

## GATEWAY CENTER IN-LINE SYSTEMS & EXPECTATIONS

<b>Thaw Door Allocations</b>	<ul style="list-style-type: none"> <li>Printed, located on thaw doors</li> <li>Will change daily - PAY ATTENTION!!</li> <li>Pull plan for pre-GO will be posted on the freezer door</li> <li>See Antuane/Connor for questions</li> </ul>
<b>Raw Area</b>	<ul style="list-style-type: none"> <li>Do not touch the handles with your yellow gloves, EVEN IF THEY ARE CLEAN → Ask someone to open the door for you or use foot pedals -- NO EXCEPTIONS</li> </ul>
<b>Chicken Tracking</b>	<ul style="list-style-type: none"> <li>Cases should be labeled in the freezer with a Sharpie (1-40) -- pull the next case from the thaw cabinet</li> <li>Write corresponding case number on thaw plan allocation, located on thaw doors</li> <li>Printed labels have numbers that correspond with the case number -- this goes on the aluminum trays</li> </ul>
<b>Chicken Cool Down</b>	<ul style="list-style-type: none"> <li>Cool down chicken should happen PER standard according to Pathway</li> <li>All cool down chicken goes into the COOLER (prep) or FREEZER (Shared Table). <b>ABSOLUTELY NO CHICKEN COOL DOWN IN ANY OTHER AREA. Per NY law.</b></li> <li>Kitchen Timer will still be set and reset by prep</li> <li>If prep has big order -- Kitchen leader step in to help</li> </ul>
<b>Shared Table</b>	<ul style="list-style-type: none"> <li>Products being Donated:             <ul style="list-style-type: none"> <li>All chicken - freezer</li> <li>Biscuits - freezer</li> <li>Mini Bread - freezer</li> <li>Soup - freezer</li> <li>Mac and cheese - freezer</li> </ul> </li> </ul>
<b>Chicken Pull</b>	<ul style="list-style-type: none"> <li>Pre-GO pull plan is posted on the FTS website             <ul style="list-style-type: none"> <li>These are NOT build-tos -- pull what is listed</li> </ul> </li> <li>Chicken will be pulled according to LEAN procedures (pull a case and then immediately replace it)</li> </ul>
<b>Trainer Support</b>	<ul style="list-style-type: none"> <li>Grand Opening Week:             <ul style="list-style-type: none"> <li>Trainers will be in position coaching the team members through each process</li> <li>Divided responsibility - i.e. Trainee opening nugget box, Trainer putting nuggets in the box</li> </ul> </li> <li>Beyond Grand Opening Week             <ul style="list-style-type: none"> <li>Divided responsibility as you see fit (or a GOS)</li> <li>Move toward verbal active coaching</li> <li>Breaders take over when there are four kanbans in the queue OR if there is more than one of the same type of kanban</li> </ul> </li> <li>Take EVERY opportunity to train, even if it is verbal coaching</li> <li>"Down Times"             <ul style="list-style-type: none"> <li>Test the team!! If you are not doing something, you should be</li> <li>Ask questions to lead to great knowledge</li> </ul> </li> </ul>
<b>Bread Thaw</b>	<ul style="list-style-type: none"> <li>Follow Bread Pull Plan, located on the freezer door</li> <li>These numbers will adjust according to sales mix → Openers, please help us with determining correct amounts to pull</li> <li>Emphasize to the team the consequence of NOT pulling bread when they are supposed to</li> <li>Gluten Free Bun → printed label on each package when pulled → pull additional when 2 remain</li> <li>All bread is pulled at the end of breakfast for following day</li> </ul>
<b>Checklists</b>	<ul style="list-style-type: none"> <li>Opening/Closing Leader Checklist</li> <li>Opening team member Checklists</li> <li>Positional team member Checklists → Must complete prior to leaving</li> <li>Closing Shift Tasks to complete prior to leaving (pre-close and close)</li> </ul>
<b>Setup sheets</b>	<ul style="list-style-type: none"> <li>FTS2 will be responsible for creating FTS set-up sheets</li> </ul>
<b>Waste Tracking</b>	<ul style="list-style-type: none"> <li>Waste tracked using VSBL</li> <li>Use the Shared Table button for donation waste</li> </ul>
<b>Cleaning Systems</b>	<ul style="list-style-type: none"> <li>4 hour alert on timer panel to change pans and smallwares</li> <li>Below are the items that need to be changed when the timer goes off:             <ul style="list-style-type: none"> <li>Chicken Forks</li> <li>Nugget Spoons</li> <li>Tongs</li> <li>Red Trays on Centerline</li> <li>Chicken Chopper</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Transfer Pans</li> <li>○ Perforated Pan</li> <li>○ Sifter</li> <li>○ Nugget Measuring Cup</li> <li>○ Dump Station</li> </ul> <ul style="list-style-type: none"> <li>● Cleaning products used for SANITATION in the Kitchen: <ul style="list-style-type: none"> <li>○ Red Sani-Wipes used for sanitation</li> </ul> </li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>● First Name First! Say the person's name BEFORE you communicate</li> <li>● Other Proper Communication: <ul style="list-style-type: none"> <li>○ "Heard" -- When someone is speaking to YOU, and you are acknowledging that you have heard them, at which point, you accept responsibility for the action</li> </ul> </li> <li>● Primary 1 and Secondary 1 are the Point People for communication to Front Counter Baggers</li> <li>● When communicating hold times, give an ACTUAL TIME <ul style="list-style-type: none"> <li>○ Acceptable Answers: "Fries coming up in 10 seconds", "Filets up in 22 seconds"</li> <li>○ Unacceptable Answers: "It'll be there lickity split", "Nuggets almost up", "It's a comin'", "<b>Full Time</b>"</li> </ul> </li> <li>● No extra communication please! Machines person should be communicating from line to Breader</li> </ul>
<b>Trash</b>	<ul style="list-style-type: none"> <li>● Whale will be taken out 3X per day OR as needed</li> <li>● BOH will be responsible for taking out the back-trash, FOH will assist as needed.</li> </ul>
<b>Job Aids (Sidekicks)</b>	<ul style="list-style-type: none"> <li>● Use sidekicks as a guide for training</li> <li>● Reference them OFTEN so the team knows they have a guide when you leave</li> </ul>
<b>Truck Ordering Process</b>	<ul style="list-style-type: none"> <li>● Train team members to SAY SOMETHING if they take the last of a product!!</li> <li>● Currently Ordering:</li> </ul>
<b>Bread Delivery</b>	<ul style="list-style-type: none"> <li>● Everyday except Wednesday</li> <li>● Amount is auto-calculated by bread vendor → If running low (2 racks left at 7:00 PM) tell Amanda ASAP</li> </ul>
<b>Lemonade</b>	<ul style="list-style-type: none"> <li>● FOH makes lemonade</li> </ul>
<b>Filters for Pressure &amp; Open Fryers</b>	<ul style="list-style-type: none"> <li>● Regular Filters → Change Daily at 2:00 PM!</li> <li>● Filters scraped twice daily (2:00 PM filter change, at close)</li> </ul>
<b>Dish Process: Who, When</b>	<ul style="list-style-type: none"> <li>● This Restaurant has a utility person scheduled</li> <li>● Breakfast dishes need to be done at end of breakfast</li> <li>● Daytime Regular dishes completed by 1 pm</li> <li>● Daytime RAW dishes started at 1pm by LTD</li> <li>● Under no circumstance should the last day shift team member leave if there are breakfast dishes in the sink</li> <li>● Night regular dishes need to be started no later than 7:00 PM</li> <li>● If something can be put straight into the dishwasher throughout the day, put them in there and run the cycle immediately</li> <li>● RAW Soak Tank -- fill with hot water and degreaser when beginning of day and put all RAW dishes in tank submerged in hot water to soak -- wash RAW dishes after lunch and at end of night</li> <li>● FOH Closer comes back to help with dishes at close -- only tea urns and smallwares -- lemonade and icedream dishes in AM</li> </ul>
<b>SAFE Daily Critical</b>	<ul style="list-style-type: none"> <li>● 2X per day by opening leader and closing BOH leader</li> <li>● Leader should initial SAFE Daily Critical Calendar, posted in the kitchen, each time it is completed</li> </ul>
<b>eRQA</b>	<ul style="list-style-type: none"> <li>● 2X per day, am/pm. Completed by BOH</li> </ul>
<b>Boil Outs</b>	<ul style="list-style-type: none"> <li>● Boil outs should be completed per Pathway, 7-10 days on Open Fryers and 30 days on Pressure Fryers</li> <li>● System: There will be a Boil out tracker posted above the fryers</li> <li>● Complete information on Boil Out Card, located on or above each fryer</li> </ul>
<b>Bacon</b>	<ul style="list-style-type: none"> <li>● Bacon will be cooked in the oven</li> <li>● Cook more less often</li> <li>● Cut cooked bacon in half AFTER the baking proess</li> </ul>
<b>Cookies</b>	<ul style="list-style-type: none"> <li>● Bake, and cool 4 trays of cookies during breakfast for the day -- wrap 2 trays</li> </ul>
<b>Mac and Cheese</b>	<ul style="list-style-type: none"> <li>● Prep will make build to each morning and put in cooler</li> <li>● Breakfast Secondary will bake Mac and Cheese at 9:30am to be ready at transition</li> <li>● Secondary team member will be responsible for baking throughout the day</li> <li>● Beginning at 7pm reduce amount/size pan to prepare for close</li> </ul>
<b>Lunch during Breakfast</b>	<ul style="list-style-type: none"> <li>● NO LUNCH DURING BREAKFAST</li> </ul>

<b>Special items: Veggie wrap, grilled spicy, etc.</b>	<ul style="list-style-type: none"> <li>• Veggie Wraps: YES</li> <li>• Special Fruit Cups: NO SPECIAL FRUIT CUPS</li> <li>• Spicy grilled wraps: YES</li> <li>• Well Done Chicken/Fries: NO TO BOTH</li> <li>• Lettuce Wraps for Sandwiches: YES</li> </ul>
<b>Breakfast cut off</b>	<ul style="list-style-type: none"> <li>• Finish out the line, may go beyond 10:30 AM, be prepared</li> </ul>
<b>Soup</b>	<ul style="list-style-type: none"> <li>• Primary 2 is in charge of making sure soup is always in the rethermalizer</li> </ul>
<b>Music in the Kitchen</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Pre-Closing</b>	<ul style="list-style-type: none"> <li>• As the business allows</li> <li>• Only tasks on the Pre-Close checklist are allowed, will be reevaluated by GOS team as needed</li> </ul>