

Keys to Deliver Excellence

- Great communication between the team will enable a better Customer experience and slide deployment (All employees wear headsets)
- Focus Team on completing secondary tasks during slow times (usually between 7:00am and 8:30am)
- Provide feedback to closing Team to ensure a great close. Follow-up with Food Champion completing Fry and Prep to see that they are completing tasks on time
- Set goals with Team and follow-up, follow-up, and follow-up
 - What is each Team Member's role and commitment to delivering CHAMPS?
- Greet Customers within 5 seconds by keeping an eye out for walk-up Customers at Customer touch points

Accountabilities

As the MIC your primary role is to follow-up with your team to ensure they are consistently executing the Brand Standards. Key standards items to follow-up on are:

- Team is wearing approved and complete uniforms
- All required ingredients and menu items are available
- Grill/Steam position procedures are properly followed
- Team greets Customers in a friendly manner
- Team Members are working with a sense of urgency

Priority Sequence

1. Customer Service
 - Front Counter Customers
 - Production Line
2. MIC Duties / Responsibilities
3. Cleaning Delegation / Follow-Up
 - Customer Areas
 - Restrooms
 - Dining Room
 - Windows/Doors
 - Outside / Lot
4. Food Prep for Next Daypart
5. Break Management

Time	Primary	Secondary
6:00 AM	Turn on equipment, Verify Prep Guide, Fill 3 Comp Sink	
6:15 AM	Complete Coin Mgmt, Safe Audit/Drawer Setup, Season DT Grills	
6:30 AM	TACO Start of Day, MIC Interior Walk, Opening Check	
6:45 AM	MIC Walk Exterior, Flip Menu Boards*, Pick-up major trash, setup Soda Machine, Open FC Register	
7:00 AM	Front Counter Service	• Review Manager Log
7:15 AM		• Follow-up: Review previous night's close and recognize / make notes for improvement
7:30 AM		• Detailed Lot Check
7:45 AM		• Review Taco Reports
8:00 AM		
8:15 AM		
8:30 AM		
8:45 AM		
9:00 AM		
9:15 AM		
9:30 AM		
9:45 AM		
10:00 AM	MIC (Lunch Focused)	• Follow-up: Ensure Balance of Day Prep is beginning
10:15 AM		• Analyze and Post Reports
10:30 AM	Manager Walk	• Re-count inventory if needed
10:45 AM		• Lunch Deployment Chart
11:00 AM		• Pull and Thaw for next day
11:15 AM		
11:30 AM		
11:45 AM		
12:00 PM		
12:15 PM	MIC Zone	• Complete Daily Restaurant Safety Checklist
12:30 PM		
12:45 PM		
1:00 PM		
1:15 PM		
1:30 PM		
1:45 PM	Shift Transition	

***Follow Safety and Security Policy**

Keys to Deliver Excellence

- **Slide deployment** during Customer slow times is critical. It is important that when slide deploying, only complete tasks that can be completed in the same gloves to minimize SWS impact.
 - Follow hand washing procedures at all times.
- **Good Communication**
 - Food Champions communicating when breakfast fry items are needed.
 - Manager-in-Charge when Customer arrives at front counter or help is needed on the line to relieve bottleneck on line.

Accountabilities

As the Drive-Thru Hot Food Champion, you set the standard for the food we deliver to our Customers. Here are some key Brand Standards that you are accountable for:

- Steamer builds products to standard
- All food items are labeled and within hold time
- Proper tools are available, used and functioning as expected
- Hot held ingredients are stirred on the production line
- Grill/Steam procedures are followed

Priority Sequence

1. Food Safety
 - Ensure all ingredients are held properly and are within correct hold time and temperature
2. Customer Service
3. Cleaning
 - Production Line
4. Stocking
 - Heated Cabinets
 - Taco Tower
 - Paper Products
 - Ingredients

Time	Primary	Secondary
6:00 AM	Prep (beans and red sauce optional)	
6:15 AM	Retherm Drop Stock Line (Torts)	
6:30 AM	Filter Fryer, Prep Cold Ingredients (Chz, Bacon, Ons)	
6:45 AM	Pan Rethermalizer Drop	
7:00 AM		• Prep: 24hr Sauce Bottles
7:15 AM		• Portion Salsa Cups
7:30 AM		
7:45 AM		
8:00 AM		• Prep: Pico de Gallo
8:15 AM		• Pre-portion Nacho and Cinnamon Twists
8:30 AM		• Stock Taco Tower DT and Dessert Tower
8:45 AM	Drive-Thru HOT (2nd sausage drop)	
9:00 AM		• Assist in Cold prep as time permits
9:15 AM		
9:30 AM		
9:45 AM		
10:00 AM		• Complete Daily Restaurant Safety Checklist
10:15 AM	Drive-Thru HOT	
10:30 AM		
10:45 AM		
11:00 AM		
11:15 AM		
11:30 AM		
11:45 AM		
12:00 PM		
12:15 PM		
12:30 PM		
12:45 PM		
1:00 PM		
1:15 PM		
1:30 PM		
1:45 PM		

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Keys to Deliver Excellence

- Prepare for lunch: Your focus is preparing the Restaurant for lunch.
 - Stay focused on the tasks that need to be completed
 - Minimize slide deployment to Customer service unless requested by MIC
- Correct Hold Times: Attention to detail to ensure all ingredients have been correctly labeled
 - Use white labels for the first prep cycle
- 9:00 am start of Full Menu: Stop frying at 8:00 am to begin prep
- 10:00 am start of Full Menu: Stop frying at 9:00 to begin prep

Accountabilities

As the primary Back of House Prep and Fry person it is important to make sure all equipment and tools are working properly. Take the time to clean as you go to reduce the amount of rework that needs to be done later. As you complete your daily routine stay focused on these Brand Standards

- Prep Guide is available and being used
- Proper tools are available, used and functioning as expected
- Hot ingredients are held in the correct pan size and type
- All pans are labeled with correct hold time
- Team greets Customers in a friendly manner
- Team Members are working with a sense of urgency

Priority Sequence

1. Complete Fry Tasks
2. Complete Lunch Prep
3. Clean Back of House

Time	9am: Start Full Menu	10am: Start Full Menu
6:00 AM		
6:15 AM		
6:30 AM		
6:45 AM	Fry Initial Breakfast Items	
7:00 AM		
7:15 AM	Fry (Chips and Red Strips)	Fry (Chips and Red Strips)
7:30 AM		
7:45 AM		
8:00 AM	Prep (BOM) - Rice, BN, Red Sauce, Pizza Sauce	
8:15 AM	Prep: Rethermalizer Drop	Fry (24hr)
8:30 AM	Prep: Cold Line Ingredients	
8:45 AM	Prep: Pan Retherm Drop	Filter Fryer
9:00 AM		Prep (BOM) - Rice, BN, Red Sauce, Pizza Sauce
9:15 AM		Prep: Rethermalizer Drop
9:30 AM	Fry (24hr)	Prep: Cold Line Ingredients
9:45 AM	Filter Fryer	Prep: Pan Retherm Drop
10:00 AM	Prep (Lunch): Rice, Beans, Red Sauce	
10:15 AM	Prep (Lunch): Rethermalizer Drop	
10:30 AM	Prep (Lunch): Cold Line Ingredients	
10:45 AM	Prep (Lunch): Pan Rethermalizer Drop	
11:00 AM		
11:15 AM		
11:30 AM		
11:45 AM		
12:00 PM		Drive-Thru COLD
12:15 PM		
12:30 PM		
12:45 PM		
1:00 PM		
1:15 PM		
1:30 PM		Dishes
1:45 PM		

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Keys to Deliver Excellence

- Cash Drawers: Service Champion should have 2 cash drawers assigned (DT and FC)
- Clear line of sight to Front Counter when MIC is completing other management duties
- Good communication with MIC to help take Front Counter orders if a Drive-Thru transaction is in progress
 - If you are in the middle of a transaction complete transaction fully before sliding to another position
 - Never take multiple orders (FC and DT)
- During slow times ensure restaurant is clean and ready for lunch rush
 - Service Champions are responsible for sweeping / mopping kitchen area

Accountabilities

As the Drive-Thru Cashier you are the face of our breakfast daypart. Here are some key Brand Standards that you are accountable for:

- Customer greetings are enthusiastic, friendly, and not mechanical
- Customers are greeted with a sincere smile
- Order is repeated or confirmed on OCB screen
- Drive-Thru orders are repeated while being handed to the Customer
- Team Member is focused on Customer with a sense of urgency

Priority Sequence

1. Customer Service
 - Drive-Thru
 - Walk-up
2. Cleaning
 - DT Area
 - DT Window
 - Menuboard / Speaker / OCB
 - Parking Lot
 - Dining Room / Restrooms
 - Kitchen Area swept and mopped
3. Stocking
 - Drive-Thru area

Time	Primary	Secondary
6:00 AM		
6:15 AM		
6:30 AM		
6:45 AM	Count Drawer and if possible take out trash*	
7:00 AM		• Take out trash if not available at 6:45
7:15 AM		• Clean DT Window (interior and exterior)
7:30 AM		• Clean Lobby Windows and Doors
7:45 AM		
8:00 AM		• Prepare Lemons and Limes
8:15 AM		• Prep Ice Tea
8:30 AM		• Prep Brownie Sandwiches
8:45 AM		• Stock DT and WU Paper Products
9:00 AM	Drive-Thru Order Taker/Cashier	• Clean Lobby Tables and Chairs
9:15 AM		
9:30 AM		• Complete other cleaning / side work (OCB, Menuboard, DT Window)
9:45 AM		• Brew Ice Tea
10:00 AM		
10:15 AM		• Cleaning (See Priority Sequence)
10:30 AM		
10:45 AM		
11:00 AM	Break	• Cleaning (See Priority Sequence)
11:15 AM		
11:30 AM		
11:45 AM		
12:00 PM		• Cleaning (See Priority Sequence)
12:15 PM		
12:30 PM		
12:45 PM	Drive-Thru Cashier	
1:00 PM		
1:15 PM		• Post Rush Recovery <ul style="list-style-type: none"> – Cleaning DT Area – Sweep and Mop BOH
1:30 PM		
1:45 PM		

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