

**OPERATIONS MANUAL**  
**OPERATIONS**

East West Group

# TABLE OF CONTENTS

<b>TABLE OF CONTENTS .....</b>	<b>2</b>
<b>Chapter 1: INVENTORY .....</b>	<b>7</b>
<b>INV-1 Ordering .....</b>	<b>7</b>
INV 1.1 Food and Beverage Specifications .....	7
INV 1.2 Approved Suppliers .....	7
INV 1.3 Ordering Procedure.....	7
INV 1.4 Dangers of Over/Under-Ordering .....	8
INV 1.5 Putting an Order Together.....	8
<b>INV-2 Receiving.....</b>	<b>9</b>
INV 2.1 Inspecting a Delivery .....	9
INV 2.2 Preparing for Delivery .....	10
INV 2.3 Unacceptable Quality.....	11
<b>INV-3 Storage.....</b>	<b>12</b>
INV 3.1 General Principles.....	12
INV 3.2 Refrigerated Storage .....	12
INV 3.3 Freezer Storage.....	12
INV 3.4 Proper Food Storage Hierarchy.....	13
INV 3.5 Temperature Log.....	13
INV 3.6 Rotation Methods.....	13
<b>INV-4 Loss Control.....</b>	<b>15</b>
INV 4.1 Employee Theft .....	15
INV 4.2 Spoilage.....	15
INV 4.3 Record Keeping Errors.....	15
INV 4.4 Portion Control .....	15
<b>INV-5 Physical Inventory .....</b>	<b>16</b>
INV 5.1 Inventory Procedure .....	16

INV 5.2 Weekly Inventory .....	16
INV 5.3 Period End Inventory .....	16
INV 5.4 Food Cost Reporting .....	16
<b>Chapter 2: DAILY OPERATING PROCEDURES .....</b>	<b>17</b>
<b>DOP-1 Daily Checklists .....</b>	<b>17</b>
DOP 1.1 Manager’s Opening Checklist.....	17
DOP 1.2 Line Check.....	18
DOP 1.3 Closing Procedures .....	19
<b>DOP-2 Kitchen Operations .....</b>	<b>20</b>
DOP 2.1 Navigating the Kitchen.....	20
DOP 2.2 Stations .....	20
DOP 2.3 Salad Station .....	21
DOP 2.4 Gyro Station.....	22
DOP 2.5 Grill Procedure.....	23
DOP 2.6 Expo .....	26
DOP 2.7 General Front of House Operation .....	26
DOP 2.8 Cleaning the Fryer .....	29
DOP 2.9 Cleaning the Gyro Broiler .....	29
DOP 2.10 Operational Signage .....	30
<b>DOP-4 Scheduling.....</b>	<b>31</b>
DOP 4.1 Operating Hours.....	31
DOP 4.2 Scheduling Guidelines .....	31
<b>DOP-5 Cash Control .....</b>	<b>32</b>
DOP 5.1 Cashier Responsibilities.....	32
DOP 5.2 Cash Register Procedure .....	32
DOP 5.3 Starting Bank .....	32
DOP 5.4 Payment Handling Guidelines.....	33
<b>DOP-6 Catering and Delivery .....</b>	<b>34</b>
DOP 6.1 Catering.....	34
DOP 6.2 Delivery .....	35
<b>DOP-7 Equipment Operation and Maintenance .....</b>	<b>36</b>
DOP 7.1 Manufacturers Operating Instructions.....	36

DOP 7.2 Gyro Broiler .....	36
DOP 7.3 Repairs and Maintenance .....	36
<b>Chapter 3: Store Control .....</b>	<b>37</b>
<b>SCL-1 General Store Control .....</b>	<b>37</b>
SCL 1.1 Appearance.....	37
SCL 1.2 Required Layout and Configuration .....	37
SCL 1.3 Signage .....	37
SCL 1.4 Menu Board.....	37
SCL 1.5 Display and Decorations .....	37
SCL 1.6 Music .....	37
SCL 1.7 Lighting .....	38
SCL 1.8 HVAC .....	38
<b>SCL-2 Emergency Procedures .....</b>	<b>39</b>
SCL 2.1 Impending Storm.....	39
SCL 2.2 Fire or Water Damage .....	39
SCL 2.3 Building Damage.....	39
SCL 2.4 Power Outage.....	39
SCL 2.5 Workplace Emergencies .....	40
<b>SCL-3 Security.....</b>	<b>42</b>
SCL 3.1 Minimum Coverage .....	42
SCL 3.2 Safe .....	42
SCL 3.3 Locks and Keys.....	42
SCL 3.4 Alarms and Security Devices.....	42
SCL 3.5 Robberies and Employee Theft .....	42
SCL 3.6 Deposits .....	42
<b>Chapter 4: GUEST SERVICE STANDARDS.....</b>	<b>43</b>
<b>CSS-2 Service Manner.....</b>	<b>43</b>
CS2.1 Eight Steps for Taking Orders.....	43
CS 2.2 Positional Service Manner .....	43
<b>CSS-3 Using the Phone .....</b>	<b>46</b>
CSS 3.1 Answering the Phone.....	46
CSS 3.2 Taking Call-In Orders .....	46

CSS 3.3 Online Ordering.....	46
<b>CSS-4 Guest Complaints .....</b>	<b>47</b>
CSS 4.1 Handling Complaints .....	47
CSS 4.2 Typical Complaints and Responses.....	47
<b>CSS-5 Upselling for More Profit .....</b>	<b>48</b>
CSS 5.1 Why Upselling is so Profitable .....	48
CSS 5.2 Effective Upselling Strategies .....	48
<b>CSS-6 Referrals .....</b>	<b>50</b>
CSS 6.1 Building Trust.....	50
CSS 6.2 Invest in Guest Relationships .....	51
CSS 6.3 Join a networking group .....	51
CSS 6.4 Think vertical .....	51
<b>Chapter 5: SANITATION &amp; SAFETY .....</b>	<b>52</b>
<b>SAN-1 Cleaning Requirements .....</b>	<b>52</b>
SAN 1.1 Daily Cleaning.....	52
SAN 1.2 Periodic Cleaning.....	54
<b>SAN-2 Personal Hygiene.....</b>	<b>57</b>
SAN 2.1 Avoiding Contamination .....	57
SAN 2.2 Hand Washing .....	58
SAN 2.3 Eating on the Line .....	58
<b>SAN-3 Three Types of Contamination .....</b>	<b>59</b>
SAN 3.1 Chemical Hazards.....	59
SAN 3.2 Physical Hazards.....	60
SAN 3.3 Bacterial Hazards .....	60
SAN-3.4 Food-borne Illnesses.....	61
<b>SAN-4 Temperature .....</b>	<b>64</b>
SAN 4.1 The Danger Zone .....	64
SAN 4.2 Thawing Food .....	64
SAN 4.3 Cooking Temperatures .....	65
SAN 4.4 Food Labeling.....	66
<b>SAN-5 Pest Control.....</b>	<b>66</b>
SAN 5.1 Exterminators.....	66

SAN 5.2 How to Detect Pests ..... 66

**SAN-6 Garbage Disposal..... 67**

**Chapter 6: Food Preparation and Recipes..... 68**

**FPR-1 Menu Items ..... 68**

    FPR 1.1 Approved Menu Items ..... 68

    FPR 1.2 Portion Standards..... 68

    FPR 1.3 Requesting a New Menu Item..... 68

    FPR 1.4 General Recipe Guidelines..... 68

**FPR-2 Quality Standards..... 69**

    FPR 2.1 Freshness Standards ..... 69

    FPR 2.2 Shelf Life ..... 69

    FPR 2.3 Detecting Spoilage..... 71

    FPR 2.4 Reporting Spoilage ..... 71

**FPR-3 Plating and To Go Packaging..... 72**

    FPR 3.1 Dine-In Packaging ..... 72

    FPR 3.2 To-Go Packaging ..... 72

**FPR-4 Food Prep and Recipes ..... 73**

    FPR 4.1 Introduction to Prep ..... 73

# Chapter 1: INVENTORY

## INV-1 Ordering

### INV 1.1 Food and Beverage Specifications

Each restaurant must at all times maintain a product and supply inventory which is sufficient to meet public demand. Approved product available for purchase will be listed in the online Sysco order guide, as well as on the Par Sheet. We are committed to offering the highest quality products and expect those products to be used universally between all The Great Greek Mediterranean Grill locations. Our recipes hinge upon the chemistry of the specific product. For this reason, it is important to respect official specifications.

### INV 1.2 Approved Suppliers

The Great Greek Mediterranean Grill currently has a contract with Sysco that ensures national consistency in terms of product stock and quality. Each franchisee will have a dedicated regional Sysco salesperson with whom they will work and order from. It is also recommended that each franchisee have an account with a wholesale foodservice supplier in the event of an emergency. However, you must only purchase products from the approved list. Substitutions or replacements are not permitted under any circumstances.

### INV 1.3 Ordering Procedure

Each location will receive a username and password for Sysco's online ordering system, Esysco. All questions relating to products or order can be sent to your local Sysco Account Representative, or to Sean Tripp, Operations Manager at the Corporate Office.

You will be issued a PAR sheet at your opening with standard ordering pars for each item. You are encouraged to update these pars as needed depending on your product usage. Forecasting business levels must be taken into account. Paying attention to sales trends will help with determining proper order size, which will ultimately help to avoid over-ordering or under-ordering. It is also important to have a knowledge of recent orders (usually between 4-6 order cycles). Understanding product patterns will help make ordering decisions a bit easier.

Orders should be able to cover business until the day after your next order. For instance, if your next truck is Tuesday, this order should cover from today until end of business on Wednesday.

## INV 1.4 Dangers of Over/Under-Ordering

While over/under-ordering should be avoided at all costs, it will more than likely happen from time to time. With under-ordering, you run the risk of running out of product. It should never be assumed that your supplier will be able to make an extra delivery. Will Call orders may be an option but that requires sending someone to pick up product. It is best to ensure you have enough.

Alternatively, over-ordering poses a potentially costlier threat. For perishable items, over-ordering may mean the product doesn't get used in time and will need to be thrown away. This is literally throwing money away. For nonperishables that are not at risk of expiring, over-ordering is like leaving money sitting on the shelves. Use the allotted resources to ensure you are ordering the correct amount of each product.

## INV 1.5 Putting an Order Together

It is highly recommended that you use the par sheet while placing an order with Sysco. A par is the number for each item that stock is replenished to. A form will be given to each franchisee which lists all permitted items, order numbers and units per case. It will have blank fields to fill in par, current inventory and order quantity. When in doubt while placing orders, ask yourself two questions:

1. Will it fit?
2. Will it go bad?

If the answers are yes and no, order the item. Once you become comfortable placing orders, you can begin to find appropriate inventory levels. Don't be afraid to change your pars accordingly.



## INV-2 Receiving

### INV 2.1 Inspecting a Delivery

Plan ahead to ensure the food arrives at the restaurant with the least exposure to contamination. Make sure there is sufficient refrigerator and freezer space available for the order before it arrives. Also, try to arrange for delivery during slow hours. This arrangement will make it easier for employees to examine food properly.

Inspect food immediately upon arrival while the supplier representative is present. This prompt inspection facilitates prompt return of credits from the supplier. Ensure that perishable foods are stored properly.

Employees should be trained to properly inspect deliveries. Receiving personnel should be able to judge quality, check temperature, detect and spot insect infestations, etc.

#### Frozen Foods

Frozen foods should be inspected for signs of thawing and refreezing as well as for other signs of deterioration. Signs of thawing include fluids or other liquids in the food carton. Large ice crystals in the product itself indicate that it has been thawed and refrozen.

#### Canned Foods

External indications that cans should be rejected include swelling, leaking, rust and dents. A can that seems undamaged on the outside may still contain contaminated food. Any canned goods that appear abnormal in odor, color, or texture should be rejected. Foamy or milky liquids are signs of spoilage. These foods should not be tasted. Canned goods are subject to spoilage and deterioration in quality over long periods of time. Canned goods should be stored at a temperature between 50° - 70°

#### Meat

When meat arrives at your restaurant, it should be inspected for proper packaging, leakage, odor, temperature and texture. Beef should be a bright, cherry red. Do not accept beef that is turning brown or green. Beef usually spoils first at or near the surface of the cut.

The appearance of slime is the very first indication of deterioration in meat. The slime is caused by the microbic growth on meats indicating that it must be held at a temperature of 0° or below. They should be wrapped and sealed in a moisture-proof paper or containers before being placed in the freezer. Faulty wrapping or long storage may result in brownish freezer burn.

## INV 2.2 Preparing for Delivery

### Cleaning

Before the truck arrives, clean the delivery area. Do not store food in areas where there are spills, dirt or debris. Sweep the floors and make sure they are dry to avoid falls when carrying food items.

- Clean floors and shelves of the storage refrigerator.
- Clean shelves and storage area where packaging and chemicals are kept.
- Clean floor in the back of the restaurant (back room).
- Clean parking lot area or sidewalk area just outside the back door.
- Take out the trash before delivery arrives. Obstacles slow down the delivery process.

### Walk-in Cooler

Prior to a scheduled delivery, storage areas, including the walk-in cooler and shelving units, must be organized and cleaned. (This is when inventory is at its lowest, and existing stock is easiest to move.)

- Never remove inventory items from the cooler while cleaning it.
- Always move inventory items from one side to the other during the cleaning process.
- Be sure there is sufficient space available for the incoming order.
- At all times during the cleaning or receiving process, the walk-in cooler door must be kept closed as much as possible in order to maintain proper temperature.

### How to Read Dates

Perishable products have dates printed on them. Usually, there are two dates. One is the production date (date of manufacture). The other is the “use by” date. **This is the one that you need to be concerned with. Product must be used before its “use by” date.**

### Shelf Life

Most products have a designated shelf life. The shelf life is the time frame that the product is “good.” The shelf life begins the **MOMENT** the product is manufactured. Pay close attention to products with a shelf life of three months or less. Items with a short shelf life are the most perishable. Some, like lettuce, may only be fresh for a few days. When checking in product, always check the “use by” date to ensure that it has enough shelf life left.

The Great Greek Mediterranean Grill has specific recommendations in terms of shelf life that can be found in the Prep Guide. Please label and use product accordingly.

### Arrival of the Shipment

- Have a marker on-hand to receive orders. Write the received date on the box, facing outward in the cooler. If you use a box cutter, take care that you do not cut open the contents inside.

- Do not have the driver place items in the walk-in cooler, freezer or on shelves. Mixing new order items with inventory items already in stock would make it difficult to check-in the new order properly.
- As the driver brings in items, show him/her where each part of the order should be unloaded.
- For security reasons, it is best to keep the delivery person out of the freezer, cooler and dry storage areas.

## INV 2.3 Unacceptable Quality

Product is considered unacceptable based on the following indicators:

<b>Steak/Lamb</b>	Off color/odor, swollen or leaking bags
<b>Chicken</b>	Off color/odor, signs of thawing and refreezing
<b>Shrimp</b>	Strange discoloration or signs of thawing/refreezing
<b>Salmon</b>	Pungent, fishy odor, discolored eyes or milky coating
<b>Lettuce</b>	Slimy texture, rusty
<b>Tomatoes</b>	Over/under ripe, mushy/green
<b>Onions</b>	Slimy texture, oxidized
<b>Lemons</b>	Moldy
<b>Cucumber</b>	Soft, moldy
<b>Broccoli</b>	Soft, intensely bad smell or change in color
<b>Baby Carrots</b>	Slimy texture, brown or mushy
<b>All Canned Goods</b>	Swelling, leakage, rust, dents, improper seal
<b>Pita Bread</b>	Moldy, stale
<b>Vacuum Packed Jars</b>	Popper up lid (indicates seal has been broken)

## INV-3 Storage

### INV 3.1 General Principles

- Always check each product for proper storage instructions.
- Use FIFO (first in, first out) rotation. Use food supplies in the order in which they were received.
- Mark the receiving date on each case with a felt tip marker. Store the case so that the date can easily be read.
- Store food only in areas designed for storage. Do not store food products in toilet areas, etc. Take sanitation and health code laws into account.
- Keep all storage areas clean.
- Store all food at least 6 inches above the floor and away from floor drains. This allows for proper air circulation in walk-in coolers and prevents insect and rodent infestation in dry storage areas.
- Check product daily, throw away any spoiled food and note on the spoilage report.
- Keep all items in their original packages until they are in use.
- Keep doors to all storage areas closed at all times, especially temperature-controlled areas.
- When in doubt, throw it out!

### INV 3.2 Refrigerated Storage

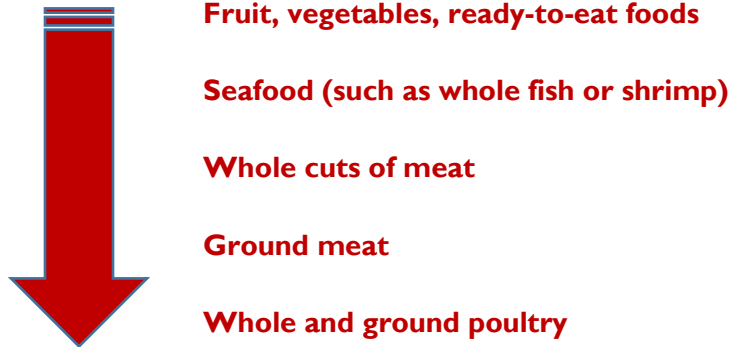
- Refrigeration retards the growth of bacteria; it is used for short term storage.
- Always place meat, poultry and dairy products in the coldest section of the walk-in cooler. Temperatures should be checked regularly. Keep a thermometer in the warmest section of the cooler.
- Temperatures should range from 34-40°F.
- Use open, slatted shelving in refrigerated storage areas. Lining the shelves drastically reduces refrigerator efficiency.
- Always cover, label, date and rotate all prepped product in the walk-in cooler.
- Hot items should be cooled to room temperature before placing them in the walk-in cooler.

### INV 3.3 Freezer Storage

- Frozen products must be placed in the freezer immediately after delivery. All frozen food must be in moisture-proof packaging. Temperatures should be checked regularly.
- Keep the thermometer in the warmest section of the freezer.
- Temperatures should range from -10°F to 0°F.
- Clean and vacuum freezers on a regular basis.
- Do not fill freezers beyond their recommended capacity.
- Do not refreeze items after thawing and do not freeze prepped product.

## INV 3.4 Proper Food Storage Hierarchy

To avoid cross-contamination it is important to employ the proper food storage hierarchy.



## INV 3.5 Temperature Log

It is important to check machine temperatures regularly. This includes walk-in, freezer, steam wells, and line coolers. This is part of your shift's Line Check. If temperatures are off by a few degrees, record it and check again the next several shifts.

If temperatures are off by a significant margin (more than 10°F), call your local service provider immediately and move all items to a station with a safe temperature.

## INV 3.6 Rotation Methods

Rotation is a system of storing items so that old items are used before new. When storing a product, make sure the newer product is placed behind the old. Be aware of the shelf-life of all food products.

1. FIFO – first in, first out. Product is used in the order that it is received and prepped.
2. Perishables should be prepped as quickly as possible or stored under the proper conditions.
3. Store food only in areas designed for food.
4. Everything should be stored in clean covered containers.
5. Keep storage area and prep areas clean and sanitary.
6. Date all merchandise when it is delivered. This will help keep the rotation system organized.

7. Force rotation. By keeping your inventory low, associates are forced to use the product on hand in a proper rotation method.

## INV-4 Loss Control

### INV 4.1 Employee Theft

Employee theft of any kind must not be tolerated. Keep a close watch for missing product, improper cash procedures (not ringing in orders, voided orders, etc), time theft, or purposefully taking more time than necessary to complete tasks – especially at closing time. These are all forms of theft. Using the weekly inventory, a close watch and the systems put in place will help to minimize any such incidents.

### INV 4.2 Spoilage

All food items must be checked for spoilage before they are used. If an employee is not sure about an item, the item should be set aside until a manager or crew leader is able to check it. If you have any doubt that the item is fresh enough to be sold, throw it away – **when in doubt, throw it out!**

Proper ordering, thorough check-in when receiving shipments, proper storage and proper rotation can dramatically reduce spoilage. Serving fresh, high quality food will occasionally necessitate throwing out some items. This is a form of quality control; food does not have to be outright bad to fail to meet our quality standards. Do not use “unfresh” foods.

Ensure any incidents of bad product or spoilage are recorded in a weekly spoilage report. Notify suppliers immediately if you receive spoiled goods on any shipments.

### INV 4.3 Record Keeping Errors

Always check your shipments carefully when you receive them. Be sure that you are receiving the correct items in the correct quantities. Notify your supplier immediately of any discrepancies. Always check invoice prices as well. Be certain that you are being billed for the correct amount of inventory that you have received. Check all invoices against the original order. Notify your supplier immediately of any discrepancies.

### INV 4.4 Portion Control

Our recipes include our portion standards. You must not deviate from these standards in any way. You must constantly supervise your employees regarding proper portion control. Random spot checks during Line Check will prove valuable in keeping with our standards.

Poor portion control leads to higher food costs and guest dissatisfaction. A portion that is too large is as unacceptable as a portion that is too small. On the guest’s next visit after receiving a portion that was too large will perceive the correct portion as too small.

## INV-5 Physical Inventory

### INV 5.1 Inventory Procedure

Counting physical inventory is arguably one of the most important tasks that will be completed at the restaurant. This is a tool that has many uses, including assessing food cost, measuring product usage and holding accountability. Its importance cannot be overstated.

Inventory needs to be done at an hour when there is no business and product is not being moved. Everything should remain in place from the time counting is started until the time it is finished. All skewers of meat are sold in portions and must be weighed during assembly. For example, a chicken breast cut into cubes must be skewered and weigh 6-7 ounces after assembly. For product that is not sold by weight and instead is sold by portion or unit, it is appropriate to **count by the case or unit**. Consistent counts are crucial to the accuracy of inventory.

### INV 5.2 Weekly Inventory

In order to remain accurate and consistent, physical inventory count should be done on Sunday night after close-of-business. Numbers may be entered after closing time on Sunday but no later than 10am on Monday, when the numbers are pulled for official records.

### INV 5.3 Period End Inventory

At the end of each period, it is recommended that inventory should be double counted to provide an extra level of accuracy.

### INV 5.4 Food Cost Reporting

Inventory is required because stores are required to submit a real food cost, as opposed to a simple food cost. Once the inventory count has been completed, the numbers should be analyzed. The purpose of this is to find inaccuracies and clerical errors before actually reporting the food cost. Errors may be found by double checking items whose variances are particularly high. If the difference between theoretical and actual use is abnormally high, check to make sure the item was counted and entered correctly. Many times, this will fix the problem and restore accuracy. For items with a high variance that have been double checked and found to be entered correctly, there may be a problem. Possible issues include abnormal waste, product spoilage or even theft.



## Chapter 2: DAILY OPERATING PROCEDURES

### DOP-1 Daily Checklists

#### DOP 1.1 Manager's Opening Checklist

- Take a lap
- Turn off security system
- Turn all necessary lights on
- Adjust air conditioning/heat to appropriate setting
- Turn on steam table for meatballs, check temperature often
- Walk through entire restaurant to ensure last night's close was acceptable
- Preheat oven and proofer
- Roll bread rack out of the walk-in
- Check schedule, ensure proper coverage
- Create Prep List based on stock levels
- Check last night's deposit and count safe
- Take deposit to the bank
- Create battle plan for the day
- Assign tills
- Turn on music
- Unlock doors
- Complete line check before 11:00am

## DOP 1.2 Line Check

AM Line Check should take place by 11:00am (before the lunch rush) and PM Line Check should take place by 5:00pm (before the dinner rush).

### COOLER & STORAGE

- Walk-In Cooler below 41°F
- All items labeled, FIFO, proper storage hierarchy
- Sink chemicals at acceptable level
- No wet stacking on drying rack(s)

### PREP AREA

- Morning prep complete and verified by kitchen manager
- Sanitize prep areas
- Set up salad and meat prep station (use proper colored cutting boards)
- Gather mis en place with only enough ingredients to prep 2 hours or less at a time
- Fill and test sanitizer bucket

### SALAD STATION

- Cold line fully stocked
- Backups of all salad and sauces
- Seasonings and dressing bottles full
- Turn on steam table for rice
- Make sure sauces in appetizer station stocked and backups ready
- To go containers stocked
- Fill and test sanitizer bucket

### GRILL AREA

- Spatula, tongs, gyro knife, lighter and sharpener available
- Grill/oven turned on, dials set to 350° F one hour prior to opening
- Turn on light and gyro broilers
- Timers set appropriately
- Grill scraper available
- Fryer turned on 1 hour before opening

- Turn on salamander
- Fill and test sanitizer bucket

### GYRO/SANDWICH STATION

- Cold line fully stocked
- Pita and gyro warmer turned on and pans lined with foil
- Backups of all sandwich/souvlaki ingredients
- Make sure sauces and to go tzatziki stocked
- Fill and test sanitizer bucket

### FRONT OF HOUSE

- Register area clean and neat (pens and sharpie available)
- Soda fountain set, teas brewed, beverage cooler stocked
- To go dressings and tzatziki sauces made up (2 oz. and 3.75 oz.)
- Dining room clean. Ketchup, ranch, mustard, mayo, sugars and toothpicks stocked
- Bathrooms clean and stocked
- Dining room clean. Ketchup, mayo and napkins stocked
- Front door and windows wiped clean of smudges
- Parking lot/sidewalk/patio free of debris
- Fill and test sanitizer bucket

### DISHWASHER AREA

- Turn on dishwasher and run 1 cycle to heat up water
- De-lime dishwasher once per week
- Clean bathrooms and mop floors
- Fill and test sanitizer bucket

## DOP 1.3 Closing Procedures

Closing is just as important as opening. It is important to leave the restaurant in excellent condition that will make opening the next morning as simple as possible. While closing tasks should not begin until 2 hours before closing time, it is important to remember that any moves made during a dinner shift can either positively or negatively impact a close.

### DINING ROOM

- All tables and seats wiped down
- Flower centerpieces, ketchup bottles, salt & pepper in place on each table
- Ketchup bottles refilled
- Floors swept and mopped
- Windows/doors clear of fingerprints and streaks

### BATHROOMS

- All fixtures cleaned
- Mirror cleaned and wiped
- Toilet paper and paper towels replenished
- Floors dry and clean

### OUTSIDE

- Sidewalk clear and free of debris
- All tables wiped and reset

### TILL AREA & BEVERAGE STATION

- All orders closed and reconciled
- Cash accountability sheet complete
- Cash in safe; tills secured
- Counter wiped down, restocked and organized
- Tea urns scrubbed and left to dry
- All bottles restocked
- All paper products restocked

### SALAD STATION

- Unit wiped thoroughly inside and out
- Restock all cold table ingredients
- Take cutting board to dishwasher to be cleaned
- Turn off, empty and clean steam table
- Rewrap pita and gyro warming pans with foil
- Clean and sanitize plate shelves

### GYRO/SANDWICH STATION

- Unit wiped thoroughly inside and out
- Restock all cold table ingredients
- Restock cooler and to go containers
- Take cutting board to dishwasher to be cleaned
- Clean and sanitize plate shelves
- Sweep, mop and squeegee floor
- All dishes, pots and pans cleaned and put away
- Clean and detail dish machine
- Empty drain basket
- Organize chemical rack
- Clean floor mats
- Organize, clean and sanitize utility sink
- Sweep and mop dish room floors

### PREP AREA

- Organize walk in cooler and freezer, check for proper labeling
- Sweep and mop walk in cooler
- Clean and sanitize prep tables
- Wipe down walls
- Organize dry storage
- Wash floor mats

### COOLER, SINK & STORAGE

- Dishes washed and allowed to air dry before restacking
- Sink and all fixtures cleaned
- Walk-in cooler FIFO organized and clean
- All floors swept and mopped

### FINAL TOUCHES

- All floors swept and mopped
- Double check all appliances switched off
- Double check safe secured
- Turn music off
- Set alarm

## DOP-2 Kitchen Operations

### DOP 2.1 Navigating the Kitchen

Every Great Greek Mediterranean Grill kitchen is a little bit different, but each location has – for the most part – all the same elements. Some stores have distinct areas while others may make use of extra space. For example, some locations may have a separate area for dry storage, while others may have dry storage integrated into the line. The line is the busiest area in the kitchen because that’s where the magic really happens! Bear in mind that many of our concepts feature an open kitchen that is visible from the lobby. For this reason, in particular, it is extremely important to keep the kitchen clean and organized, and act professionally.

### DOP 2.2 Stations

The Line is generally divided into **four distinct sections**. During a shift, each of the sections has its own primary and secondary responsibilities, which may be delegated between more than one employee.

#### **SALAD STATION**

##### PRIMARY RESPONSIBILITIES:

Prepares all dine in and to go salads, rice bowls and wraps

##### SECONDARY RESPONSIBILITIES:

Appetizer and dessert station during off-peak hours

#### **GYRO/SANDWICH STATION**

##### PRIMARY RESPONSIBILITIES:

Quarterbacks the kitchen by communicating to Grill Cook on what to fire and when. Assembles plates and gyros for all orders.

##### SECONDARY RESPONSIBILITIES:

Make takeout tzatziki sides and assist other stations during off-peak hours.

#### **GRILL STATION**

##### PRIMARY RESPONSIBILITIES:

Grills all meats, seafood and pita bread.  
Carves gyro meat and runs fryer

##### SECONDARY RESPONSIBILITIES:

Prep shrimp skewers and season burger patties

#### **PREP STATION**

##### PRIMARY RESPONSIBILITIES:

Prepares all produce, marinades, sauces needed during the service.

##### SECONDARY RESPONSIBILITIES:

Works dishwashing station during off-peak hours.

“Primary Responsibility” refers to the overall task that is accomplished at the individual station. “Secondary Responsibilities” refer to the tasks that can be separated into distinct stations if volume and staff levels are high enough. It is important to set standards and split up responsibilities at each specific store.

*For example, if Heather is working a slow dinner, she may be responsible for the appetizer and dessert station as well as her salad station. On another day, she may have to split grill duties with the gyro/sandwich station.*

### DOP 2.3 Salad Station

**NOTE:** Before we get started on Cold Line procedure, always ensure that the Cold station is only open when it is in use. Please close it when you are finished with it to ensure maximum freshness for the product held inside.

The primary responsibility of the person assigned to the salad station is that they prepare all salads, rice bowls and wraps. The salad station includes stocking each item and, during slower periods, preparing additional fresh vegetables. When the restaurant is slow, the salad station will be responsible for the appetizer and dessert station. He or she will be required to keep that area stocked as well.

There is a specific order to the placement of ingredients on the salad station. This is done to speed up the assembly process, keep the area as clean as possible, and to avoid certain items falling in with other items. Please reference this map when assembling the station:

Parsley 1/6	Pico 1/6	Salad Bowl Cucumber 1/6	Olives w/ Pitt 1/6	Sliced Red Onion 1/6	Gyro Lettuce ½ Shotgun Tray	Salad Lettuce Full Pan
Melitzano 1/6	Pepperoncini 1/6	Garbanzo Beans 1/6	Olives w/out Pitt 1/6	Salad Cucumber 1/6		
Hummus 1/6	Tirokafteri 1/6	Tzatziki 1/6	Feta 1/6	Salad Tomato 1/6		

Please reference the following chart (from bottom to top) when preparing salads and rice bowls:

<b>SALADS</b>				
<b>INGREDIENT</b>	<b>PLACEMENT</b>	<b>SIDE SALAD</b>	<b>SMALL SALAD</b>	<b>LARGE SALAD</b>
Chopped Romaine	<i>Bottom</i>	1 oz.	4 oz.	6 oz.
Tomato Half Wedges	<i>Top</i>	3	6	9
Cucumber Slices	<i>Top</i>	4	8	12
Sliced Red Onion	<i>Top</i>	.5 oz.	1 oz.	1.5 oz.
Greek Dressing	<i>Top</i>	1 oz.	1.5 oz.	2 oz.
Feta Cheese	<i>Top</i>	.5 oz.	1 oz.	1.5 oz.
Olives	<i>Top</i>	2	4	6

<b>RICE BOWLS</b>		
<b>INGREDIENT</b>	<b>PLACEMENT</b>	<b>QTY</b>
Rice Pilaf	<i>Bottom Center</i>	5 oz.
Chopped Romaine	<i>Top</i>	4 oz.
Pico (tomato & red onion)	<i>Top</i>	1.5 oz.
Cucumber	<i>Top</i>	1 oz.
Garbanzo Beans	<i>Top</i>	1 oz.
Dressing	<i>Top</i>	1.5 oz.
Feta Cheese	<i>Top</i>	1 oz.
Olives	<i>Top</i>	6 ea

## DOP 2.4 Gyro Station

The gyro station quarterback's the kitchen by communicating to Grill Cook on what to fire and when. This position also assembles plates and gyros for all orders. When available, this station is responsible for making takeout tzatziki sides and assist other stations during off-peak hours.

Gyro Lettuce ½ Shotgun Tray	Red Onion ½ Shotgun Tray	Gyro Tomatoes ½ Shotgun Tray	Pico 1/6	Mint Yogurt 1/6	Ramekins 1/6	Falafel 1/2
			Feta 1/6	Pepperoncini 1/6	Parsley 1/6	Avgolemono 1/2
			Tzatziki 1/6	Lemon Wedges 1/6	Dill 1/6	

## DOP 2.5 Grill Procedure

**NOTE:** Before we get started on Hot Line procedure, always ensure that the Hot station is only open when it is in use. Please close it when you are finished with it to ensure maximum freshness for the product held inside. **The Hot Line includes raw protein that needs to be treated with care.**

The grill is the cornerstone of The Great Greek operation. The grill works in unison with the salad and gyro/sandwich station. Their primary job is to ensure all proteins are cooked for both stations. On busy days, the grill will cook some items ahead of time for more fluid execution.

It is the responsibility of the grill cook to make sure the cold drawer is stocked with all proteins and the gyro broiler is on and ready for carving. They should be properly stored according to health and safety standards.

Always make sure to have two tongs, a spatula, carving knife, gyro pan and a grill brush on the line. Keep your grill scraper nearby to clean the grill of any debris that will build up throughout the course of the day. When the grill starts to clear, this is the ideal time to take a few seconds to scrape the grill before more orders begin to come back. Keep in mind that with an open kitchen, the grill is always within view of the guest.

The grill includes all proteins that need to be grilled as well as falafels for the fryer. More often than not, it involves cooking raw meats to specified temperatures. This means the grill cook will need to understand the time, look, and texture of meats cooked at specific temperatures.

Some things to consider if there is a lull in business:

- Take inventory of the station and restock any ingredients that are running low
- Consolidate gyro broilers, turning one or two off if possible
- Assist other stations if needed
- Clean or scrape the grill if needed
- Does anything need to be scraped or cleaned?

### Running the Grill

Running the grill can be the most fast-paced, difficult part of any The Great Greek Mediterranean Grill. A good grill person can greatly influence how well an entire shift is run. As with any position at The Great Greek Mediterranean Grill, there is a certain amount of nuance involved that comes from experience and good guidance, but the grill is truly a trial by fire position. Knowing when to fire chicken to understanding steak/lamb temperatures is vital to successfully running the grill. Timing is everything!

First and foremost: The grill-person will be dealing with raw proteins, including chicken. Raw chicken is incredibly hazardous and anything coming in contact with raw chicken must be thrown out. For this reason, have designated chicken tongs that are only to be used for handling chicken. If for any reason you need to grab any chicken with your hand, remove the gloves, wash your hands and replace your gloves before handling anything else. When setting up your station, always place the chicken closest to the grill, so it has the least distance to travel and thus be less likely to come into contact with anything else. Steak too must be treated with appropriate care. There should be a separate set of tongs exclusively for steak as well.

Always keep in mind that the grill must be cleaned on a regular basis and seasoned with oil. This will help keep meat from sticking to the grill and give those grill marks we desire for proper presentation. Be sure salmon and burgers have diamond grill marks. This requires the grill cook to place the meat on an angle for one minute then alternate to the other side for one minute. Then flip the protein and repeat these steps. For burgers, then cook to the requested temperature.

**Organizing Proteins and Pita Bread on the Grill**

When it comes to organizing the grill during busy periods, you must practice proper organization. When you have chicken, salmon, steak and lamb on the grill and have no room for pita bread, this is when mistakes are made. It is easy to make mistakes and cook proteins to improper temperatures. Your best defense against this is organization on the grill along with communicating with your gyro/sandwich and salad station.

The best way to keep the grill organized is to have a designated spot for seafood, steak and lamb, burgers, chicken, and pita bread. You will need to section off your grill accordingly, so seafood is not cooked where chicken is cooked, etc.

Chicken	Steak/Lamb	Seafood	Warming & Hot Holding
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Also, you should organize your burgers, steak and lamb according to specified temperatures. A suggestion would be to keep all the same temperatures together. For example, if you have two steak



souvlaki medium rare, two medium, and one well, you should group together from left to right from medium rare to well.

When cooking salmon and especially chicken, there cannot be any pink to the meat. To make sure the meat is thoroughly cooked, insert the thermocouple probe into the thickest piece of the protein. Ensure the chicken has reached an internal temperature of 165° F and salmon 145° F for 15 seconds. Keep in mind most grills have hot and cold spots, so it is imperative that you check the temperature before removing from the grill.

In addition to appropriate grill space, please reference the charts below on arranging the drawers of the chef base below the char broiler.

Top Drawer:

Empty 1/3 Pan	Lamb Skewer 1/2 Pan	Feta Mix 1/2 Pan
Salmon 1/3 Pan	Steak Skewer 1/2 Pan	Feta Mix 1/2 Pan
Shrimp Skewer 1/3 Pan		

Bottom Drawer:

Chicken Skewer Full Pan	Empty Full Pan	Falafel 1/2 Pan
		Burgers 1/2 Pan

## DOP 2.6 Expo

The Kitchen Manager may work from time to time as an expeditor in the kitchen during busy periods. The Kitchen Manager is responsible for knowing exactly what is going on with each position at all times and must be able to prioritize where they are needed most. The success of a busy period can hinge on the support of the Kitchen Manager working the expo position and assisting other stations as needed.

### Plate Presentation

The Salad and Gyro/Sandwich stations are responsible to finish off their items with garnishes and placing the plate in the service window. They must design each plate or bowl according to presentation specifications. The Great Greek takes pride in serving large portions, but if the items are not plated properly, the entrée may look empty. For example, if someone orders an Athenian burger without fries, it must be placed on a smaller plate as to not look bare.

Additionally, the Kitchen Manager is responsible for making sure plate presentations are coming out consistently with the correct portions and presentation. They are responsible for doing line checks to make sure salads are being built according to specification or sandwiches are made with the correct amount of gyro meat. The idea is to give the guest the perception that we give hearty portions that are presented the same way each time.

### Working the Middle

As mentioned above, the Kitchen Manager will be working the line as an expo and assisting stations as needed. He or she will be helping to make orders and assisting with smaller items, like appetizers and desserts. During the rushes, you must be able to look around and assess where you are needed most. This includes prep area if the lines are running low. Again, communication cannot be stressed enough. Use peripheral vision and do not assume that procedures are being followed correctly until verified.

## DOP 2.7 General Front of House Operation

Being on the register means that you are the face of The Great Greek Mediterranean Grill. You are the first interaction that guests have with the restaurant and it can be an incredibly rewarding experience. Over the years, The Great Greek Mediterranean Grill has built up a guest base of some wonderful regulars, some of whom come every day. Being on the register is key to cultivating these relationships and setting the tone for the rest of their dining experience.

### Starting the Day Well

It is most efficient to have a front of house opening checklist readily available for cashiers and servers. They should start to brew the iced tea, put nozzles on the soda machines and start making sauces for the day.

Check bathrooms, hallways, dining area and register area for general cleanliness. Check for any issues with closing the night before. Make sure handwashing stations and restrooms are properly stocked with paper towels, hand soap and a clean trash liner.

Be sure each table is set up with ketchup, salt & pepper, and a flower vase. Check to make sure the condiment station is fully stocked with mayonnaise, ketchup, mustard, etc. Wipe down any condiment bottles and clean off any grease or residue.

Roll out and place dining room mats in their specified areas. Check tables and chairs for cleanliness and uniformity throughout the dining room. Be sure glass to entrance doors are cleaned and streak free. Check the parking lot around the store, picking up any trash that may have accumulated the day before. Remember, the parking lot leaves an impression on the guest even before they walk in the door. Bring a dust pan and broom (different than those used inside) for smaller items such as paper and cigarette butts.

Right before opening, make sure the music is playing and the television is turned on, if applicable. Take a minute to stand in the lobby of the store and see if there is anything else you may have missed.

## Guest Interaction

The Great Greek Mediterranean Grill staff is known for making the extra effort to be friendly and helpful and always be smiling. It is not enough to have good guest service, we must be known for legendary guest service. Sometimes your best defense against a cranky guest is disarming them with sincerity and friendliness from the beginning. Always be courteous towards the guest and offer help or give suggestions. Suggest savings to offer more value (i.e. combos).

If a guest is not sure if they want a small or a large salad, show them a container of both sizes. Let them know that usually a small salad ordered with a skewer is enough food for one person. This will make a positive impression on the guest. It is important to always offer the guest extra service (i.e. would you like assistance carrying out your to-go order?) Give them your full attention and use discretion as to what courtesies you can extend based on how many guests you have at that moment.

The most difficult part of starting at the register is being fluent with what comes on each menu sandwich, souvlaki plate or rice bowl. Also, knowing what sides go with each entrée is extremely important. The Great Greek has a large variety of specialty options, so knowing what questions to ask and what to put on the ticket will save a lot of time and confusion for everyone involved. For example, if the guest orders a chicken souvlaki with no tomatoes on the side salad, ask if they would like the garnish of tomato and onion removed from the chicken as well. If so, be sure to type that on the ticket or use

menu modifiers that may be available. Again, it's the little details that really make the difference.

Never embarrass a guest for being wrong! Clarify any inaccuracies quietly and politely. Even when the guest is wrong, "the guest is always right." Do everything in your power to make the guest walk away feeling good.

## Running Orders and Maintaining Lobby Cleanliness

Guests know that when they go to The Great Greek, not only are they getting fresh and homemade food that is truly a cut above other fast casual restaurants, but they're also getting service that is superior to other restaurants. One of the ways we do this is by bringing the food out to the guest's table. In most fast-casual restaurants, a number is called for the guest to come to the counter and collect their own food. At the Great Greek, we bring the food to the guest. We go a step further and bring out the food in logical order. For example, a guest orders a hummus appetizer and souvlaki plate. Bring the hummus and the side salad before delivering the entrée. The guest will receive the full-service dining experience at a fraction of the cost. The guest will receive a number upon ordering for dine in orders. Then the servers will bring the food out to the guest. After the guest is finished with his or her meal, the server or busser will remove the guest's plates and clean their table.

Another role of front of house staff is maintaining lobby cleanliness. No guest should ever have to eat at a dirty table. Tables and chairs should be cleaned as soon as the guest exits. The person bringing the order to the table should always scan the dining room to remove empty plates, drinks, or trash. The rule is to never come back to the service area empty handed. All tables should be wiped down with a sanitized cloth after the table is bussed. This must be done regardless of the volume of business. Remember, a guest's perception is their reality. That is why it is imperative to constantly scan the dining room looking to bus and clean tables, spot sweep and stock condiments. This will communicate to the guest your total commitment to providing a quality environment in your store.

## Ticket Times

Because we at the Great Greek believe in scratch cooking with fresh ingredients, we have some items that take longer to cook than others. It is important that the front of house staff communicates this timing to the guest, so they understand it may take longer to receive their food. For example, a guest orders a small salad with salmon, the server should let him or her know that it is freshly cooked from raw and may take 10-12 minutes.

In addition to communicating this to the guest, the back of house must do their best to keep these ticket times as short as possible. Take note of the items that take the longest to cook and begin those items first. There are also some items, such as chicken, that may be prepared in advance if the guest queue gets to a certain length and it is likely they will be ordered. Once they are par cooked on the grill, they can be hot held in the oven.

## DOP 2.8 Cleaning the Fryer

The fryer needs to be changed every 5-7 days, however, there are several factors that affect this. A good gauge of whether your oil needs to be changed is if you can stick the basket into the fry oil and cannot see the bottom of the basket. Other signs are if the oil begins to foam, smoke, the fries start to develop a slightly bitter aftertaste. You will be shown how to clean the fryer during training.

The most important thing to keep in mind while cleaning the fryer is to be mindful of where the thermometer is. The majority of issues with fryers happen on the day it was cleaned because the thermometer was damaged and cannot accurately tell the burners when to kick on and off.

Always be sure you have enough oil to replenish the fryer. Our fryer models have a 40-50 lb. vat (22 liters) however, the fry shortening is shipped in containers that are only 35 lbs. (17.6 liters). Always replenish the fry shortening inventory to three boxes at every Sysco order. This ensures that at any point in time, you can change the fryer shortening if need be.

**\*\*NEVER\*\*** change the shortening if it is hot. The only time a fryer should be drained is in the morning after it has cooled overnight. This is not only for safety of the staff, but because if the vat rapidly cools by having hot oil drained, it will begin to separate internally and greatly shorten the lifespan of the equipment.

It is recommended to “boil out” roughly once every 4-8 weeks. Boiling it more frequently will result in the vat beginning to leak sooner. A boil out is done by draining the oil and filling the vat with water and deep fat fryer cleaner. Bring the fryer to a boil and scrub the debris from inside the vat. Signs that a fryer needs to be boiled are a burning smell and smoke rising off the heating element. Consult the Operations Handbook for a step by step guide to boiling out the fryer.

## DOP 2.9 Cleaning the Gyro Broiler

Cleaning the gyro broiler every night is very important to closing the grill station. First, the grill cook must turn off all broilers. There is a post that the gyro meat is attached to that can be removed with the gyro meat from the broiler. The grill cook should remove the stick with the gyro meat, wrap it in plastic and place in the walk-in cooler for the next day.

Then the grill cook will remove the protective foil from the machine and discard it. After that the gyro broiler must be sprayed with degreaser on the stainless steel parts and wiped down. Then replace the aluminum foil.

## DOP 2.10 Operational Signage

Certain signage is required to be displayed and available in the back of house of your restaurant in order to guarantee quick, accurate reference for all employees. All operational signage can be found on the UFG Hub.

- Current copy of the Operations Handbook
- Shelf Life Chart
- Temperature Log
- Salad/Plate/Bowl Builds Cheat Sheet

## DOP-4 Scheduling

### DOP 4.1 Operating Hours

The restaurant must be open to the public seven days a week between 11:00am-9:00pm Sunday through Saturday and the hours must be posted on the door. You may elect to open your restaurant earlier or stay open later, but these minimum hours must be met. Corporate approval is required to change business hours or close on any other days.

The restaurant must be open every day with exception to the following days and times:

- Thanksgiving Day
- Christmas Eve – after 5:00pm
- Christmas Day

### DOP 4.2 Scheduling Guidelines

The manager must schedule employees' work days and hours to comply with all applicable federal, state and local regulations. Schedules should be posted no later than close-of-business Thursday for the next week. After schedules are posted, employees are expected to report to work as scheduled.

Managers should schedule on a need basis; meaning everyone who is scheduled is needed. The following chart is based on efficient, well-trained employees. New employees should be scheduled as an extra person for 3-5 shifts, depending on their level of aptitude. Another way of looking at payroll is thinking in terms of man hours and shift volume. For reference, a shift is considered open to 4:00pm and 4:00pm to close.

SHIFT VOLUME BOH	TRANSACTIONS	NUMBER OF EMPLOYEES
Up to \$999.99	60	4
\$1,000.00 - \$1,499.99	60-90	5
\$1,500.00 - \$2,499.99	90-150	6
\$2,500.00 - \$3,499.99	150-215	7
\$3,500.00+	215+	8
SHIFT VOLUME FOH	TRANSACTIONS	NUMBER OF EMPLOYEES
Up to \$1,499.99	90	2
\$1,500.00 - \$3,499.99	90-215	3
\$3,500.00+	215+	4
<b>*NEVER HAVE LESS THAN 2 EMPLOYEES IN YOUR STORE</b>		

These numbers are approximated based on general patterns that appear in most The Great Greek Mediterranean Grill restaurants. It is important to have an understanding of your individual location. The dispersal of business may vary hour-to-hour in such a way that more or less employees may be required.

## DOP-5 Cash Control

### DOP 5.1 Cashier Responsibilities

The key to effective cash control is making the cashier 100% responsible. For this reason, it is necessary for cashiers to be assigned to a specific register on a shift-by-shift basis:

- Drawer must be banked before and after each shift when changing cashiers.
- Under no circumstances is a person other than the assigned cashier to operate the cash register, receive payments, give change, etc.
- Cashiers are responsible for all monies processed during their shift and will be held accountable for any shortages as they are the only person using the cash register.

### Cash Discrepancies

In the event of a cash discrepancy, manager discretion is to be employed. Employees may only be held accountable for discrepancies if the manager has physically assigned the employee to the register (or if theft is clearly observed). If the manager has failed to assign an employee to the cash register, he/she should be held responsible for any shortage.

### DOP 5.2 Cash Register Procedure

See CSS 1.1 and CSS 1.2 for specific information on taking orders. Technology manuals for POS Software should also be available. Contact Franchise Support for more information.

### DOP 5.3 Starting Bank

Drawers should begin at \$200 assembled in the following denominations:

\$50	–	1s
\$100	–	5s
\$10	–	10s
\$20	–	20s
\$10	–	Quarters
\$5	–	Dimes
\$4	–	Nickels (2 rolls)
\$1	–	Pennies (2 rolls)

A petty cash fund is optional but recommended to allow for potential emergencies. This may take the form of a change box to avoid spending excess time at the bank. For instance, the petty cash fund would be stocked with small bills and coin rolls that could be switched out for bigger bills that might come through the registers.



## DOP 5.4 Payment Handling Guidelines

It is imperative to pay very close attention when handling cash and it is recommended that everything is done in the sight of the guest. For example:

1. Let the guest know their total and take their money or card payment. For cash payments, count out loud what has been given to you and lay the bills across the cash drawer.
2. Give change back to the guest – count it out loud as you do so – put the bills you have laid across the cash drawer into the drawer only after the guest has accepted their change.

This discourages guests from saying they gave more than they actually did and provides accountability for the cashier to give the proper change back.

For card payments, it is important to be very intentional about every move made. The card should never leave the sight of the guest to avoid an accusations of stealing card numbers or even identity. Fumbling with the card or even staring at it for too long could raise questions.

Any \$50's or \$100's should immediately be cash dropped.

### Cash Drops

In order to protect the cash drawers, it is recommended to make frequent mid-shift cash drops to clear the drawers of big bills that may be easy to misplace, drop or even steal. These cash drops are placed in an envelope with the *employee's initials, register number, date and time* on it and **must be recorded**.

### Counterfeit Money

All cashiers should be instructed in ways to detect counterfeit money. Publications are available from the government as well as some banks and police departments. If anyone attempts to pay with counterfeit money, do not accept it and notify the police.

## DOP-6 Catering and Delivery

### DOP 6.1 Catering

Catering is a very profitable service that is equally as valuable to our guest base. The catering menu features gyro kits, skewers, full pans of salad and rice that make meetings, parties and other get togethers a very exciting experience. Depending on your market, catering may be very predictable or sporadic. Whether it's expected or not, it is important to always be ready for a catering order. Usually guests that order large catering orders are repeat guests; some may even have recurring events that need catering. Handle these orders with just as much care as any other order.

#### Taking a Catering Order

When a catering order call comes through, ensure that all information is written down. Things that are important to note are:

- Number of People
- Location
- Date
- Time
- Name and contact information

Ensure that all employees have a strong knowledge of the catering menu, add-ons and upgrades to promote upselling. Some questions to help lead guests to purchase add-ons are:

- *Would you like to add medium or large tzatziki sauce to go with your 30 chicken skewers?*
- *Are you serving any appetizers or salads? We offer a fresh Greek Salad.*
- *How many guests are you serving? Our full trays of gyro or chicken serve 25-30 guests.*

#### Preparing Catering Orders

There are many options for catering at The Great Greek Mediterranean Grill. Some of these are:

- Skewers of meat or veggies (sold individually)
- Half or full pan gyro/chicken kits
- Half or full pans of rice and salad
- Appetizer platters

While guests may choose from the full menu, it is best to avoid offering too much customization on large orders. Remember all the accompaniments that go with some catering items. For example, the gyro kits small or large comes with tzatziki sauce, feta cheese, pita bread, along with a tray of lettuce, tomato and

red onion. Aesthetics is important. For each kit, the tomatoes, lettuce and onions should be neat and uniform in the pan. Also, guide the guest throughout the ordering process to ensure they order the proper amount of food for their event.

Full or half pan Greek salads are also an option for platter-style catering. The Greek salad comes with the same ingredients as the restaurant menu. When preparing the garden salad, fill the tray three quarters with lettuce and then add the tomatoes and cucumbers, then the red onion. Then add feta cheese and top with kalamata olives. The full pan of salad comes with a 24 ounce bottle of our house made dressing and the half pan comes with a 16 ounce bottle. This layering of the salad will ensure an even distribution of produce for everyone. Our catering Greek Salad serves up to 15 guests for a half pan and 30 guests for a full pan. Be sure to include plates, forks, napkins and serving tongs.

## DOP 6.2 Delivery

Delivery is a service option. It is important to assess the local market before deciding to offer this service. Please consult the Corporate Office to discuss risks and options before employing this service.

## DOP-7 Equipment Operation and Maintenance

### DOP 7.1 Manufacturers Operating Instructions

The equipment manufacturers provide operating instructions for all equipment. If you do not have a manual or operating instructions for a piece of equipment, you are responsible for contacting the manufacturer and obtaining the proper instructions.

### DOP 7.2 Gyro Broiler

The gyro broiler is perhaps the most important piece of equipment at any Great Greek location. It is responsible for broiling the gyro meat which is in our salads, gyros, rice bowls and gyro plates. It is the most popular item on the menu.

To begin using the gyro broiler, you must first put the uncooked gyro cone on the meat rod. Then click it into place and be sure the wide part of the cone is on top. Make sure the stainless-steel side guards are wrapped in foil. Then turn the broiler on and light the pilot with a stick lighter. The broiler will then begin cooking the outer layer of the meat.

To ensure the highest quality of our product, the gyro meat should be sliced thin with a sharp carving knife. This is important as the outside of the cone will be the only part fully cooked to 155° F. The gyro cone from the raw state takes approximately 30-35 minutes to cook the outer layer. Once this is sliced, it will take 8-10 minutes to cook each layer thereafter.

### DOP 7.3 Repairs and Maintenance

#### Repair Procedure

All equipment must be in working condition at all times and the franchisee is solely responsible for the cost of all repairs. All repairs must be performed immediately upon learning of the problem. This will save time and money and will have a positive effect on guest perception of the store. Some repairs, such as air conditioning, heating and electrical may be the responsibility of the property manager. All broken or damaged equipment must be corrected immediately; especially those which could cause accidents (torn mats, frayed wiring, damaged shelving, etc.).

#### Maintenance Schedules

You must maintain all equipment in accordance with the manufacturer's maintenance schedules. All equipment should be covered by a service contract with a reliable service company. Using service contracts will provide you with access to professional help and will extend equipment life. They are extremely cost effective and will help with budgeting by eliminating unforeseen cash outlays.

# Chapter 3: Store Control

## SCL-1 General Store Control

### SCL 1.1 Appearance

Your store must be kept neat and clean at all times. You should attempt to see the store through the eyes of a first time, critical guest. This is especially important when the store is very busy. The guest's need to sit at a clean table on a clean seat and to have a clean restroom available **never changes**.

### SCL 1.2 Required Layout and Configuration

Layout is predetermined and based on approval. Equipment is purchased according to the Franchise Agreement. It must remain as shown on your location's original construction or remodeling plan. Any changes must be submitted for approval.

### SCL 1.3 Signage

All signage must be kept in place according to the original layout. No signs may be removed or added without permission. If a sign requires replacement, the new sign must comply with our specifications. Please consult the corporate office for current Point of Purchase required signage. All franchisees will be notified of any changes made.

### SCL 1.4 Menu Board

No items may be removed or added to the menu boards without permission from the corporate office. Franchisees may choose to change prices or offer specials or promotions, but not to change the items on the menu boards.

### SCL 1.5 Display and Decorations

All window displays must be approved by the Corporate Office. You should not display posters, collection boxes or flyers for community events other than on a single digital board.

### SCL 1.6 Music

Music is to be provided by Rockbot. There is to be no other music played publicly without express permission from the Corporate Office. Greek instrumental music is the only approved genre to be played in your store. The approved volume in the dining room is 70-75 decibels.

## SCL 1.7 Lighting

The restaurant must be maintained according to the approved lighting design. More lighting is preferable. Never reduce the number of bulbs or replace any bulbs with those of lower wattage. All lighting, including neon lights, must be fully functional whenever the store is open. When the store is closed, at least one light is recommended for security.

## SCL 1.8 HVAC

All The Great Greek Mediterranean Grill stores should remain between 72°F and 78°F when open. Air temperature should be controlled during closed hours, particularly in extreme cold or heat. The temperature should never exceed 86°F but should not drop below 55°F.

Service contracts from an HVAC company should include a monthly change of air conditioning filters to ensure good air quality.

Smoking inside the restaurant is illegal.

## SCL-2 Emergency Procedures

### SCL 2.1 Impending Storm

In the case of an impending storm, hurricane or blizzard, monitor weather forecasts and check to see what your neighbors and guests are doing. If you anticipate a severe storm, the store should be closed with enough advance notice so that employees can get home safely. Always obey local authorities.

Once the danger has passed, reopen as soon as possible. This can be a good opportunity to do additional business before your competitors are able to reopen. For this reason, it is recommended to have a back-up generator if you live near a coast or in an area that has frequent storms.

You should expect to be busier than usual both before a storm (when guests are hurrying to prepare) and after the storm (when not all businesses will not be up and running immediately). When at all possible, it is recommended to bring in extra staff to handle the surge in business.

### SCL 2.2 Fire or Water Damage

In the event of fire or water damage, close the store until you have completely remodeled, and your store looks new. You may resume business when you are permitted to by local authorities. When you reopen, it is important to be explicit about it. A grand re-opening promotion is recommended.

### SCL 2.3 Building Damage

Broken windows and doors must be boarded up and repaired immediately. Do not postpone these repairs as they detract from the appearance of your restaurant. Any significant building damage should be reported and repaired immediately.

### SCL 2.4 Power Outage

Please note that it is highly recommended that franchisees obtain a generator, particularly if they are located in an area with a high storm frequency (coastal cities, Midwestern plains, etc.). Please consult a professional before attempting to use a generator.

If you experience a power outage, immediately notify the power company. The cause of power outages can cover a range of possibilities from forgetting to pay the power bill to an area outage. Secure all cash and keep refrigeration units closed. Close the shop if the safety/security of the guests or employees is in jeopardy.

Most outages are short. However, in the aftermath of a severe storm, power outages may be widespread and last for several days. In the event of a longer outage, follow these guidelines in regard to discarding product:

<b>Length of Outage</b>	<b>Expect to Discard</b>
<1 day	<i>Minimal product; check all food for freshness before reopening</i>
1-3 days	<i>Most/all food that was prepped before the outage</i>
3-5 days	<i>Most/all product in the walk-in cooler</i>
More than 5 days	<i>Most/all product in the freezer(s)</i>

Common sense should be employed when determining what food needs to be discarded. If any refrigerated or frozen product is above the maximum temperature for more than 4 hours, it must be discarded. **When in doubt, throw it out.**

## SCL 2.5 Workplace Emergencies

### Planning

When required by Occupational Safety and Health Administration (OSHA) standards, restaurants with more than 10 employees on staff must have a written emergency action plan; smaller restaurants may communicate their plans orally. Top management needs to support and show commitment and involvement of all employees that are essential to an effective emergency plan.

You should review plans with employees when initially put in place and re-evaluate and amend the plan periodically whenever the plan itself, or employee responsibilities, change. Emergency procedures, including the handling of any toxic chemicals, should include:

- Escape procedures and escape route assignments.
- Special procedures for employees who perform or shut down critical plant operations.
- Systems to account for all employees after evacuation and for information about the plan.
- Rescue and medical duties for employees who perform them.
- Means for reporting fires and other emergencies.

### Chain of Command

You should designate an emergency response coordinator and a backup coordinator. The coordinator may be responsible for operations, public information and ensuring that outside aid is called. Having a backup coordinator ensures that a trained person is always available. Employees should know who the designated coordinator is. Duties of the coordinator and employer include:



- Determining what emergencies may occur and seeing that emergency procedures are developed to address each situation.
- Directing all emergency activities including evacuation of personnel.
- Ensuring that outside emergency services are notified when necessary.
- Directing the shutdown of operations when necessary.

### **Personal Protection**

Employees exposed to or near accidental chemical splashes, falling objects, flying particles, unknown atmospheres with inadequate oxygen or toxic gases, fires, live electrical wiring or similar emergencies need appropriate personal protective equipment.

### **Medical Assistance**

First aid must be available within 3 to 4 minutes of an emergency. Restaurants more than 3 to 4 minutes from an infirmary, clinic, or hospital should have at least one person on-site trained in first aid (available all shifts), have medical personnel readily available for advice and consultation, develop written emergency medical procedures.

It is essential that first aid supplies are available to the trained first aid providers, that emergency phone numbers are placed in conspicuous places near or on telephones, and prearranged ambulance services for any emergency are available. It may help to coordinate an emergency action plan with the outsider responders such as the fire department, hospital emergency room, EMS providers and local HAZMAT teams.

### **Required Signage**

Please refer to federal and local laws regarding required workplace signage (equal opportunity employer, minimum wage, workman's compensation, OSHA, etc.)

### **Further Information**

More detailed information on workplace emergencies is provided in "How to Plan for Workplace Emergencies and Evacuations" (OSHA 3088) available free on OSHA's website.

## SCL-3 Security

### SCL 3.1 Minimum Coverage

There must be no less than two employees in the store at all times. Employees must enter the store together in the morning and leave together at closing.

### SCL 3.2 Safe

Safes must be digital time-delay lock with a deposit slot for cash drops. At the owner's discretion, only the manager and select others should have the combination. The safe should never be left open or unlocked. Deposits, cash, payroll checks, gift certificates and other items of monetary value should be stored in the safe.

### SCL 3.3 Locks and Keys

All doors must be equipped with locks, which are to be locked at all times outside of business hours. Never use the back door to enter or leave the store; the back door should remain locked at all times. Do not open the back door after dusk. Only the manager, openers and closers should have keys to the restaurant.

### SCL 3.4 Alarms and Security Devices

An alarm system and cameras are recommended.

### SCL 3.5 Robberies and Employee Theft

Employees must be instructed to follow the robber's instructions. Do not fight with or follow the robber. Employee and guest safety need to be the highest priority. When it becomes safe to do so, call the police.

Suspected employee theft must be thoroughly investigated and if the theft is serious, consider pressing charges. All employees should be aware that they will be terminated and may be prosecuted for theft of money or food.

### SCL 3.6 Deposits

Avoid making deposits at night. If you must make a night drop deposit, always be aware of your surroundings. Deposits should always be carried in a sub bag or other inconspicuous packaging. Never have more than one deposit in the safe at one time.

# Chapter 4: GUEST SERVICE STANDARDS

## CSS-2 Service Manner

### CS2.1 Eight Steps for Taking Orders

1. Smile and make eye contact. Always greet a guest immediately even if you are not able to take their order right away.
2. Ask “May I help you?” – and always be sure to:
  - Ask the type of gyro they would like. (Great Greek or traditional)
  - Ask what side the guest would like with their souvlaki plate.
  - Ask what type of skewer the guest would like with their rice bowl.
  - Suggestive sell. Offer combos with the sandwiches or skewers with the salads.
  - Clarify anything that you are unsure about – if the cashier doesn’t understand what the guest wants, those in the food prep area won’t know either.
3. Repeat the order back to the guest and ask, “for here or to go”. If business is not too heavy, call the order out to those in the prep area so they can begin preparing the order. For to go orders, ask if they will require utensils.
4. Let the guest know their total and take their money or card payment. For cash payments, count out loud what has been given to you and lay the bills across the cash drawer.
5. Give change back to the guest – count it out loud as you do so – put the bills you have laid across the cash drawer into the drawer only after the guest has accepted their change.
6. Give the guest their order number if they are dining in. Thank them, letting them know their order is being made *fresh* right now.
7. Double check that the order is complete against the check. Once this is done bring the order out to the guest by calling their name. Always double check the order to ensure there is no confusion.
8. Encourage your employees to use the expression, “it is my pleasure,” as opposed to, “no problem” etc.

### CS 2.2 Positional Service Manner

#### Cashier

The cashier gives the guests their initial impression of the shop; be sure to always smile. Always be courteous towards the guest and offer help or give suggestions. Suggest savings to offer more value (i.e.

combos, or ringing in two identical 6-inch subs as a 12-inch). Never chat to friends or co-workers while serving a guest; give them your full attention. A conversation with a first time guest should look something like this:

**CASHIER:** Welcome to The Great Greek Mediterranean Grill! Have you ever been here before?

**FIRST TIME GUEST:** Hello. No I've never been here before. I'm really not sure what to get.

**C:** Well, I'm glad you decided to come try us out. My favorite sandwich is the Great Greek Gyro. It has slow cooked, tender and juicy gyro meat, fresh tomatoes, crisp red onions, romaine lettuce, homemade tzatziki sauce and feta cheese.

**FTG:** That sounds good actually. Do I have to get all the vegetables or can I pick and choose?

**C:** No, our sandwiches are made to order and you can omit any vegetable you do not want.

**FTG:** Ok, I really don't like red onion so let's do everything except that.

**C:** I think you'll really enjoy it. Would you like to make it a combo with feta fries and a drink?

**FTG:** That sounds great. I love feta cheese!

**C:** Ok so we've got a Great Greek Gyro combo with feta fries and a fountain drink.

**FTG:** That is correct.

**C:** Is that for here or to go?

**FTG:** That is for here.

**C:** Excellent. Your total is \$12.12. We're making that fresh right now for you and we'll bring it out to you as soon as it's ready!

It's always important to guide the guest through the menu and make upselling suggestions along the way. Be patient with new guests and help them find something they'll really enjoy!

## Notes on Kitchen Positions

- Product quality is always the number one priority.

- The grill area can be seen by guests as they stand at the counter! It must be kept clean, swept and organized at all times; especially when you are busy. Gloves must be worn at all times. No exceptions.
- All stations must be stocked and clean and all orders in progress should be finished before a shift change.
- Read guest checks carefully when making orders. If you are unsure about the order – ask, don't assume.
- Be alert, listen for corrections or special instructions from the counter.
- Do all that you can to minimize waste of food and paper product but do not use items that are tainted or of questionable quality.
- Guests expect more from us than an average fast casual establishment. Appearance of the employees and of the plate presentation is important.
- Give priority to eat-in orders over call-in orders. Use discretion as to when to place the call-in order on the ticket line; typically no more than 3-4 orders behind. That person called ahead for expedited service and they should receive it. If for any reason the ticket line is very full, let the guest know ahead of time that their call-in order may take up to or around 20 minutes. They will appreciate the honesty over arriving and having to wait.
- Always be courteous to guests and fellow employees.

### **FOH Expo Station**

Double check all orders prior to bagging. This is the biggest source of errors. Use the appropriate number of bags and utensils. The orders should not look sloppy or crammed together.

Use peripheral vision. DO NOT assume that procedures are correctly being followed. Additionally, be aware of guests that are waiting. If someone looks impatient, seems to have been waiting a longer time than other guests or more guests are waiting than you have orders up for, address the situation immediately.

## CSS-3 Using the Phone

### CSS 3.1 Answering the Phone

When the phone rings, answer it brightly with “Thank you for calling The Great Greek Mediterranean Grill <location>, this is <your name> speaking, how can I serve you?”.

### CSS 3.2 Taking Call-In Orders

Using the register, ring in the caller’s order following the same steps you would with a guest at the register, ensuring to find out every detail. Accuracy is key with call-in orders. Until the guest arrives, place the completed order in to go bags labeled with their name. When the guest arrives, bring up their order on the POS and collect payment. If the order is not ready yet, let the guest know we are just finishing up their order and it will be ready shortly.

### CSS 3.3 Online Ordering

Our locations offer online ordering through our app. The system is set up to print tickets just like they would with regular orders.

## CSS-4 Guest Complaints

### CSS 4.1 Handling Complaints

Every guest should be pleased with your quality, presentation and service. If they are not pleased, listen to them and attempt to rectify the problem. Do not, under any circumstances, argue with a guest. Always be helpful and courteous when handling a guest complaint or answering a question.

Always be aware that word of mouth can hurt you as well as help you. Even if a guest does not like a particular menu item, they should always be able to tell friends and acquaintances that the quality was good, the service was great, and that you and your employees were very helpful.

If an offer to replace the item does not satisfy a guest, you may refund their money. This should, however, be a last resort.

If a guest becomes irate or threatening, ask them to leave. If an irate guest refuses to leave the establishment, call the police.

**Remember:** It's easy to deal with nice, reasonable people; but it is especially important to correct any problem and appease guests even if they are incorrect or just unreasonable.

### CSS 4.2 Typical Complaints and Responses

- Guest:** I didn't ask for tzatziki on my gyro.  
**Cashier:** We put a spoonful of tzatziki on all of our gyros unless specified otherwise. We'll be glad to make you another gyro without the sauce; be sure to tell the cashier for future orders that you do not want tzatziki.
- Guest:** I didn't order cheese.  
**Cashier:** All of our salads come with feta cheese. I would be happy to get you another one without the feta. Please be sure to let the cashier know you would not like feta the next time you order.
- Guest:** I didn't receive a dressing with my salad.  
**Cashier:** We toss the dressing with the salad unless you order it to go. Then we give you a side of dressing. Would you like an additional side of dressing?
- Guest:** There is not enough tzatziki with my chicken souvlaki plate.  
**Cashier:** Would you like to purchase an additional side of tzatziki for \$0.95?
- Guest:** My steak is well and I ordered it medium.  
**Cashier:** I'm very sorry. We'll be happy to cook another steak for you at the correct temperature.

## CSS-5 Upselling for More Profit

If you and your employees aren't trained on effective ways to upsell, chances are you will either offend guests by being too pushy, or leave money on the table that guests would have willingly spent with you. Either option is costly.

Billions of dollars are "left on the table" each year because companies are not using a tried and true method of upselling. Upselling refers to when you help a guest decide to buy a little extra or "up-grade" slightly the final purchase. The bonus is they can significantly add to the bottom line of your The Great Greek Mediterranean Grill franchise.

### CSS 5.1 Why Upselling is so Profitable

Consider this example from another industry. A guest buys a car with monthly payments of \$395. With that size of investment, there's very little resistance to adding \$2 to the monthly payments for upholstery protection. For you, however, that additional sale is significant, as over 48 months it adds up to a \$98 sale, with a huge profit margin.

Some would say that a \$98 sale on a \$25,000 vehicle is only a minimal increase in the overall sale. Why waste your time? My argument is that if it only takes 30 seconds to make that extra \$98 sale, then you're making more money for the company than with any other activity you do. If your salary is \$20 per hour then doing the math, the 30 seconds you take to upsell costs the company about 17 cents. If it only costs the company 17 cents to make \$98, that's a huge return on investment. The fact that it's attached to a \$25,000 sale is completely irrelevant. So, upselling is one of the highest and best uses of your time.

#### Upselling Should Be Easy

The best part of upselling is that it's practically effortless, since it's done after the guest has placed an order or finished a meal and you've already established rapport. Upselling is just presenting the information in a "by-the-way" assumptive manner.

#### The 3 Biggest Mistakes in Upselling

- 1) No attempt is made to upsell.
- 2) The server comes across as being pushy.
- 3) The upselling is made in an unconvincing manner so the guest generally refuses.

### CSS 5.2 Effective Upselling Strategies

#### Assumptive is the Key

You've got to assume that the guest will naturally want this. Begin the upsell with a brief benefit, then, if possible, add something unique about what you're selling. To avoid sounding pushy, particularly if the upsell requires some elaboration, ask for the guest's permission to describe it.



Here's an example of the wrong way to upsell. Imagine dining at a restaurant where you've just finished a big meal. The server asks, "Would you care for dessert? If you say "Yes", you might give the impression of overindulging. So many guests refuse out of politeness. Result - no sale.

So the savvy server doesn't ask if the guest wants dessert. The professional just assumes that when people go out for a meal they are treating themselves. So of course they'll want to treat themselves to dessert. In this case, the server pulls up the dessert tray and says, "To finish off your meal with a little something sweet, (that's the benefit) I brought the dessert tray over for you. Would you like to hear about the most popular ones?" (Ask permission to proceed).

When the guest agrees to hear about the desserts the server doesn't just list them by name; he describes their benefits. So rather than saying, "This is chocolate mousse." Instead he'd say something like, "If you like chocolate you'll love this. We've got a chocolate mousse that melts in your mouth and makes you wonder what the ordinary people are doing today."

In the instance of selling a fry or rice pilaf, ask "Would you like a drink with that to make it a combo?"

### **Focus on guest needs-not yours:**

Don't try to sell the guest something you wouldn't buy if you were in their shoes. Whether or not this purchase suits your needs is irrelevant; what is relevant is whether it suits the guest's. That perspective empowers you to upsell effectively and with integrity.

### **Bottom line**

Every business owner should realistically look at whether or not employees could improve the way they up-sell. For most businesses, a little professional training can make a world of difference

## CSS-6 Referrals

Guests gained by referrals are the most dependent and easy to deal with. It is important to capitalize on the goodwill generated by properly servicing your guests. A happy guest is more powerful than the most well engineered marketing campaign.

There is nothing wrong with asking your guests to spread the word about their exceptional dining experience. In fact, at The Great Greek Mediterranean Grill we train our employees to ask for help getting the word out about our restaurant.

### CSS 6.1 Building Trust

The reason referrals (and even better, testimonials) are so effective is because they carry immediate credibility. If your dentist recommends an orthodontist for your kid's braces, you're much more likely to act on that referral than if you hear an orthodontist's ad on the radio or get a flyer in the mail.

The price tag for the referral might have been a lunch, a phone call or the cost of attending a conference. But buying advertising airtime or producing direct mailers racks up significant dollars — and typically results in much lower response rates.

If you want to develop referrals and testimonials, which are more public and generic forms of referrals, try using these tactics:

#### Don't forget to ask:

Many people believe that doing a good job is all that's necessary to generate referrals. Even when your The Great Greek Mediterranean Grill guests are satisfied, they forget to refer business mostly because your needs are not on their minds. The Great Greek Mediterranean Grill franchisees should be in the habit of asking every satisfied catering client if he or she knows somebody who would also appreciate their services.

#### Wait until clients are happy:

Going the extra mile can pay off big time. If you operate your Great Greek Mediterranean Grill franchise strictly adhering to our mission and principles, most of your guests will inevitably end up completely satisfied. Remember the old saying, "one satisfied guest is going to tell 7 potential guests, each of whom will tell another 7 potential guests"...that goes on and on and on.

Every time you get positive feedback, you have an opportunity to ask for a referral.

#### Don't worry about rejection:

There's nothing wrong in asking for a referral. Not everyone is going to need or want what you are selling in your restaurant, but a quality product has a market. Ask. Ask. Ask...

#### Flatter egos:

Make a big deal about a referral or testimonial, so guests know how important it is for your business.

## CSS 6.2 Invest in Guest Relationships

Keeping your best guests up to date is a sure route to getting referrals. Part of the Point-of-Sale system includes a guest database that will keep track of guest's orders and even has a loyalty option with a points-based system. Take advantage of this function to gather as much guest information as you can to be used not only for marketing purposes, but also to add a personal touch. Imagine the guest's reaction when you remind them what they had on their last visit and ask them if they'll be trying something new today.

## CSS 6.3 Join a networking group

Trade associations and professional organizations are good places to generate referrals. Don't forget community service or religious groups, the chambers of commerce and charitable organizations. There are also groups specifically set up for referrals, such as Business Networking International which has local chapters around the country.

## CSS 6.4 Think vertical

The customers of your suppliers, vendors and support services might also want to try your restaurant. Create a reciprocal arrangement.

# Chapter 5: SANITATION & SAFETY

## SAN-1 Cleaning Requirements

### SAN 1.1 Daily Cleaning

The restaurant must always be kept in excellent clean condition. Priority should be given to everything within the sightline of the guest. Spills and messes must be cleaned immediately. Guest tables must be cleaned immediately after each use. In the kitchen, all countertops and work areas must be cleaned when used. Clean-As-You-Go is the best policy. Guests love to see the restaurant cleaned consistently.

During any lulls in business, opening and closing, the restaurant needs to be restored and stocked completely. Always apply the saying “If you have time to lean, you have time to clean.” There is always something that can be cleaned – equipment and fixtures can never be “too” clean. This is also the best mode of ensuring Health Code standards are kept current.

Specific opening and closing standards can be found in Section DOP-I.

The following are key points of daily cleaning:

#### DINING AREA

<b>WOOD WORK</b>	Wipe down ledges, benches and picture frames with a damp cloth daily.
<b>LOBBY TABLES</b>	Wipe down surface and edges of tables and seats after each use. Wipe down salt and pepper shakers as needed.
<b>NAPKIN DISPENSERS</b>	Wipe down throughout the day as needed and at closing time.
<b>BEVERAGE COUNTERTOP</b>	Wipe down throughout the day as needed and at closing time.
<b>SODA FOUNTAIN/NOZZLES</b>	Wipe down throughout the day as needed and at closing time. Soak nozzles in bleach water overnight once weekly. Also pour bleach down the drain weekly.
<b>TEA DISPENSER</b>	Wipe down throughout the day as needed and at closing time and rinse with bleach water at closing.

<b>CONDIMENT TRAYS</b>	Wipe down throughout the day as needed and at closing time to avoid attracting ants and other pests.
<b>RUGS</b>	Sweep throughout the day as needed and shake outside at closing time.
<b>WINDOWS/LEDGES</b>	Clean every morning before opening and throughout the day as needed.
<b>CASH REGISTER</b>	Wipe down with a damp cloth. Never spray cleaner directly onto the cash register.
<b>FRONT COUNTER</b>	Wipe down throughout the day as needed and at closing time.
<b>BEVERAGE COOLER</b>	Keep glass door free of smudges.
<b>RESTROOMS</b>	
<b>FLOORS</b>	Mop with floor cleaner and water. Wipe baseboards with a damp towel.
<b>PORCELAIN</b>	Wipe throughout the day as needed and use ajax cleanser at closing.
<b>WALLS, TILES, AND MIRRORS</b>	Wipe down throughout the day as needed and at closing time.
<b>KITCHEN</b>	
<b>FLOORS</b>	Mop with floor cleaner and water as needed throughout the day and at closing time. Wipe down baseboards with a damp cloth.
<b>GRILL(S)</b>	Use grill brushes throughout the shift and at closing time. Keep scraped and free of debris throughout the day.
<b>FRY STATION</b>	Wipe down throughout the day as needed. At closing wipe with a dry cloth; then clean with degreaser and a damp cloth.
<b>GRILL CART/TABLE</b>	Wipe down throughout the day as needed. Clean with degreaser and a damp cloth at closing.
<b>GYRO BROILER</b>	Wipe down and reline stainless steel with foil. Remove meat rod to be washed and sanitized.
<b>SCALE(S)</b>	Wipe down with bleach and water after each use.

<b>COUNTERS &amp; PREP TABLE</b>	Wipe down with bleach and water after each use.
<b>DISHES</b>	Wash, rinse, and sanitize after each use and allow to air dry. DO NOT stack wet dishes.
<b>TRASH CANS</b>	Wipe down the outside with a damp cloth and degreaser.
<b>WALK-IN COOLER</b>	Sweep and mop floor daily.
<b>REACH-IN COOLER</b>	Wipe spills throughout the day as needed. Wipe inside with a damp cloth at closing.
<b>FREEZER</b>	Wipe down exterior throughout the day as needed.
<b>SINKS</b>	Rinse thoroughly after each use.
<b>DRAINS IN KITCHEN</b>	They begin to smell so pour a tiny bit of bleach down the drain.
<b>OUTSIDE</b>	
<b>PARKING LOT</b>	Sweep entire lot in the morning at opening and check for debris throughout the day.
<b>WALKWAY</b>	Sweep walkway in the morning at opening and check for debris throughout the day.
<b>THRESHOLD</b>	Sweep daily and keep free of debris.
<b>DUMPSTER AREA</b>	Keep lids shut and free of debris.

## SAN 1.2 Periodic Cleaning

Managers are encouraged to create their own periodic cleaning programs to ensure every crevice of the restaurant is in excellent condition and repair. In addition to daily cleaning exercises, these periodic items should be completed over the course of a week. Some program recommendations are:

**BY GEOGRAPHY** Each day has a specific location (for example, Monday is the walk-in/prep area. Everything in that area from walls to floors to equipment is to be detailed).

**BY CATEGORY** Each day's cleaning is by category (for example, Tuesday is floors and doors. Every floor and door in the restaurant is to be detailed).

The following areas need to be cleaned on a **weekly basis at minimum**:

## DINING AREA

<b>MENU BOARDS</b>	Wipe down with water and paper towels.
<b>ICED TEA NOZZLES</b>	Unscrew nozzle and clean with hot soapy water and the wire brush provided by your supplier.
<b>DRIP TRAYS</b>	Pour a mixture of $\frac{3}{4}$ bleach and $\frac{1}{4}$ warm water down the drains to keep them clear.
<b>WALL PLAQUES</b>	Wipe down with glass cleaner and paper towels.
<b>TABLE/CHAIR LEGS</b>	Wipe down with degreaser and a damp towel.
<b>TILE WALLS</b>	Wipe down with degreaser and a damp towel.
<b>CEILING FANS</b>	Turn off and clean with degreaser and a damp towel.
<b>WALLS</b>	Wipe down with warm water and bleach.
<b>NEON SIGNS</b>	Turn off and dust with a feather duster.
<b>BASEBOARDS</b>	Scrub with hot, soapy water and a green scrub pad.
<b>A/C VENTS</b>	Wipe down with degreaser and a damp cloth.

## RESTROOMS

<b>WALLS</b>	Wipe down with warm water and bleach.
<b>BASEBOARDS</b>	Clean with hot, soapy water and a green scrub pad.
<b>A/C VENTS, EXHAUST FANS</b>	Wipe down with degreaser and a damp towel.

## KITCHEN

<b>HOODS</b>	Wipe down with degreaser and a damp towel. Empty drip trays.
<b>HOOD FILTERS</b>	Remove and clean in the 3-compartment sink with degreaser and a green scrub pad.
<b>FRYER</b>	Drain and clean the fryer inside and out. Dry thoroughly and refill with fresh shortening.
<b>REACH-INS</b>	Clean inside and out with hot, soapy water and a damp towel.
<b>CEILING FANS</b>	Turn off and clean with degreaser and a damp towel.
<b>WALLS</b>	Wipe down with warm water and bleach.
<b>BASEBOARDS</b>	Clean with hot, soapy water and a green scrub pad.
<b>A/C VENTS</b>	Wipe down with degreaser and a damp towel.
<b>FREEZER</b>	Defrost and wipe dry.
<b>WALK-IN COOLER</b>	Pull out shelves and sweep and mop underneath and behind them.
<b>OUTSIDE</b>	
<b>WALKWAY</b>	Sweep and mop once per week in the morning before opening.
<b>TRASH CAN</b>	Change liner at least once per week.



## SAN-2 Personal Hygiene

Good personal hygiene is a critical protective measure against food-borne illness. Guest frequently judge a restaurant by observing the personnel serving them.

### SAN 2.1 Avoiding Contamination

#### People Can Cause Contamination

People can be the cause of food-borne illness. As food is processed, delivered to the restaurant, prepared and served it is most likely being contaminated by people. Every unguarded cough or sneeze transmits a wave of invisible microorganisms capable of causing disease. Every time a person touches product after touching their hair or face – bacteria are transmitted to the product! Poor personal hygiene is one of the most frequent factors that contribute to food-borne illness outbreaks.

#### Common Causes of Contamination

Food can become contaminated through carelessness or people being unaware of the importance of cleanliness. Some common causes of contamination by people are:

1. Dirty bodies, hair, hands or clothes
2. Open cuts, sores or infections
3. Colds or coughs
4. Bad personal habit

#### Daily Habits

Part of hygiene begins before associates arrive at work. Always bathe or shower before an assigned shift. Ensure your uniform is clean and wear minimal perfume/cologne.

**Hair** Your hair is a breeding ground for bacteria, even if you just washed it. In most places, health codes require that any associate involved in preparation or serving of food wear a hair restraint (either a hat or a hairnet). A hair restraint of this type helps keep hair out of food and can help keep you from touching your hair. Anytime you touch your hair, your hands must be washed before you can safely touch food again.

**Illness** If you or any associate is too sick to come to work, then don't! Coughing and sneezing can quickly spread contaminated body fluids to food surfaces. Remind associates that missing work is okay, but a doctor's release/excuse is needed to return to work.

**Cuts & Sores** If an employee has a cut or a sore on their hands or arms, it is best to take precautions. You may choose to reassign that staff member to a duty that does not involve food handling (i.e., bussing tables, operating the register). Another option would be to place a

bandage on the area, then cover it with a glove. The glove is essential-a bandage alone is not sufficient.

## SAN 2.2 Hand Washing

### When to Wash

Most food-borne illnesses are transmitted from un-sanitized hands. Hand washing should become a habit for all restaurant employees. It is especially important to wash hands frequently and properly. Listed below are some key times when hands should be washed.

- Before work and after using the rest room.
- After you sneeze or cough.
- After handling raw food.
- After taking a break, eating, drinking or smoking.
- After touching your face or hair.
- After mopping the floor or taking out the trash.
- Whenever you do something that would cause your hands to get contaminated, such as handling money.

### How to Wash Hands Properly

Ordinary hand washing procedures that you would use at home are not sufficient to ensure food safety in the restaurant. Proper hand washing procedures are:

1. Use water as hot as possible (minimum 100°F).
2. Moisten hands, soap and lather to elbow.
3. Scrub thoroughly, using brush for nails.
4. Rub hands together for minimum of 20 seconds.
5. Rinse thoroughly under running water.
6. Turn faucet off with elbow or with paper towel.
7. Dry hands using paper towel.
8. Don't touch anything that re-contaminates hands before applying gloves.
9. Change gloves often, washing hands in between. Gloves are to assist in the prevention of contamination, but they do not stop it.

\*If unsure how long to wash your hands, sing the Happy Birthday song two times.

## SAN 2.3 Eating on the Line

Employees should **never** eat while on the line, especially in view of guests, as it gives a negative impression.

## SAN-3 Three Types of Contamination

There are three types of contamination that can contaminate food: Chemical, Physical and Biological (or bacterial) Contamination Hazards.

**CHEMICAL HAZARDS:** Harmful substances, such as cleaning solutions or sanitizers get spilled into the food.

**PHYSICAL HAZARDS:** Foreign particles, such as glass or metal items get into the food.

**BACTERIAL HAZARDS:** Harmful bacteria, viruses or parasites get into the food.

### SAN 3.1 Chemical Hazards

#### Restaurant Supplies

Some detergents, polishes and cleaning chemicals are poisonous to humans and should never come into contact with food. Of course, no one would intentionally place these chemicals in the food; however, chemicals have been spilled in food by accident. This is why most health codes insist that chemicals may not be stored near food preparation areas and must be clearly labelled.

#### Pesticides

Pesticides may remain on product that is brought into the store. Increased legislative controls of agricultural pesticides are helping to address this problem. The best control measures are to purchase food only from reputable, approved sources, and to **WASH all fresh fruits and vegetables with plenty of cold fresh water before using.** Pesticides and insecticides should only be used in the restaurant by a trained professional, such as a pest control operator.

#### Metal

Poisoning may result when high-acid foods are stored in copper, brass, galvanized (zinc-coated), or metal container. This is the reason that **all items that come out of a metal can are stored in a plastic container instead of the original metal container.** Foods that are dangerous for metal poisonings are sauerkraut, tomatoes, fruit gelatin, lemonade, and fruit punches.

#### Tips for Handling

- Keep chemicals away from food at all times.
- Store chemicals in a specifically designated area and make sure that no food items are stored near them. This ensures that contamination through accidental spills is prevented. Store a minimum of 3 feet away from food or paper products.

- Follow all safety precautions when using chemicals.
- Keep cleaning chemicals and pesticides in their original containers. Contact between two cleaning chemicals may produce toxic gases. It also increases the likelihood that something like a pesticide or ammonia will be mistaken for a food-safe substance and exposed to food.

## SAN 3.2 Physical Hazards

### Physical Contaminants

A health hazard is posed by the presence of particles or items that are not supposed to be part of the food product. Examples include chips of glass from broken light bulbs or glasses and metal fragments from broken dishes and tableware. Another example would be chicken bones or cartilage served in “pulled” chicken. One common cause of physical contamination is the use of dull or worn can openers, which can produce metal shavings which fall into food.

**NOTE:** It should be standard procedure for associates to visually inspect any canned food for evidence of metal particles or discoloration before using the product.

### Keep Food Covered

Always keep food covered so foreign objects do not fall into the food, both in the walk-in and on the serving line. Many times a foreign object may fall into the food, in which case, all contaminated food must be discarded. Anytime a guest returns his/her plate of food and says, “There is a \_\_\_ in my food,” do not challenge the guest about how the item got in there. **Quickly apologize.** Immediately investigate the remaining product on the serving line and in the walk in cooler. Establish where the foreign object came from, and do not serve the product until you can be sure it is safe. If you cannot make a clear determination, then the entire batch of that product must be discarded and a new recipe is required.

## SAN 3.3 Bacterial Hazards

### Too Small to See

Food-borne illness (food-poisoning) is caused by microbacteria. “Micro” means that they are too small to be seen with the eye. There are many kinds of bacteria –some are harmful to humans, some beneficial, and some are very dangerous. It is the responsibility of each restaurant employee to keep the harmful bacteria from multiplying to dangerous levels.

### Controlling Bacteria

Bacteria can enter food at any time. During storage, food preparation, cooking or even the serving process. Bacteria are everywhere-in the cleanest kitchen, on the best employee or in freshest food. In order to prevent bacteria from spreading, you have to know where and when bacteria are likely to grow.

## Bacteria Need 5 Things to Grow

- Time- All living things need time to grow. Bacteria also grow over a period of time. This is why all food items are labeled with the date produced. After a certain period of time, the food is no longer safe because too much time has elapsed.
- Moisture- Just like animals, without moisture to drink, bacteria cannot survive. This is why dry items like flour and sugar are relatively safe from bacteria.
- Food- All living creatures must eat in order to grow. A bacteria cannot survive on a clean tabletop, but crumbs and spills on a table can support bacteria.
- Temperature- Humans could not survive on the surface of the sun –it is too hot. Bacteria also cannot live on a very hot surface (above 140°F) or on a very cold surface (below 40°F).
- Chemical Environment- Humans need a certain chemical environment to survive, we need carbon dioxide in the air to breathe. Bacteria also need a certain chemical environment to survive. This is why a chemical sanitizer will stop bacteria; it takes away the chemical environment they need to grow.

## SAN-3.4 Food-borne Illnesses

### Staphylococcus Aureus

A staph infection causes nausea, vomiting and sometimes diarrhea within three to six hours after ingesting contaminated food. Because staph bacteria are rampant in our noses, under fingernails and on our skin, the disease is usually transmitted by food handlers.

Staph toxin is heat resistant and capable of causing illness even though the bacteria have been killed by heat. Because the danger is not eliminated by cooking, the key to staph control is not to let the bacteria transfer from the food handler to the food in the first place. Certain staph bacteria multiply rapidly and produce their toxins in warm temperatures. Do not let food remain at room temperature for more than two hours. Keep food temperatures above 140° or below 40°. Starchy foods, cooked cured meats and cheese and meat salads are particularly susceptible to staph infection. Plastic gloves should be worn when handling any meat product to reduce the incidence of this illness.

### Clostridium Perfringens

C. Perfringens bacteria are virtually everywhere, in the soil, in animal and human intestines and in sewage. This illness occurs often in food that is served in large quantities and held in steam tables. It is most common in meat dishes such as beef, turkey, gravy, dressing, stews and casseroles. The comparatively

mild symptoms occur eight hours to one day after ingestion and include diarrhea and gas pains. Occasionally vomiting and fever are symptoms. Most victims are fine within 24 hours.

Since *C. Perfringens* bacteria are everywhere, it is wise to prevent the cells from reaching a disease causing level. Be sure to observe all minimum temperature requirements, including reheating leftovers to at least 165°F. *C. Perfringens* is a dangerous bacteria between the temperatures of 70°F - 120°F. Refrigerate at 40°F within two hours. Dividing large vats of food into small portions speeds up the cooling process.

## Salmonella

The salmonella family consists of between 1400 and 2000 strains of bacteria. Salmonella causes more severe flu like symptoms than staph, including diarrhea, vomiting and fever. It generally appears 12 to 36 hours after eating and may linger for two to seven days. Death is rare but young children, the ill, and the elderly are at risk. Heat and cleanliness are the most effective preventive measures. Salmonella bacteria are killed in food by thoroughly cooking it to 165°F. Use disinfectants and keep equipment and counter tops clean and sanitary.

## Clostridium Botulinum

Botulism is very rare and is found almost exclusively in home preserved food. Approximately 25% of the victims of botulism die. If you run across canned goods that appear to be suspect, vegetables in milky liquid, cracked jars, loose lids or swollen cans or lids, do not even taste the contents. While nausea, vomiting or constipation are often symptoms, botulism is primarily a disease of the nervous system. It causes double vision, droopy eyelids, muscular weakness or paralysis and difficulty in swallowing and breathing. Symptoms occur within 12 to 48 hours after ingesting the toxin. Even after receiving an anti-toxin, victims can sustain nerve damage. At risk are low acid vegetables, such as green beans and corn, as well as beef, fish and mushrooms. Like *C. Perfringens*, the botulism bacteria can be killed with heat, but an even higher temperature must be reached to kill the bacteria spore. Botulism has been known to appear in such places as foil-wrapped baked potatoes, garlic-in-oil and grilled onions.

## Shigella

Since this bacteria is found in human intestines, food handlers who do not practice proper hand washing practices may contaminate food. Flies and faulty sewage disposal also carry this bacteria. Shigellosis, also called bacillary dysentery, appears one to seven days after infection. It can cause severe abdominal cramps, diarrhea and a fever. In addition to stressing personal hygiene, managers should ban employees with abdominal cramps and diarrhea from food preparation. Liquid and moist foods that are not thoroughly cooked are particularly susceptible, as are foods stored at temperatures above 40°F. Raw vegetables which are not thoroughly washed are another culprit.

## E. Coli

While *E. Coli* in itself is not dangerous, its discovery in food or water often signals contamination by fecal matter that could contain more unhealthy organisms. Some common symptoms associated with *E. Coli* are diarrhea, dehydration, prostration, and cardiovascular collapse. The bacteria is often found naturally

on raw fruits or vegetables. If the organisms are present after proper cooking procedures are followed, cross-contamination or employee infection with fecal matter are possible. Proper hand washing and employee cleanliness reduces the likelihood of E. Coli contamination. Sanitizing chemicals destroy the organisms on equipment as does pasteurization in food products. Prepare raw and finished products separately to prevent cross-contamination.

## **Viruses**

Viruses such as hepatitis are primarily spread by infected workers, contaminated water and shellfish found in polluted water. Symptoms of jaundice, nausea and abdominal cramps and malaise can appear up to 50 days after the hepatitis. In addition to raw oysters and clams, pay special attention to sandwiches, salads and bakery items. Use pH strips to ensure sanitizer is at an appropriate level. Ill employees should not work until certified by a doctor as being non-infectious.

## SAN-4 Temperature

### SAN 4.1 The Danger Zone

The danger zone is the temperature that bacteria can grow in. According to the USDA, between 40°F and 140°F is considered the Food Danger Zone. Some states and municipalities have stricter guidelines, so it is very important that you check with your local Health Department on their requirements. It is important to keep hot foods hot and cold foods cold for this reason. Foods should not be in the danger zone for longer than four hours. To ensure food does not get to an unacceptable temperature for more than four hours, test it every 2 hours so a correction can be made. Keep a log in the store of which items are checked and when. If foods need to pass through the danger zone, it should be done quickly. Some guidelines to follow are:

- Never let food sit out at room temperature for any reason.
- Plan ahead for deliveries. Place refrigerated or frozen foods in the walk-in immediately upon check-in, if possible.
- Place hot foods in shallow pans to cool in the walk-in cooler.
- Heat hot sides on the stove or microwave prior to putting on the steam table.
- Pass food through the danger zone as few times as possible.
- Place food in walk-in if prep work is interrupted.

### SAN 4.2 Thawing Food

#### Freezing: False Security

Freezing food prevents most bacteria from multiplying; it does not kill them. Bacteria that are present in a food substance before it is frozen can begin to multiply again after it is thawed. Remember that the food may look, smell and taste fine and still contain dangerous levels of bacteria.

#### Four Safe Methods

There are four safe methods for thawing food safely to prevent growth of harmful bacteria:

- Cook from Frozen State
- Thaw Under Refrigeration
- Thaw Under Drinkable Running Water
- Thaw in Microwave, Transfer Immediately



## Cook from Frozen

It is often possible to prepare the food you are cooking directly from a frozen state. Foods such as hamburger patties can be cooked or heated from a frozen state. This is preferable since it means that the food will pass quickly in and out of the temperature danger zone.

## Thawing Under Refrigeration

Food should never be thawed at room temperature! Thawing should always occur at 40°F or less in a well-ventilated area to ensure that air can circulate to all sides of the item. Potentially hazardous raw foods such as poultry should always be placed on lower shelves so they can't drip onto other foods.

## Water Method

Food thawed in water must follow these guidelines:

- ✓ Water must be 70°F or below.
- ✓ Water must be running. A "still" sink full of water is not adequate.
- ✓ Ensure that water used for thawing does not drip onto other foods, causing cross-contamination.
- ✓ Ensure that the sink used for thawing (and the area surrounding it) is sanitized after thawing is complete.

## Thawing Large Items

Large food items like a 12 lb turkey should always be thawed under refrigeration. This means planning in advance, and thawing enough product to prevent quick-thawing.

## SAN 4.3 Cooking Temperatures

### Cooking Temps

All potentially hazardous foods must reach the internal temperatures listed on the chart below for 15 seconds. Temperatures should always be taken at the thickest (hardest to heat) part of the item. This is because parts of a chicken, for instance, might be cooked tender without reaching the internal temperature necessary to kill dangerous bacteria. Once a product reaches the appropriate temperature, it may be held at a temperature of no less than 135°F. At The Great Greek Mediterranean Grill, this typically only refers to meatballs as our food is primarily cooked to order.

All Poultry, Gamebirds	165°F	
Beef Roasts or Steaks	155°F	
Pork (traditional cooking methods)	155°F	
Any Reheated Product	165°F	Held at 135°F

## SAN 4.4 Food Labeling

### Labeling of TCS (Time-Temperature Control for Safety) Foods

All TCS Foods must be labeled once the original packaging is opened. This label should contain the common name of the item, the date the item was prepped, the date it must be discarded, the initials of the employee that prepped the item, and the time it was prepped. Only approved food labels are permitted. Tape or any other means not intended for food labeling are not permitted.

## SAN-5 Pest Control

### SAN 5.1 Exterminators

You must have a regular contract with an exterminator. Make sure the exterminator is professional, licensed and insured. The least expensive is seldom the best. Do not use or store pesticides in the restaurant. Rely on the services of a professional exterminator.

The exterminator should not work during business hours while the store is open. In addition, they should be instructed to park in the back, or most out of sight position at your location. Obtain instructions from the exterminator as to what preparation should be done for the visit (covering food service areas, storing utensils, etc.). Be aware of what pesticides are being used. Ask the exterminator about chemical and non-chemical methods for pest control. Always maintain extra clean conditions in your shop and eliminate possible pest entry routes.

### SAN 5.2 How to Detect Pests

#### Cockroaches

Cockroaches are commonly found in warm, slightly moist, seldom disturbed areas. Any of the following must be corrected or removed:

- Dirty garbage cans
- Food scraps on floors, shelves and underneath equipment
- Accumulations of empty, unrinsed food containers
- Cracks in walls, fixtures, furniture, pipes and wire passageways
- Avoid placing cardboard on the floor

The moment that you see a live cockroach, call your exterminator.

#### Rodents

Rodents commonly take up residence in the ceiling and walls. If you notice droppings, rub marks, shavings, gnaw marks or tracks call your exterminator immediately.

## SAN-6 Garbage Disposal

Garbage containers must be durable, leak-proof, pest-proof and easily cleanable. Durable plastic bags should be used as liners. Containers kept outdoors must have tightly fitting lids. All garbage containers must be emptied, cleaned and dried at least once a day. No trash should be left in these containers overnight.

Flatten all boxes before placing them in the dumpster or use a recycling dumpster that is designed for cardboard only. Refuse and recycling dumpsters should be locked after placing trash or recyclables inside. Keep the dumpster lids closed at all times.

The trash dumpster must be emptied often enough so that refuse does not accumulate outside of it between your scheduled pick up days. Garbage dumpsters should be emptied at least two times each week. Recycling dumpsters should be emptied at least one time each week.

Make yourself aware of your local trash authority's rules and fines associated with improper disposal and ownership of containers.

# Chapter 6: Food Preparation and Recipes

## FPR-1 Menu Items

### FPR 1.1 Approved Menu Items

The entirety of the The Great Greek Mediterranean Grill official menu must be used with no exceptions. All promotional or seasonal items must be added within the assigned timeline. Should The Great Greek Mediterranean Grill decide to discontinue a menu item, you must remove the item from your menu and cease all ordering of associated product. You may, however, petition to keep it in your market. A decision will be based on the item's popularity and cost effectiveness in your market.

### FPR 1.2 Portion Standards

Portion standards for each menu item are listed in the recipe. You may not change any portion. It is imperative to remain consistent with portions. Under portioning will leave the guest unsatisfied. Over portioning will cause the guest to think our normal portion is "less than normal" the next time they come. Be diligent to ensure weights are accurate when portioning. Please reference the most current slicing and portions chart on the UFG Hub.

### FPR 1.3 Requesting a New Menu Item

If you would like us to consider approving a new recipe to add to the menu, submit the proposed menu item and recipe to the Corporate Office. Within thirty working days after we have received the proposal, we will either approve the menu item, suggest changes that must be made for approval, or reject the proposal. The franchisee is responsible to pay any costs incurred in testing proposed menu items that are submitted. All submitted menu items and recipes become our property and may be used as we determine.

### FPR 1.4 General Recipe Guidelines

You must follow each recipe step by step. No changes may be made to our recipes. All recipes contain our trade secrets. They cannot be sold or given to anyone without our approval. If a guest requests that their sub be made with different ingredients (for example: substituting mushrooms for the green peppers on an Italian Steak) or that you leave ingredients out (for example: removing the capicola from an Italian Cold Cut), it is your duty a part of our principles that you accommodate them to the best of your ability. All sub recipes are for 6-inch subs unless otherwise noted. Double all portions for a 12-inch sub.

## FPR-2 Quality Standards

### FPR 2.1 Freshness Standards

Freshness is the very foundation of what makes The Great Greek Mediterranean Grill special. Without this bedrock, the product is no longer deemed “quality” and therefore falls short of company standards. In order to actively ensure freshness, there are two main things to take into consideration.

1. Physical Indicators: Does the product *appear* to be quality? Does color and texture match the standard?
2. Time Standards: Was the product prepped within the acceptable range of the product’s recommended shelf life?

Raw product that is in the process of being prepped should not be kept out for longer than it takes to prepare it. Ensure that product is returned to the walk-in or cold line units as soon as possible. All cold product should be kept below 41°F to ensure freshness and longevity.

### FPR 2.2 Shelf Life

Shelf life can vary from product to product and spoilage may come sooner or later than expected. For this reason, it is important to constantly check for quality of prepped product. As a general rule, the following reflects the *conservative* shelf life of perishable product. If product appears quality after the extent of the shelf life, it may be relabeled for an extra day.

ITEM	SHELF LIFE
CHICKEN SKEWERS	2 Days
LAMB SKEWERS	2 Days
STEAK SKEWERS	2 Days
SHRIMP SKEWERS	2 Days
SALMON	2 Days
GROUND BEEF	3 Days
ROAST LAMB	3 Days
FETA CHEESE	4 Days
TZATZIKI SAUCE	4 Days
MELTZANOSOLATA	4 Days
TIROKAFTERI	3 Days
HUMMUS	4 Days
RED ONION	4 Days
TOMATO	3 Days

ITEM	SHELF LIFE
CUCUMBER	5 Days
OLIVES	10 Days
ROMAINE LETTUCE	2 Days
GARBANZO BEANS	4 Days
LEMONS	3 Days
PARSLEY	7 Days
FRESH DILL	4 Days
BABY CARROTS	5 Days
BROCCOLI	3 Days
BAKLAVA	10 Days
RICE PUDDING	3 Days
KOURABIEDES	10 Days
DOLMADES	7 Days
FALAFEL	5 Days

## FPR 2.3 Detecting Spoilage

The future of your business depends on the quality of the product you serve every day. Every employee is responsible for maintaining quality. If you are in doubt about the freshness of any product or ingredient, discard it. This chart lists some typical indicators of unacceptable quality.

<b>Steak / Lamb</b>	Off color/odor, swollen or leaking bags
<b>Chicken</b>	Off color/odor, signs of thawing and refreezing
<b>Shrimp</b>	Signs of thawing/refreezing
<b>Salmon</b>	Pungent fishy odor, discolored eyes or milky coating
<b>Falafel</b>	Off color/odor
<b>Lettuce</b>	Slimy texture, rusty
<b>Tomato</b>	Over/under ripe, mushy/green
<b>Red Onion</b>	Slimy texture, oxidized
<b>Cucumber</b>	Soft, moldy
<b>Burgers</b>	Off color/odor, wrong size (should be 4 oz.)
<b>Gyros</b>	Off color/odor, signs of thawing and refreezing
<b>Feta Cheese</b>	Moldy or slight odor
<b>Pita Bread</b>	Moldy, stale
<b>Tzatziki</b>	Off color/odor or moldy
<b>Tirokafteri</b>	Off color/odor or moldy
<b>Melitzanosalata</b>	Off color/odor or moldy
<b>Hummus</b>	Off color/odor or moldy
<b>Lemons</b>	Soft, moldy
<b>Baby Carrots</b>	Slimy texture, brown or mushy
<b>Broccoli</b>	Soft, intensely bad smell or change in color
<b>Vacuum Packed Jars</b>	Popper up lid (indicates seal has been broken)
<b>All Canned Goods</b>	Swelling, leakage, rust, dents, improper seal

## FPR 2.4 Reporting Spoilage

All counts of spoil and loss should be recorded on a weekly basis and accounted for in weekly inventory. This will aid in the analysis of inventory and help to give credence to product overuse. It is important that all employees understand the importance of recording spoil and loss so that even the most minor mistakes are entered.

## FPR-3 Plating and To Go Packaging

### FPR 3.1 Dine-In Packaging

All plate presentations are provided in the recipe book with photo illustrations of each menu item.

### FPR 3.2 To-Go Packaging

All to go orders must be neatly presented in a to go box the same way as on a plate. Appropriate sides must be given with the menu items along with the appropriate garnish. For example, a gyro plate should get a side of tzatziki. Your presentation reflects how much care goes into making your entrée.



## FPR-4 Food Prep and Recipes

### FPR 4.1 Introduction to Prep

There are four main processes involved in prepping product. Some products employ more than one process in their preparation while others are quite a bit simpler. The four processes are listed as follows:

- Slice** Slicing involves anything needing to be sliced (obviously) and takes place on, you guessed it, the Slicer.
- Marinate** Products that are required to be marinated
- Weigh** Already prepped products, or ready-to-eat product that is weighed in specific portions
- Portion** Ready-to-eat product that does not require a specific weight to be portioned

Different products may need to be prepped using one or more of these processes. For instance, Steak is sliced, marinated and weighed; while tomatoes only need to be sliced. Detailed instructions on prepping each product can be found in the confidential Operations Handbook.