

Chick-fil-A's

“The Red Book”

Need to find something fast? push “Ctrl F”

Definition of the RED BOOK:

/RED/ /boōk/

NOUN:

Explaining problems you've incurred during a shift at Chick-fil-A Logan.

Sentence:

Oh snap, the drink tower doesn't work. How do we fix it? Oh that's right there's a red book I can look at!

Explanation:

A problem occurred today that I want to put down somewhere where all the leaders have access to, it's called the Red Book!

Please feel free to put anything down as an explanation on the “how to” to fix the problem.

- **ANY problems with the Alarm or doors/securing the building, call STRONG SYSTEMS INTERNATIONAL @ 800.500.5566 *Open 24 Hours***
- **Sedgwick CMS** Call 866-699-4151 to report any workers compensation, general liability, product liability or auto liability claim.
- **Security Hotline** 1-800-232-2677 **EXT 54357 (5HELP)**
Examples of a security emergency including but are not limited to:
 - Armed Robbery
 - Assault
 - Homicide and serious crime related to injury
 - Fire
- **Chick-fil-A Logan Handbook**
 Team Member Policy Handbook | Chick-Fil-A Logan FSU

• **POS Problems**

~~Card readers (Front Counter) aren't working? (Or keeps declining cards)~~

- ~~— Press 1,5, and 9 down and hold for a second. A screen asking for a password will appear and you can click the red "X". Then an option screen will appear, press 1. (this will reset the card reader, similar to turning it off and back on)~~
- ~~— If that doesn't work, go to manager functions and on the right side, press the "register payment terminal" button. It will take a minute or two and then be good to go. (this resets the connection between the reader and POS)~~

~~Card swipes (Outside) aren't working? (Or keeps declining cards)~~

- ~~— Press and hold the red "X" to turn off, then press and hold green "O" to turn on. It will initialize and then reconnect. (This will reset the card swipe)~~
- ~~— If that doesn't work then go to "Setup" on the bottom of the ipad. Select "Advanced" and look for the register credit button. Press that! (this will reset the connection between the card swipe and ipad)~~

Refunds and Receipt Viewer

- REFUND (on POS)
 - Manager Function
 - Refund by item or transaction #
 - Pick a reason
- Receipt Viewer
 - Reports and Tools
 - Receipt viewer NOT in SPSM
 - Pick a date, time, etc...
 - Pull up receipt
 - Refund by transaction # on POS

*If it is a credit card they need to be here in the store.

*If it is cash they still need to come and get it

How to install SP Flex on a new iPad

- ~~— When you get a new iPad you'll need to download "Intelligent Hub"~~
- ~~— Log onto CFA home~~
- ~~— Go to CFA help~~
- ~~— When you're on CFA Help Type in "Alternative process for SP Flex iPad enrollment" BE SURE TO FOLLOW ALL THE STEPS!!~~

~~One thing that caused me a headache when I went onto the intelligence hub app, and it asked for a "Group Pin". You need to request one from CFA help. When you request one you'll have to be close to the 02614@chick-fil-a.com Gmail, because they'll send the code to that email.~~

Info about the iPads:

~~All of the iPads should be operating on the account--~~

~~02614@chick-fil-a.com~~

~~The pw is Loganfsu324!~~

POS display not turning on?

- Hold the black button on the front side of the bottom of the display to turn it off. If that doesn't work, pull down the cover and hold down the red button. Then turn it back on and give it a few minutes!

iPad won't connect to wifi?

- If the iPad is continually dropping the wifi or won't connect at all, reset the network settings!
- Go to settings
- General
- Transfer or Reset iPad
- Reset
- Reset network settings (screen time password is 1323)
- Once it turns back on, it should connect to private wifi or guest wifi with no problem

• iPad's

Updating iPads

- Don't update to the new iPadOS until CFA allows you to.
- If you do update it before they tell you it could turn into a mess

• Labor Laws Info

Labor Laws Website: <https://www.laborlawcenter.com/>

- Search "poster" for labor law poster
- Sign in
 - username: 02614@chick-fil-a.com
 - password: CFALogan02614A

• DoorDash

Login info for DoorDash:

- Link: https://identity.doordash.com/auth?client_id=1643580605860775164&redirect_uri=https%3A%2F%2Fmerchant-portal.doordash.com%2Fauth_callback&scope=*&prompt=none&response_type=code&layout=merchant_web_v2&state=f8e5062a-837a-4cd5-bb37-463849ed1f0f&allowRedirect=true&failureRedirect=%2Fmerchant%2Flogin
 - Our login: 02614@chick-fil-a.com
 - Password: CFALogan02614A

*Here we can block dashers, change times for holidays and closed days -- update hours, etc...

Doordash to block a dasher:

- Login to our portal
- Orders
- History
- Look up the guests name
- Make sure the guest name matches as well as the \$total spent
- Dasher Feedback
- Block this Dasher

Doordash customer service:

- Phone Number: 855-973-1040
- DD Stickers order though Date Label

How to deactivate an item:

- Login to our portal
- Menu Manager
- Select menu (breakfast or lunch) on top left
- Hover over item & select "deactivate"

• Cameras

CAMERA MONITOR IN THE OFFICE NOT SHOWING LIVE FEED?

- Open the black cupboard right above the computer monitor. You are looking for the Envysion DVR. It is black and large. You will hold the power button down for 5 seconds-ish until the screen shuts off as does the machine.
 - Now wait about 30-45 seconds before turning it on again.
 - Push the power button on and wait about 1-2 minutes as it all powers up again. There will be an orange light flickering on and off next to the power button. You will know it is fixed once the power is restored on the monitor and you have live feed.

IF you don't get the live feed back within the above time frame, call Strong Systems at 1800.500.5566 and they will be able to further assist you.

• Change Fund

Change Fund Process/Loomis

- Order Change/Bills (Thursday before delivery on Tuesday)
 - Count and record Change Fund
 - Note the build to's (found on Change Fund Order Guide)
 - Call Wells Fargo (844)-831-2129
 - Follow prompts on call (**ONLY fit currency (1) and rolled coins(2)**)
 - confirmation number and amounts ordered on the change fund order guide found in the Manager Binder
 - Receive Change fund on the next Tuesday

Imputing Change Fund to INFORM

- Go into inform mobile
- Then click "Change Fund Received"
- Type in the amount you received from Loomis
- Next go into the "change fund imputed" tab
- Type the amount you imputed into the Smart Safe

-EcoLab-

EcoLab info

- Joe Chapman: 800.529.5458 (store representative)
- Cell: 336.339.6830 (text or call)

Printer Dashboard Website

- Go to <https://pnpflex.ecolab.com/>
- Username: 02614@chick-fil-a.com
- Password: CFALogan02614A
- **Location Code** (if needed at a prompt) **A5784B5B**
- Here you can create local stickers and batch sizes

-EcoSure-

How to schedule a paid visit:

- <https://forms.office.com/pages/responsepage.aspx?id=ElHrwUZ5nUy8V0AEDP46kejN85qPfD5MvtKyIBuF20RURUZVSIEzNDJKM1RLTzNfNIYME01OFJUWi4u>

-Store Phone-

Phone stopped working?

- We now have service through VERIZON and the account is under Cory Goettsche.
- Verizon Customer Service: 800-922-0204

-Menu Boards-

Menu board Lights

- Each board has a switch underneath them. Flip that on and off first.
- NEXT check the OVERRIDE switch in the back of the store next to the cage. Make sure that switch is turned on and it should make the lights go back on for the DT menu boards.

-Doors-

Can't lock the front door?

- Make sure the bump bar is fully popped out
- Check to make sure that the locking pin in the top of the door is pushed down (sometimes you have to push the bump bar and push that down at the same time)
- Go outside, insert your key into the door and twist it all the way around the circle, then go back the other way all the way around, then back to where it should be

-Drink Towers-

Drive Thru Drinks Tower Stopped working?

- check underneath the drink tower to see if the plug is wet or needs to be reset?
- Check the YouTube video for a full explanation on how to reset the drink towers.

Is there no carbonation in the Drive Thru Drink Tower?

- Turn off the drink towers by turning the keys
- Reset the drink towers as described above
- Turn off the CO2 until the needle falls out of the green zone
- Turn the CO2 and the drink towers back on

-Lost power-

The entire store lost power:

- Check the breaker just outside the back door (I'll attach a picture)
- Flip big breaker on the top right, and then flip it back to "ON"
- If that doesn't fix your problem, Call Logan City Light and Power 435.716.9700
- They need the address of the store, and now it is in the hands of the city and God.

-Power Washing-

POWER WASHING:

- Orange powder cleaning solvent is called L-995 Concrete cleaner
- It comes from ROYCE INDUSTRIES in Salt Lake City, Utah. Their office number is: [\(801\) 567-1355](tel:8015671355)
- Our current salesperson that services the Logan Utah area is
- His number is 801.301.0335 --name Kaleb.
 - The current price for the cleaner is \$120.00 for a 40 pound container

-Stickers-

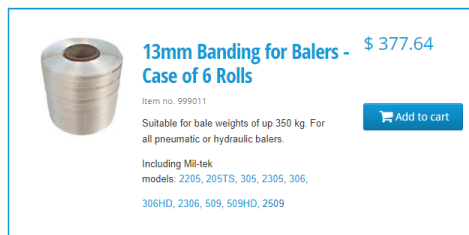
Need stickers?

- Date Label sends us alllll of our stickers. Including the ones for the jolt printer and door dash stickers. Make sure to check the sticker box first, but if we're running low, make a list of the stickers needed.
- Call Date Label 877.277.1477
 - She'll send them all and invoice the store!

-Baler Cord-

Need Baler Cord?

- <https://www.miltekusa.com/webshop>



- Account info:
 - Username: **logancfainventory**
 - Password: **CFALogan02614A**
- They will send an invoice to logancfainventory@gmail.com

-Checks-

How to receive a check:

- Sign into a clean drawer up front
 - Manager Functions
 - Collected Sale
 - Enter in amount on check
 - Select Check
 - Put it under the account the check is for
 - Enter Check #
 - Sign Out
 - Close out the drawer entirely
 - Match Check amount
- Collected sale receipt will print Smart Safe Manual deposit
 - Cashier deposit
 - Check
 - Enter in exact amount, including change
 - Confirm amount
 - One printed slip goes with the deposit slip, one you'll hold onto
- Computer
 - @CFA
 - Reports and Tools
 - Inform
 - Collected sales tab
 - Search the customer the check was sent for
 - Click apply to invoice (it should apply it to the correct invoices for you)
 - Actions, apply updates
 - Confirm
- Pay Stub
 - Pay Stub is stapled to collected sales receipt
 - Cashier deposit (second receipt) is stapled to the check
 - Check is put into smart safe (the little hole underneath)
 - Collected sale receipt and stub put into collected sale folder (it lives in the top drawer of the filing cabinet, highlighted green and says collected sales)

-Recipes-

Ice Dream Recipe:

1. Hot Water, tap water: 1 cup
2. Sugar, granulated: 2-½ cups
3. Milk, fresh whole: ½ gallon
4. Vanilla flavoring, imitation: 3 tablespoons
5. Evaporated Milk: 3 cups (2 cans or 24 oz)
6. Sweetened condensed milk: ¾ cup

7. Yellow food coloring: 4 drops
8. YIELD: approximately 1 gallon

Shake Base

1. One Gallon of 2% Milk
2. 1 can of Eagles brand sweetened condensed milk

That's it.

-Mop It-

(Spectrum industrial products)

868 W 400 N Logan 84321

Check our YouTube Channel for everything mopit

- Phone Number
 - Kent or Murphy (435)-753-1819
- We pick up 3 cases every month of cleaner

-Coca-Cola-

The soda towers wont turn on?

1. Check down below to see if the the outlet needs to be reset
2. If it does grab a pen and get underneath and push the reset button



Foam is Growing Mold on the drink towers—it's normal! It's to keep it from going into the tubes. We want to keep it as clean as possible as well as replace the items that we can!

We cannot replace the foam.

- Call Coca-Cola
- Order a new drain
- Order foam insulation tape
- Ensure the tubes are very tightly insulated with the tape to keep the mold from growing

-TV-

Tv won't turn on?

1. Are the cameras in the back working
2. Is it plugged in?
3. If the cameras in the back are working we know it's a problem with the tv itself. If the camera aren't working we need to call- **ANY problems with the Alarm or doors/securing the building, call STRONG SYSTEMS INTERNATIONAL @ 800.500.5566 *Open 24 Hours***

-Hand held menus-

Where to get them

1. Go onto CFA home
2. go into sunrise identity
3. Type in "hand help menus"
 - Don't order them off sunrise identity because they'll cost a lot.
4. Push download pdf and email it to yourself
5. Go into Fedex and print them off.
 - DON'T FORGET TO TELL THEM YOU HAVE AN ACCOUNT WITH THEM!
6. Print them out and get a paid out for them.

-Where to buy things-

Chargers (ONLY BUY APPLE CHARGERS!!!!)

- Cables
 - [Apple USB-C to Lightning Cable \(2 m\)](#)
- Charger brick
 - [Amazon.com: Apple 20W USB-C Power Adapter - iPhone Charger with Fast Charging Capability, Type C Wall Charger : Cell Phones & Accessories](#)

Hand Warmers

- https://www.amazon.com/dp/B07H3LZGSP/ref=cm_sw_r_api_i_XTHH7BJFSM4ZVJDREWZM_0

ipads

- Walmart or Best Buy usually have a sale on the generic ipad. Here's the link for both of them (remember apple usually likes to update their ipads about once a year. So the links won't be good forever)
 - Walmarts: [2021 Apple 10.2-inch iPad Wi-Fi 64GB - Space Gray \(9th Generation\) - Walmart.com](#)
 - Best Buy: [Apple 10.2-Inch iPad \(Latest Model\) with Wi-Fi 64GB Space Gray MK2K3LL/A - Best Buy](#)

Order Taker iPad Cases

- https://www.amazon.com/SEYMAC-stock-iPad-Generation-10-2/dp/B09HGZ5K72/ref=sxin_14_pa_sp_search_thematic_sspa?content-id=amzn1.sym.c82d763e-ddd1-4b72-9169-6e36c782c381%3Aamzn1.sym.c82d763e-ddd1-4b72-9169-6e36c782c381&cv_ct_cx=ipad+9th+gen+case&keywords=ipad+9th+ge

[n+case&pd_rd_i=B09HGZ5K72&pd_rd_r=2d51df6c-a3d4-4073-884c-5bfba4326e6f&pd_rd_w=4ORTp&pd_rd_wg=m2ZNS&pf_rd_p=c82d763e-ddd1-4b72-9169-6e36c782c381&pf_rd_r=45SJAGKBE5PJND4X5N2A&qid=1662423145&sr=1-1-a73d1c8c-2fd2-4f19-aa41-2df022bcb241-spons&psc=1&spLa=ZW5jcmlwdGVkUXVhbGlmaWVyPUEzMIE1Q1RYNFRRN1hQJmVuY3J5cHRIZEIkPUEwODQyMjI0QUVZN0RNRQzFCSFdBJmVuY3J5cHRIZEFkSWQ9QTA5ODMxMjQzQ1BOV0dQS1o0RjQ3JndpZGdldE5hbWU9c3Bfc2VhcmNoX3RoZW1hdGJlJmFjdGlvb11jbGlja1JIZGlyZWNOJmRvTm90TG9nQ2xpY2s9dHJ1ZQ==](https://www.amazon.com/?ref=astore&pf_rd_p=884c5bfba4326e6f&pf_rd_r=2d51df6c-a3d4-4073-884c-5bfba4326e6f&pf_rd_w=4ORTp&pf_rd_wg=m2ZNS&pf_rd_p=c82d763e-ddd1-4b72-9169-6e36c782c381&pf_rd_r=45SJAGKBE5PJND4X5N2A&qid=1662423145&sr=1-1-a73d1c8c-2fd2-4f19-aa41-2df022bcb241-spons&psc=1&spLa=ZW5jcmlwdGVkUXVhbGlmaWVyPUEzMIE1Q1RYNFRRN1hQJmVuY3J5cHRIZEIkPUEwODQyMjI0QUVZN0RNRQzFCSFdBJmVuY3J5cHRIZEFkSWQ9QTA5ODMxMjQzQ1BOV0dQS1o0RjQ3JndpZGdldE5hbWU9c3Bfc2VhcmNoX3RoZW1hdGJlJmFjdGlvb11jbGlja1JIZGlyZWNOJmRvTm90TG9nQ2xpY2s9dHJ1ZQ==)

Manager iPad Cases

- [TIMISM iPad 9th Generation Case, iPad 8th/7th Generation Case, iPad 10.2 2021/2020/2019 Case with Kickstand, Heavy Duty Shockproof Hard Hybrid Three Layer Protective Cover, Black+Green](#)

Portable Chargers

- [RETMSR Portable Charger, Power Bank 30000mAh Battery Pack with 22.5W Fast Charging, 4 Outputs External Charger PD 20W USB C for iPhone, Samsung, Pad Mini, and More](#)

Lanyards for Outside Menus

- [MIFFLIN Flat Non-Breakaway Lanyards for ID Badges, Comfortable Neck Straps \(Packs of 25 and 100\)](#)

Cash Pay Belts

- [Amazon.com: UNCO- Gardening Belt, Gardening Tool Belt, Garden Belt, Tool Belt, Tool Belts for Men, Waist Apron with Pockets, Construction Tool Belt, Carpenter Belt, Tool Belt for Men, Utility Belt Men](#)

Counterfeit Bill Markers

- [Amazon.com : NoteShield 6 Pack Counterfeit Bill Detector Pen Counterfeit Pen Fake Money Marker Pens Detect Fake Marker, Check Bills False Currency Pen](#)

Pen Holders

- [Amazon.com: 10 Pack Pen Pal Pen Holders, Black Only, Self Adhesive and Removeable](#)

Shoot Magnets

- [16 Pack Strong Neodymium Bar Magnets with Double-Sided Adhesive, MIKEDE Rare Earth Metal Neodymium Magnet - 60 x 10 x 3 mm](#)

Change Dispensers

- [Advantus Four-Barrel Money Changer + Free Shipping](#)

Twist Ties for Ice Bags

- [Amazon.com : Sago Brothers 200pcs 4 Inches Metallic Twist Ties \(Red\)](#)

Headset Foam Piece

-

-YouTube-

Our youtube channel is located in the [chickfilalogan@gmail](mailto:chickfilalogan@gmail.com) account

Main channel: <https://www.youtube.com/@chick-fil-alogan9046>

How to Make a Contest

- <https://youtu.be/rw0Pxx3N31w>

How to clean the lettuce slicer

- English: <https://youtu.be/isPfwOGnGtQ>
- Spanish: <https://youtube.com/shorts/l8TkBY689zM?feature=share>

How to pair the card swipes

- <https://youtu.be/-6YwfUkmOrQ>

Trello

- Training cards: https://youtu.be/3esiXxsY_Ls

- Checklists: <https://youtu.be/MkVffdW3Y4s>

How to do refunds

- <https://youtu.be/AUKgPfHwXmc>

Mop It

- <https://youtu.be/8yorF31oKCI>

Catering Order Lookup

- https://youtu.be/uIGX7Y_ZW1U

-CFA Fonts-

CFA has 2 approved fonts that are allowed to be used around the store.

- Apercu
- Caecilia

How to get those fonts

- Caecilia
 - https://fonts.adobe.com/fonts/pmnc-caecilia?mv=affiliate_mv2=red
- Apercu
 - <https://www.colophon-foundry.org/typefaces/apercu/>

-Merco Holding Station-

If the Merco holding station asks for a pin.

- Type in the generic pin 2580 into the Merco Holding Station
- If the generic pin doesn't work, type in the store number 02614
- If the restaurant number doesn't work, turn the Merco Cabinet off and back on which will allow you to enter the code back in.
- Enter Pin code 159357
- If that doesn't work, contact Merco at 877-392-7770

-iPad Repairs -

Replacing iPad Battery and screen

- Battery replacements are \$100-\$250 dollars at Expercom if the battery is lower than 80% capacity.
- For screen replacements call Lynn's Audio and Video - Ask for Greg or one of his kids and they'll either do trade or you'll just have to pay for it.

-POS Hacks -

Find a receipt on the POS

- Utilities
- Receipt viewer
- Select date
- Enter transaction total range

- And if you have the transaction number enter that
- Push run report
- Find the order total and name that matches what the guest told you
- Press print selected transaction(s)

Enter contests on POS

- Contest
- At the bottom select "add contest"
- Select the contest you want to run
- Add a date
- Add a start time
- Add end date
- Add end time
- The contest is ready!

-Passwords-

Order Taker iPad Apple Account

02614@chick-fil-a.com

Bigdaddy1323 – I think it's actually Loganfsu321!

Manager iPad Apple Account

chickfilalogan@gmail.com

Bigdaddy29\$

Alexa

cfa02614@gmail.com

CFALogan02614A

Trello

logancfatraining@gmail.com

CFALogan02614A

Ecosure Prep N Print

02614@chick-fil-a.com

CFALogan02614A

-Safe-

Need to change the battery on the safe?

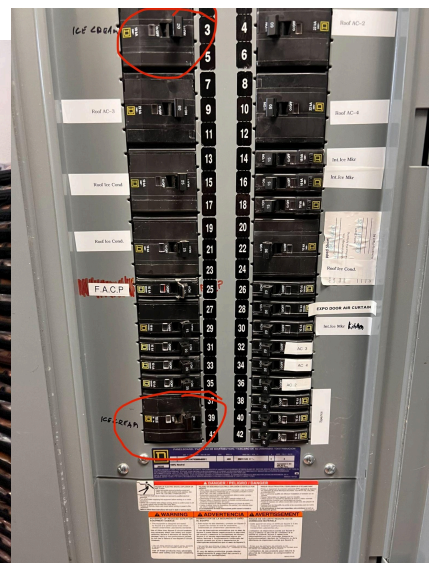
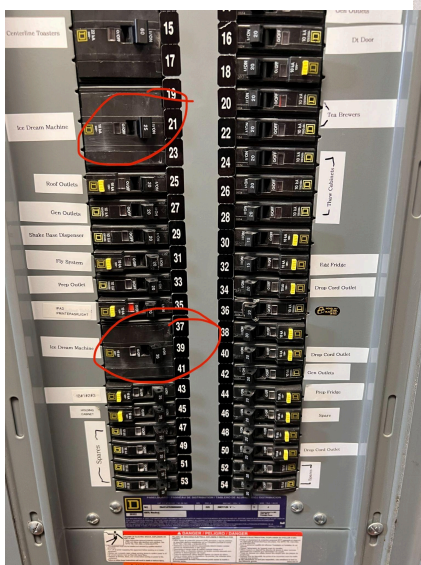
1. Find the battery holder at the bottom of the keypad
2. Place 2 fingers in the battery holder, pinch, & pull downward away from the keypad
3. Remove old battery
4. Install new 9 volt "alkaline" battery (Duracell or Energizer only)
5. Insert the battery holder fully in keypad
6. Use safe as normal

-Sales Mix-

1. Cfahome.com
2. Reports and Tools
3. Service Point Store Management
 - a. If you are NOT at the restaurant you will use the Remote option
4. Enter Pin
5. Store Reporting
6. Sales Mix
7. Report type: Classic
8. Report Begin date: choose
9. Report End date: choose
10. Cashier: All Cashiers
11. Item Summary Report
12. Prepare Report (right top corner) F3 to search by name.

-Ice Dream Machine-

If one of the sides loses power or won't turn on, check that all of the plugs are plugged in snugly and firmly. If that doesn't solve the problem, visit the circuit breaker boxes in the cage, and check each of the circuit breakers for the ice dream machine. There are FOUR breakers, located in TWO different cabinets. The machine on the left is connected to the cabinet on the left, and the machine on the right is connected to the cabinet on the right.



-Mopit Videos and Information-

Each month, we do trade with spectrum for our Mopit– As of September of 2023 it is \$135.90 per month.

We pick up two cases of solution and squeegees

Replacing Squeegee

<https://youtu.be/WV42lResbA4?si=ornjOTjsJImDnnuv>

Replacing Brush

<https://youtu.be/00q0-M7cHz0?si=Xq7VcqbkSF7dorgd>

Regular Maintenance

<https://youtu.be/JWSD84pqfdw?si=3oJMt9-QH9STunjm>

Suction Issues

<https://youtu.be/WezDFf27Hxo?si=vXduERWMVH1LVL-Q>

Amazon Account for Alexa speakers

Username: 02614@chick-fil-a.com

Password: CFALogan02614

Wyze Account for Breeding Table Camera

Username: logan.fsu@chick-fil-a.com

Password: CFALogan02614A!

Order a Cash Drawer:

Comes from Supply Central

<https://www.buyerquest.net/chickfila/catalog/product/view/id/21471/>

Macaroni and Cheese Liners



Quick View

Compare

Not Rated

Bakeable Pan Liners, Mac & Cheese, 1/2 Size, 500/PK

Supplied by

ECOLAB FOOD SAFETY SOLUTIONS INC



Food Safety Solutions

ECOLAB FOOD SAFETY SOLUTIONS INC

42237

Approved Supplier

[View All Supplier Information](#)

Manufacturer Name ECOLAB

Manufacturer Part Number 53004908

Supplier SKU 53004908

Unit of Measure PACK

Your Price:

\$164.95

List Price:

~~\$290.00~~

Mileage Reimbursement

There is a blue folder in the top left filing cabinet with the mileage reimbursement forms. If there are no more, you can look it up on the computer search.

- Take a picture of your miles before leaving and a picture of your mileage once you've returned to the store.
- Google the IRS reimbursement mileage rate
- Multiply how many miles you drove based on that rate

Food Pantry Donations

Food pantry donation bags can be purchased from Supply Central. SKU Number is 114121. As of 01/13/25 they are \$78.58 for a case of 1000.

Ice Machine Cleaning

[Chemical Cleaning](#)

[Intense Manual Cleaning](#)