

Food Cost - 3.0

Station Observation Checklist

Station Objective: Insure crews are following proper procedures relative to controlling food cost at their crew station while insuring total customer satisfaction.

Check ✓ Steps Information

Crew Name:

Mgr. Verified:

<p>____ Lobby</p>	<ul style="list-style-type: none"> • Ice Dispensers set on appropriate (fastest) dispense rate? • Only 3 cambros of condiments in the convenience area: • Salt, Pepper, Ketchup • Utilize a special water cup for self-service beverage bars --> like th 16OZ "Jazz " water cup - No sundae cups • Police the beverage bar whenever possible
<p>____ Fry Station</p>	<ul style="list-style-type: none"> • All fry bags/boxes proper proportions -- not under filled or overfilled (coach or give recognition on every travel path) • French fry length within standards(20% <2", 40% >3") -- > if not, check delivery & handling procedures / abuse • All fries cooked from frozen -- proper amounts pulled, and machine only filled with current need • lid kept shut on arch fry machine (temperature abuse) • Arch fry machine setting is correct (the lowest possible setting appropriate for the volume --1.5 lbs vs. 1lb vs. serving), this keeps fries crisp and improves yields (more old/soggy fries will fit inside the same fry box).(When a capable fry person is positioned, most 4400-\$600 rushes can be managed on a1lb setting -- try it!! (#1 fry success factor after bagging procedures) • All vats level (affects heating & breakdown), filtered (at least once, but twice per day for best results), & skimmed often -- 1/2 hr. • Only Restaurant manager (when present)approve shorting changes. Track all changes in the filtering book and review monthly. • Fry packages held with thumb on the front. • When refilling fries - do not top off - dump out and start over. • proper crew procedures -- draining 5-10 seconds above vats, returning empty baskets to finish draining, and proper transfer procedures to avoid dripping oil (money)on the floor. • Vats covered and / or turned off when not in use -- cover 1 vat peaks, & shut 1 or 2 down after dinner? • All shortening containers are drained completely (placed hardened remnants on top of fryers to melt)

<p>___ Front Counter & Drive Thru</p>	<ul style="list-style-type: none"> • Crew following proper condiment procedures* -- Always handing out the exact, correct number of condiments. • Coffee brew levels are appropriate (yields are met-55oz finished brew as per pocket ref. guide) • Ensure O.J. concentration calibrated (check using the hydrometer after each bag change) • Ensure O.J. volume calibrated for all sizes, on all O.J. machines -- filling to the cup fill line (no higher!!) • Order accuracy and grill slip training / speed -- coaching crew to immediately ring in any special orders, will reduce duplicate sandwiches produced in the production area, which will save having to waste the extras. • HLZ buffer and misfires -- someone (DT Runner or Initiator) put in charge of calling back 'extra' HLZ products to the initiator to prevent them from being wasted (train grill crew to look for additional sandwiches which are not being taken right way). • Suggestive sell pies as they approach their expiration times. • Salad display cabinet - check all products for use-thru's and proper rotation (FIFO). • Salad display cabinet / holding area-check all salads/parfaits for proper yields of all ingredients - address concerns immediately. • Crew meals are known, enforced, and tracked • Counter crew are selling-up on EVM's (large-size) or suggestive selling low-cost items (like fries and soda) • All crew are going around the counter and are not allowed to make their own meals. • All crew meals are tracked on the schedule to prevent double meals, or crew signing receipts for tracking purposes
<p>___ Shake / Sundae</p>	<ul style="list-style-type: none"> • The key success factor for cones is width. --> skinny (no wider than the cone itself) + 3" tall = 3oz weight • All sundae toppings are calibrated and dispensing only 1oz • All McFlurry toppings are dispensed correctly -- level scoops of product -- no rounding!! • Shake sensor is working and calibrated -- all shakes stopping at fill line (not overfilling/overflowing) • Daily P.M. done on shake syrup lines (this prevents sticking & wasting partial cups b/c of syrup dispensing problems). • Daily P.M. calibrations are also done each morning for each syrup -- only 1oz per shake -- no more! • correct Air-to-Mix ratio (change all rubber parts quarterly via auto-ship program; inspect & replace all damaged parts). • Granulated nuts prompted at the order point and not given automatically. • All mix is being spun from bags before being discarded.
<p>___ Frappe</p>	<ul style="list-style-type: none"> • Clips for bags in use at all times • Whipped cream at proper level - never touching the lid • Product calibrated weekly • product calibrated daily • Product that is not gold standard addressed immediately.
<p>___ Grill Area -- Breakfast Grill</p>	<ul style="list-style-type: none"> • Are PWE egg cartons shaken before opening and drained completely before discarding? • All scrambled eggs poured/portioned correctly with correct cup • Bacon strip procedures -- maximum 8 per set and pulled within 10 seconds to prevent burning and breakage (brittle, broken pieces you can't serve) • Bacon strip raw product quality -- all pieces long / lean enough to yield 2 portions (call short pieces / packages in for a credit) • Bacon strips on the tray in single layer

<p>_____ Breakfast UHC's</p>	<ul style="list-style-type: none"> • R2D2 charts current, posted and followed (crew trainers and managers are actively coaching crew on this). • UHC levels appropriate (slots deactivated as needed) • All scrambled eggs are portioned in the trays (max 4 per tray) and are the correct size. • Targets are set and communicated for waste. • Biscuits managed using 1/2 or 1/4 tray runs after 9:30 or 10:00 • No Canadian bacon wasted at transition
<p>_____ General</p>	<ul style="list-style-type: none"> • Stock levels appropriate for burrito. Roll 1 bag less than your daily need, then prep 1 bag in a 1/3 size cambro -- have the mix ready in the reach-in, and the other ingredients ready by the prep table (cheese, tortilla shells, burrito wrap, and the 3oz ladle). • Appropriate level of butter for today's sales 1/3 size pan • Waste targets are set for : Sausage, Canadian Bacon, Bacon, Round, Folded, Scrambled, Muffins, Biscuits, Bagels, Hash browns, Coffee, Pies
<p>_____ Transition</p>	<ul style="list-style-type: none"> • Keep Breakfast items leftover at 10:30 in the UHC until 10:45 and continue honoring as many customers requests for breakfast as possible. ... if you still have the product -- sell it!!! • Follow-up on waste targets that were set earlier in the shift (see above), and all breakfast waste (including coffee and hash browns) immediately at 10:30. This is the best way to hold people accountable and give positive recognition!!! (hint: train your transition crew to take the waste sheet to the manager to sign, if you cannot train the manager to go to crew) • Keep your muffin toaster in-line and plugged in all the way up until transition • Biscuits dressing to use-first the next day (mark for 24 hr hold time) • All products (Bagels, Muffins, Hot Cakes, etc.) are properly sealed/ covered/ stored for freshness
<p>_____ Lunch -- Grills</p>	<ul style="list-style-type: none"> • Meat procedures being followed lay and pull procedures within target times (15seconds - 4:1, 22 seconds - 10:1), and trays set up and lined according (prevents burning meat after clamshells open) • Meat patties properly removed, without tearing (which results in wasting the product early because of heat and moisture loss) • check scrapers/spatulas for proper sharpening and rotation. • Teflon in proper repair and being wiped down 4 times per hour (prevents torn patties) Rotated: brown on even days and black on odd days • Grills properly calibrated (including cook times) to prevent blowholes/ burning (internal temperature shouldn't exceed 165) • Grilled Chicken timer properly working/ used to prevent burning. • Waste targets are set for: all UHC products, all dress table products, salads, Parfaits and any promotional items.
<p>_____ Lunch - UHC's</p>	<ul style="list-style-type: none"> • R2D2 charts current, posted and followed (crew trainers and managers are actively coaching crew on this) • UHC levels appropriate (slots deactivated as needed) • Spot-check cabinet levels every 20-30 minutes, or on every travel path

<p>___ Lunch-Prep Table</p>	<ul style="list-style-type: none"> • Sauces -- Correct Guns (new 2/3 oz for filet) and are calibrated, listen for double clicking • Sauces -- Partial tubes saved at the end-of-day • Tear up any small pieces of premium lettuce and mix in with the shredded lettuce. • Green leaf lettuce is pre-sorted into appropriate sized pieces. Pans are never more than 1/2 full except for 500 hours. • Follow-up on all sandwich assembly & yields--shredded lettuce, onions, pickles, etc - are they going too fast to control portions? • All condiments levels are appropriate -- only 1-2 hour need (Special attention tomatoes and Swiss, or specialty cheeses). 1/2 pans are prep'd for slower periods, and 1/4 full maximum after dinner rush. • Bun Toaster daily maintenance complete (prevents sticking/burning buns) • Tempered cheese and sauces are according to chart. • Ketchup bags are drained/scraped appropriately • No more than 2-3 orders of strips bacon prep'd at any time after breakfast (unless serving a current bacon sandwich)
<p>___ Lunch - General</p>	<ul style="list-style-type: none"> • All products being loaded on the loading tray, and not over the vats • Pies and Cookies are cooked correctly and no pieces are broken (indicates improper handling /abuse) • Pies and Cookies are timed and boxed accordingly -- Boxed immediately • Pie and Cookie production charts, or R2D2 is utilized -- always. • Bun buffering is only used during \$500 hours or greater. • Consider setting maximum production amounts for a couple problem items. Maximum run for 4:1 Meat is 4 patties, Grilled chicken 4 is for pieces • Check all trash cans for food products -- should be non (only in the waste buckets) --> follow-up with crew • All R2D2 charts are current and posted
<p>___ Close / Overnight -- Transition</p>	<ul style="list-style-type: none"> • Buns covered • All fires kept frozen -- only 1 bag at a time. Fries basket'd on single setting only. Zero closing fry waste • No pre-close of prep table allowed (1/4 pans are used form 8pm till closed -- less more often!!) • Pickles covered/saved • All products cooked to order if your hourly sales are under \$40. • Suggestive sell products which are close to expiration. Continue Honoring requests for lunch products until they expire.
<p>___ Prep Area -- Prepping</p>	<ul style="list-style-type: none"> • Any assembly / prepping currently happening? immediate follow-up -- and feed back(positive or constructive) is 100% mandatory! this is a critical step and must happen on-the-spot! • Prepare only 75% of actual need for salads, and make the rest into "Blanks"-- utilize 'blanks' when you start to run low • No refrigerated products are kept at room temperature for more than 30 minutes max -- only pull what you need for 30 minutes • Ensure all yogurt containers are scraped with a spatula before being discarded.
<p>___ Prep Area -- Cabinet(s)</p>	<ul style="list-style-type: none"> • Raw and Completed rotations are correct, and in-place (FIFO) • Follow-up all finished salads for all ingredients (yields)--> lettuce, cheddar jack, bleu cheese, eggs, bacon bits, parmesan proper scoops being used. • Also check "be well dressed" standards and within holding time (if wasting product, communicate this to prevent) • follow-up on all parfaits -- correct portioning; "be well dressed"--> concerns addressed immediately (find the assembler!) • Follow-up on burritos -- correct portioning 3oz ladle

___ Walk- In	<ul style="list-style-type: none"> • All product is rotated properly and within code date. Any excessive product is recognized 24-48 hours before expiration and swapped with another store, when possible (-- or "suggestive sell" those items) • All secondary holding (partially used) items have been sealed correctly and dated • Temperature-critical items(Sliced tomatoes, all fruit) are located away from the door and from the evaporator/fans • All product quality issues called in to D.C. for credit -- Don't use poor quality raw products or waste them at the store's expense. for example, small chicken portions, improperly cut buns that won't toast properly, or lettuce within code date that are browning, etc. maintain a tracking sheet for products called in (What product, how much, who called, when , date picked up, date credit received) this process is communicated to all managers, crew and maintenance for maximum results
___ Freezer	<ul style="list-style-type: none"> • Product is rotated properly and used - first is clearly identified -- concerns addressed immediately • All products within code date -- call and transfer out (when possible) excessive product 24-48 hours before it expires • Temperature - critical items (pies) are located away from the door (& delivery door) and from the evaporator /fans • All products quality issues called in to D.C. for credit -- don't use poor quality raw products or waste them at the store's expense • check all opened items (secondary shelf lives) for proper seal (freshness) and holding time.
___ Backroom	<ul style="list-style-type: none"> • All trash runs are supervised (minimum-manager checks trash and helps set it outside, then locks the door) • Managers do not give keys out. No crew (including maintenance) have keys. • Care is used when cutting box tops of all food products to avoid waste and spoilage • All easy theft (or favorite) items are located in the most visible place possible. For example, consider moving M&M's or apple juice up front to a reach-in refrigerator (if you are missing product), Etc.
___ Delivery	<ul style="list-style-type: none"> • Check self lives of incoming products to ensure proper remaining life left • Examine all boxes & spot-check product visuals & receiving temperatures to ensure only top-quality product -- or refuse • Do not allow crew or manager to turn off freezer or walk-in, or keep unnecessary doors propped open (this shortens all products shelf lives!!) • Care is utilized in handing all raw product -- special attention is given to fires and hash browns • All recommended stack heights are adhered to (prevents crushing products) • Sales projections and ordering are accurate with weather / seasonal / promotional sales accounted for.
___ Misc.	<ul style="list-style-type: none"> • Use common sense when breaking cycle -- if there is a full container, mark it to waste the next day, & train your crew not to overfill. • Waste buckets clearly identified, dedicated for waste only, and marked up frequently • All crew are Up-Selling the Large-size EVM's in DT and Front Counter • All crew are Suggestive selling premium products (with low base food %)

Completed by: _____

Type

Reviewed with: _____ Date: _____

Crew Trainer Verification	Management Verification	Follow-up