case Pack	Inner Pack	Inner Piece Count	Shelf Life	Secondary Shelf Life	On Line Shelf Life
Category: Produce										
15000	Lettuce Shred	Fridge	4/5#		4	5lb		13 days	N/A	4 hours
15200	Tomato 5x6 25 lb	Fridge	25lb	56-62 tomatoes				10 days from pack date	Current Business Day	4 hours
15400	Onion Red 25lb	Fridge	25 lb	50 -60 pcs				14 - 21 days from pack date	48 hours	Fresh
Category: Condiments & Sauces										
16000	Honey Mustard 8/32oz	Dry	8/2lb	16lb	8	2lb	2lb	240 days	1 week	1 day
16001	Ranch 8/32oz	Dry	8/2lb	16lb	8	2lb	2lb	150 days	1 week (refrigerated)	
16002	Tartar Sauce	Dry	8/2lb	16lb	8	2lb	2lb	150 days	1 week (refrigerated)	
16003	BBQ	Dry	8/2lb	16lb	8	2lb	2lb	240 days	1 week	
16004	Mayonnaise	Dry	10/64 oz	5 gal	10	64 oz	1/2 gal	150 days	1 week (refrigerated)	
16006	Ketchup Vol-Pak 1/3 ga	Dry	1/3 gal	3 gal	1	3 gal	3 gal	365 days		
16011	Mustard	Dry	24/32oz	24 ct	Pouch				365 days	1 week
16200	Ranch Cup 1.5 oz	Fridge	200/1.5 oz	200 ct	Cups				150 days	
16201	Blue Cheese Cup 1/5oz	Fridge	100/1.5 oz	100ct	Cups			150 days		
16202	Honey Mustard Cup	Dry	200/1 oz	200	200	1.5 oz	1.5 oz	240 days		
16203	BBQ Cup	Dry	200/1 oz	200	200	1.5 oz	1.5 oz	240 days		
16213	Buffalo Dipping Cup	Dry	200/1 oz	200	200	1.0 oz	1.0 oz	240 days		

# Shelf Life Chart

CR Item #	Description	Storage	Pack Size	Piece Count	Inner Case Pack	Inner Pack	Inner Piece Count	Shelf Life	Secondary Shelf Life	On Line Shelf Life
Category: Condiments & Sauces										
16400	Asian Kick Sauce	Dry	8/32oz	8ct	Pouch			150 days	1 Week	1 day
16401	Garlic Parm Sauce	Dry	8/32 oz	8ct	Pouch			180 days		
16418	Honey BBQ Sauce	Dry		10ct	Pouch			240 days		
16431	Angry Buffalo Sce	Dry	12/32oz	12ct	Pouch			180 days		
16410	Mushroom Sauce	Frozen	5/3lb	5ct	Pouch			450 days	48 hour shelf life including thaw	6 hours
16411	Chili No Beans	Dry	39#	39#	6	6.5	39#	540 days		6 hours
14612	Chili with Beans	Dry	6/10	60lb	6	10lb	10lb	540 days		6 hours
16600	Ketchup PC	Dry	1/1500 ct	1500ct	1	1500ct	1500ct	270 days		
16601	Mayonnaise PC's	Dry	500/12g	500ct	1	500ct	500ct	270 days	1 week (refrigerated)	1 day
16408	Buffalo Sauce Med	Dry	4/1Gal	36lb	4	1 gal	1 gal	360 days	1 week	1 day
Category: Shortenings & Oils										
17000	Shortening Cube	Dry	50lb	1			50lb	365 days		Until signs of breakdown
17001	Shortening Liquid	Dry	35lb	1			35lb	365 days		
Category: Seasonings										
17400	Seasoning Hamburger	Dry	25lb				25lb bag	Exp. Date	Expiration Date	End of Day
17401	Season Cinammon Sugar	Dry	15#				15 lb			1 Week
Category: Pickles & Peppers										
17600	Pickle Dill	Dry	40#	8/80oz	8	80oz	4440-5904 pcs	270 days		48 hours

# Shelf Life Chart

CR Item #	Description	Storage	Pack Size	Shelf Life	Secondary Shelf Life	On Line Shelf Life
Category: Beverages						
19000	Coke Cherry	Dry	5 gal	75 days	N/A	Use by "Enjoy By" Date
19004	Coke High Yield	Dry	5 gal	75 days		
19007	Fanta Grape	Dry	2.5 gal	120 days		
19008	Fanta Orange	Dry	2.5 gal	120 days		
19009	Fanta Strawberry	Dry	5 gal	120 days		
19010	Fanta Strawberry 2.5gl	Dry	2.5	120 days		
19012	Coke FCB	Dry	5 gal	75 days		
19013	Hi C Orange	Dry	5 gal	120 days		
19014	Hi C Orange Lava Blst	Dry	2.5 gal	120 days		
19015	Hi C Pop Pink Lemon.	Dry	5 gal	75 days		
19017	Hi C Fruit Punch	Dry	5 gal	120 days		
19018	Tea Nestea Rasb.	Dry	2.5 gal	120 days		
19019	Tea Nestea Rasb.	Dry	5 gal	120 days		
19023	Powerade Mtn Blst	Dry	2.5 gal	75 days		
19024	Barqs Rootbeer	Dry	5 gal	75 days		
19025	Barqs Rootbeer	Dry	2.5 gal	75 days		
19026	Fanta Orange	Dry	5 gal	120 days		
19028	Mello Yello	Dry	5 gal	75 days		
19029	Pibb Xtra	Dry	5 gal	120 days		
19031	Sprite Hi Yield	Dry	5 gal	120 days		
19032	Tea GP Swt Sthrm	Dry	5 gal	120 days		
19044	Mello Yello	Dry	2.5 gal	75 days		

# Shelf Life Chart

Category: Beverages										
CR Item #	Description	Storage	Pack Size	Piece Count	Inner Case Pack	Inner Pack	Inner Piece Count	Shelf Life	Secondary Shelf Life	On Line Shelf Life
19033	Tea GP Unswet	Dry	2.5 gal					120 days	N/A	Use by "Enjoy By" Date
19034	Coke Diet High Yld	Dry	5 gal					75 days		
19035	Water Dasani	Dry	24/16.9					365 days		
19039	MM Orange Ice	Frozen	48/10 oz					183 days		
19040	MM Lemonade	Dry	2.5 gal					75 days		



# Glossary

**Bag-In-Box:** A soft drink syrup inside a special plastic bag which is inside a corrugated box.

**Bag-In-Box Rack:** The storage area, usually located in the back room, that contains soft drink syrup boxes.

**Behind You:** Phrase used to notify someone that you are behind them to avoid accidents.

**Brix:** The syrup-to-water ratio of a carbonated drink.

**Brix Cup:** A 3-compartment calibrated plastic container used to check the syrup-to-water ratio of a soft drink.

**Build-To:** Based on historical usage, the total amount of product needed at a specific time to last through a specific time period.

**Bun Rack:** A plastic tray on which buns are delivered to restaurants.

**Burned:** To be unable to serve a product, such as hamburgers or Fries, because the product has not finished cooking (i.e., “burnt on Fries”). Caused by poor projection or by unexpected heavy sales of certain product.

**Butterfat:** The natural fat of milk and constituent found in ice cream/shake mix.

**Calibrate:** To adjust the gauge or monitoring component of a piece of equipment so the indicated measurement is accurate. For example, to calibrate the Grill, check the temperature of the Grill surface, then adjust the thermostat dial to correspond to the true temperature of the Grill. Can also refer to the calibration of Soda or Shakes.

**Car On:** Phrase used by a Register operator to notify Team Members that a car has pulled into the lot.

**Carbonator:** The tank and water pump assembly that creates carbonation for our soft drinks.

**Carburetor:** A 1 - or 2 - piece metal tube, located in the shake machine hopper, which regulates the amount of air that is added to the Milkshake mix. Also called the **mix feed assembly**.

**CCP (Critical Control Point):** An operation (practice, preparation-step, procedure), by which a preventive or control measure can be applied which would eliminate, prevent or minimize hazards.

**Clear The Door:** Term used to describe visually checking from the Drive-Thru windows to make sure that it is safe to enter/exit the building.

**COD:** Company Operations Director

**Condiment:** Anything that enhances the flavor of food. While salt, pepper, relish and cheese can be considered condiments, we usually mean mayonnaise, ketchup, pickle, onion, Tomato, Lettuce and mustard when we refer to “condiments”.

**Contamination:** The unintended presence of harmful substances or micro-organisms in food or water. May also refer to contaminated surfaces.

# Glossary

**Cross-Contamination:** The transfer of harmful micro-organisms from one item of food to another by means of a nonfood contact surface (human hands, utensils, equipment), or directly from raw food to a cooked one. ( Example: Using a knife to open a box of ground beef patties and then dicing Tomatoes without washing and sanitizing the knife properly between uses.)

**Cross-Training:** Training an employee to perform an additional skill after initial training has been completed.

**Daypart:** Any 1 of 6 different periods or shifts during the day. They are Open, Lunch, Afternoon, Dinner, Evening and Late Night/Close.

**Delegation:** The act of assigning responsibility to another person with follow up.

**Deployment:** Proper positioning of personnel to maximize Guest experience.

**DM:** District Manager

**Double Boiler:** A stainless steel pot used to cook Chili. A complete double boiler consists of 3 pieces: the bottom pan, pan with food inside, and lid.

**Drivers Side:** When the Guest pulls up on the Drivers Side to purchase their food/drink.

**Dry Storage:** An area assigned for storing food and paper products at room temperature. Food and paper products are stored on shelving or racks at least 6 inches off the ground.

**Dumpster:** The large outside refuse container, usually enclosed by a fence or brick wall.

**EEOC (Equal Employment Opportunity Commission):** One of several government agencies responsible for monitoring discrimination in places of employment.

**EVP:** Executive Vice President

**Expeditor:** The position or person responsible for the assembly of orders. This person must also check order accuracy and thank the Guest.

**False Bottom:** A perforated, stainless steel or plastic grate put in the bottom of pans to allow grease/moisture to drain away from the product.

**FBC:** Franchise Business Consultant

**FIFO (First In First Out):** A stock rotation and storage principle which states the oldest product is always moved to the place of easiest access so it will be used first.

# Glossary

**Follow Up:** To maintain contact with a person after delegating an assignment in order to ensure effective and timely completion of the task.

**Foodborne Illness:** The transmission of illness by food, more commonly referred to as “food poisoning.”

**Foodborne Outbreak:** When two or more people become ill from a common food.

**Flow Chart:** A systematic scheme for accomplishing a large task by breaking it down into its component parts. A flow chart assigns a time goal to each component.

**Fryers:** Kettles, containing shortening, in which we cook our French Fries.

**GM:** General Manager

**GO Evaluation:** An assessment of restaurant operations: Food Safety, Building & Restaurant Image, Product Quality, Leadership & Systems, and Service & Hospitality.

**Grease Bucket:** Containers used under the Grill grease chutes to catch drippings from the Grill.

**Grease Chute:** Steel “tunnels” leading from the grease troughs on the Grill which let drippings escape from the Grill surface.

**Grease Trough:** The sunken area of the Grill, located nearest to the operator, into which Grill drippings are scraped.

**Grill Screen:** An abrasive wire mesh screen used to clean the Grill surface.

**Grill Spatula:** A rigid, heavy-duty trowel used to turn hamburgers on the Grill.

**Grout:** A porous mortar placed between the individual tiles on the floors.

**HACCP (Hazard Analysis Critical Control Point):** A food safety and self-inspection system which highlights potentially hazardous foods and how they are handled in the food service environment.

**Headset:** Refers to the entire wireless headset unit consisting of a belt-pack and head-piece. The belt-pack holds a battery pack and a control unit known as the remote. The wireless headset system allows the user to communicate with the Guest at the menu board or talk directly with other store employees.

**Holding Time:** The period of time after a product is cooked or prepared for serving until it must be discarded.



# Glossary

**Hoods:** The large enclosures above the Fryers and Grill. These enclosures contain exhaust fans which remove heat and fumes from the restaurant.

**Hot Meat:** Term usually used by the person running the grill to warn other people that they are moving hot patties to the PHU. This helps to avoid accidents.

**Hot Spots:** Any area of the Grill that is higher in temperature than the optimal cooking temperature. For example, when cooking meat patties, any area of the Grill above the optimal cooking temperature of 350°F. would be a “hot spot.”

**IMPACT (Improving Management Performance thru Active Coaching and Training) Certified:** Upholding and executing the core 17 operating systems for Checkers®/Rally's® successfully. IMPACT certified restaurants function as a training center, a development step for GM's, and a seed restaurant for product, procedures, and policy rollouts.

**Initial Training:** The first training a new employee receives.

**Manager Walk:** A frequent inspection by the Manager of the shift which takes them through all parts of the restaurant, including the rest rooms and outside areas, to get the restaurant ready for Guests or to try to keep that “just-opened look.”

**Milkstone:** The white film remaining when the hopper walls of the Milkshake machine are not thoroughly cleaned. Milkstone is a breeding ground for bacteria which can contaminate the Milkshake machine.

**MSDS (Material Safety Data Sheets):** Information supplied by the manufacturer for each hazardous chemical which must be kept on file in the establishment and made readily available to both employees and to regulatory personnel who might request them. Safety Data Sheets are located in the Hazard Communication Program book.

**Non-Service Activities:** Tasks that do not directly affect Guest services, such as cleaning the lot or washing dishes.

**Off-Peak (non-rush) Periods:** The periods between rushes when no post-rush or pre-rush activities are taking place. While these periods are slow in terms of Guest business, they must be one of the busiest periods for employees. Slow periods are the best times to perform certain cleaning, maintenance and administrative tasks.

**Opening:** The period of time beginning when employees report to work in the morning and ending when the store opens for business.

# Glossary

<b>OSHA (Occupational Safety and Health Administration):</b>	An agency of the U.S. Department of Labor responsible for enforcing safety rules and regulations in work areas.
<b>Passengers Side:</b>	When the Guest pulls up on the Passengers Side to purchase their food/drink.
<b>POP (Point of Purchase):</b>	Any marketing or merchandising material used in the store. Examples of POP material include window signs, clings.
<b>POS (Point of Sale):</b>	Any electronic or computer-driven system which collects data, restaurants, and later transfers the data to another point for further analysis. Used in connection with Radiant, NCR, and Panasonic registers, which are part of the POS system.
<b>Position:</b>	A group of tasks assigned to one employee.
<b>Zone Development Chart:</b>	Charts that positions Team Members and Managers in positions (based on store configuration and number of employees) best suited to serve the Guest most effectively.
<b>Potentially Hazardous Foods:</b>	Foods which are implicated most often in foodborne illness outbreaks.
<b>Pre-Close:</b>	The period just before closing the store when certain tasks are performed to expedite the close. Since the store is still open for business, these tasks are secondary to Guest service tasks.
<b>Pre-Rush:</b>	The period immediately prior to a rush.
<b>Prep:</b>	To prepare a product for serving (abbreviation for "preparations").
<b>Bin Chart Recap Report:</b>	A report prepared to ensure an adequate supply of quality products are on hand to meet the needs of Guests while minimizing product waste.

# Glossary

**Product Mix:** The percentage breakdown of total store sales on a product-by-product basis.

**Projections:** To begin preparing a product before it is ordered so it will be ready by the time a Guest orders it.

**QSC:** Quality, Service and Cleanliness

**Reader Board:** A sign with interchangeable letters usually located outside, underneath the main highway sign. Not all Checkers®/Rally's® locations have reader boards.

**Rerun:** Shake mix left in the hopper or freezing chamber at the end of the business day. Some health departments prohibit the use of rerun.

**Rush:** A period of heavy business activity at meal times. Times will vary from store to store, but the heaviest rushes usually occur between 11:30 a.m. - 1:30 p.m. & 5 p.m. - 7 p.m.

**Sandwich Board:** The stainless steel or plastic panel located in front of the sandwich station. Used as a table for final sandwich preparation.

**Sandwich Stations:** The refrigerated well which contains sandwich condiments.

**Sanitary:** Free of harmful levels of disease-causing micro-organisms and other harmful contaminants.

**Sanitation:** The creation and maintenance of conditions favorable to good health.

**Sanitization:** The reduction of the number of disease-causing micro-organisms to safe levels on clean food-contact surfaces. At Checkers®/Rally's® we chemically sanitize utensils, pans, etc., in the third compartment of the three compartment sink during the wash, rinse and sanitize process.

**Sanitized Towel:** A clean towel which has been stored in sanitizer solution.

**Sanitizer:** A chemical used to disinfect or effectively reduce numbers of bacteria on surfaces of equipment and building structures.

**Sanitizer Solution:** A sanitizer diluted with water to achieve the required concentration 100, in parts per million (PPM) of sanitizer to be effective.

**Sanitizer Test Strip:** A paper strip used to test the sanitizer solution to assure the strength of the sanitizer parts per million (PPM).

# Glossary

<b>Scotch Brick:</b>	A brand name for an abrasive pad attached to a plastic handle used for cleaning the Grill surface.
<b>Seasoning the Grill:</b>	The application of a thin layer of shortening to the Grill surface to prevent rusting.
<b>Shake Across:</b>	Term used when a milk shake is needed on the Low Side, i.e. "Joe, I need a chocolate shake across, please."
<b>Shift Change:</b>	The time when one Manager is leaving and another is beginning a shift; certain specific shift change responsibilities must be completed.
<b>Skim Shortening:</b>	To extract large pieces of carbon from the fryers with the aid of a wire mesh tool called a "skimmer."
<b>Spoilage:</b>	The breakdown of the edible quality of a food product.
<b>Spoodle:</b>	A stainless steel combination spoon/ladle used to portion product.
<b>Staging:</b>	The process of staggering the beginning cooking times of a product, so the finished product will be available as Guests order.
<b>Suggestive Selling:</b>	To offer or suggest additional products to a Guest.
<b>Temperature Danger Zone:</b>	The temperature range between 41°F and 135°F, within which most bacteria grow and reproduce.
<b>TDM:</b>	Training and Development Manager
<b>Drive-Thru Timer:</b>	A timing and counting computer used to measure the efficiency of service.
<b>Tomato Shark:</b>	A brand name for a tool used to core Tomatoes.
<b>Trash Receptacle:</b>	A fixture in the dining room that houses a trash container.
<b>Trash Run:</b>	To collect, remove, and discard refuse from the restaurant.
<b>Urgency:</b>	Also called "hustle," quick response by Managers and crew.
<b>Walk-In Cooler (Walk-In):</b>	The refrigerated storage area, located inside the building, used to cool perishables such as meat and produce.
<b>Walk-In Freezer:</b>	The storage area, located inside the building, used to keep Fries and other products frozen. In some restaurants, the walk-in freezer is outside.
<b>Walk-Up Guest:</b>	A Guest placing their order at the Walk-Up window.
<b>Yield:</b>	The amount produced or returned by using a given quantity of a product.



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