

Food Cost – Front Counter Area FCFC 1

Station Observation Checklist

Station Objective: Insure crew staffs are following proper procedures relative to controlling food cost at their station while insuring total customer satisfaction. Communicates to manager on duty if any foods cost objectives are not met.

Check V Steps Information	Crew Name:	Mgr. Verified:
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Shakes	<ul style="list-style-type: none"> • The shake should not fill over the top line on the cup just below the lid seat. • Proper whip cream level. Whipped cream does not touch the dome lid. • Shake whip cream - hold pointing down while dispensing • Shake whip cream can empty - Don't toss until can is only spraying air. • Syrup dispensing properly from machine and meets gold standard visually. • Draining syrup containers 100% by tipping container to empty. • When filling machine with shake/sundae mix, spin the bag to drain last of mix from bag.
Sundaes & Cones	<ul style="list-style-type: none"> • Sundae cups held steady and is not moved while drawing sundae. • The flutes of the sundae cup should not be packed with ice cream- this is for the topping to spread around. • Finished product should just touch top of lid. • Cones 3 inches tall or 3 swirls of iced cream and no wider than cone. • Thoroughly empties caramel and fudge pouches into dispensers. • Cycles broken on toppings when level is lowest or dispenser is empty of product.
Blended Ice	<ul style="list-style-type: none"> • Ice Level in Hopper to fill line • Clips on product bags • Finished volume to top line on the cup just below the lid seat. – do not overfill. • No leftover mix in pitcher. If so calibrate levels. • Proper whip cream level = 2” not touching lid when in place. • Shake whip cream - hold pointing down while dispensing • Shake whip cream can empty - Don't toss until can is only spraying air
McCafe & Iced Coffee	<ul style="list-style-type: none"> • Syrup containers drained – tipped and extracted thru pump 100% • Proper ice fill to line on cup for iced beverages. • Proper finished product level on cup.
Fries	<ul style="list-style-type: none"> • Fries are to be kept at a frozen state. Bags are vertical in reach in freezer. • Filling dispenser. Handle fries with care. Frozen fries break easily. • Fry dispenser set at 1 pound during non-peak periods – Dispenser working 100%. • Utilize fries not falling into basket from dispenser every 30 mins.

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	<ul style="list-style-type: none"> • Salt fries. Do not get salt in the cooking oil. • Scoop only goes in bag or box once, not in and out as fry is being made. Use shaking motion to remove scoop from bag or box. No overstuffing box. • Holds the fry box front to back when filling not on the sides - prevents over filling • If Bag or box not filled, empty and starts over: Does not add fries on top of existing bag or box. • Properly skim vats every 30 min. LOV fryers filtered according to schedule. • Drain fries over vats. No oil in Fry bagging station.
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Condiments	<ul style="list-style-type: none"> • Understands Houcorp inc. condiment policy. • All condiments are dispensed according to the Houcorp condiment policy insuring customer satisfaction. Can quote the policy for all menu items served all day. • Proper quantity of napkins with orders to go.
Orange Juice	<ul style="list-style-type: none"> • Properly filled to the top line on the cup.
Carbonated Soda	<ul style="list-style-type: none"> • Proper level of ice in cup. • Finished product properly filled to the lower rim of the cup just below the lid seat
Brewed Coffee	<ul style="list-style-type: none"> • Fills cup to line inside rim of cup. • DO not brew too much coffee per sales volume. 30 min holding time. • Coffee decanter not under filling on finished brew. • Powdered sweetener dispensers dispensing properly
Beverage Coolers	<ul style="list-style-type: none"> • Proper rotation in beverage coolers and walk-ins is "First in First out". • No more than 24hrs worth of stock in coolers.
Iced Tea	<ul style="list-style-type: none"> • Ice level at 4-gallon line on tea container and mixed thoroughly. • Ice melts to 10% of starting level to cool tea product. • Proper level on ice in the cup. Two inches from the top rim of the cup. • Lemons - 1 slice per iced tea upon request.
Order Taking	<ul style="list-style-type: none"> • Makes sure grill orders are correct. Listens and repeats special requests to the customer for accuracy. • Proper order taking to reduce "T reds"
Communication	<ul style="list-style-type: none"> • To Grill area when there is an "Extra" sandwich in the HLZ. • Walking back and communicating with the initiator when there is any issue with any product from the kitchen area. Ie. No yelling towards the kitchen. • Communicating to production team when service areas are busy or clear.

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Misc.	<ul style="list-style-type: none"> • All Raw/Completed waste placed in the appropriate containers - not in trashcans. • Understands and follows store policy when handling discounts and coupons • Suggestive selling Pies and Cookies 1 hr. prior to expiration.
Suggestive Selling	<ul style="list-style-type: none"> • Crew person follows suggestive sell policy for the restaurant. • Can describe to the manager the importance of 2 yes / 8 no's - little is big!! • Ask the question "Is that with Cheese?" - " Is that large or will that be a value meal?" • Understands selling up and complete the triangle <i>when appropriate</i>.
Employee Meals	<ul style="list-style-type: none"> • Can Explain the employee Meal policy • Follows store employee meal policy • Employee does not make own food • Signs employee meal receipt when complete

Completed by: _____
Type

Reviewed with: _____ Date: _____

Crew Trainer Verification	Management Verification	Follow- up