

LINE COOK



Team Member Training Manual

Duties & Responsibilities • Quality Standards • Sanitation & Safety

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Introduction



Congratulations on your employment as a line cook at **[Restaurant Name]**. As a line cook, you are an important part of every meal we serve and each guest's experience in our restaurant. We take great pride in the quality of our food and the cleanliness of our kitchen. Our high standards can only be maintained through great people like you who share our values and desire to provide our customers with the best experience each time they visit our establishment.

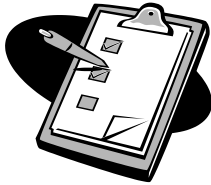
This guide will provide you with information related to your job within the restaurant. You will also receive hands-on training. We are positive that through using this guide as reference and practicing your procedures through hands-on training, you will be successful in your job at **[Restaurant Name]**.

Once again, welcome to the **[Restaurant Name]** team!

Qualities of a Good Line Cook

- **Efficient:** A good line cook works quickly and efficiently to provide the quantity of products needed to keep up with our volume of business.
- **Organized and Focused:** A good line cook stays focused on one or two tasks at a time and completes those tasks before moving on to something else.
- **Attention to Cleanliness and Sanitation:** Much of a line cook's job is involved with maintaining standards of cleanliness in the kitchen. A good line cook must be aware of our cleaning and sanitation standards and must maintain them consistently.
- **Team Player:** A good line cook is always aware of what's going on in the kitchen and is ready and willing to help others get the job done.

Training Outline

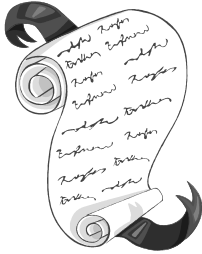


Your training will be conducted over a number of shifts at the restaurant and will consist of a combination of reviewing information in this guide and hands-on training within the restaurant. This outline is to be used as a guideline; your trainer will provide you a detailed schedule for your training.

Training Activity	Date Scheduled/Date Completed	Completed (Trainer's Initials)
General Employee Policies		
Review: Employee Policies	/	
Prep Cook Job Standards		
Review: Role of Line Cook Position	/	
Review: Job Description	/	
Sanitation and Safety		
Review: Personnel Sanitation Standards	/	
Review: Restaurant Sanitation Standards	/	
Review: Restaurant Safety Procedures	/	
Hands-on: Demonstrate and Practice Sanitation and Safety Procedures	/	
Line Cook Position Procedures		
Review: Station Preparation	/	
Hands-on: Station Preparation	/	
Review: Line Cook Duties	/	
Hands-on: Cooking Procedures	/	
Review: Customer Service	/	
Forms		
Review: Opening Checklist Procedures	/	
Review: Closing Checklist Procedures	/	
Final Evaluation: by Trainer/Manager		

General Employee Policies

General Team Rules



We expect that each employee understands and follows these general team guidelines when coming to work each day:

- Remain loyal to the company and its goals.
- Understand the importance and maintain a high level of service, quality of products, and the cleanliness in the restaurants.
- Remain honest and take responsibility in the performance of job tasks.
- Respect the supervisor and fellow workers, as well as understand the importance of teamwork.
- Extend warm attention and politeness towards our customers and clients as they are the reason of our existence and ones responsible for us having jobs.
- Always project a great image of our company.
- Fulfill all the assignments that are given to them.
- Transfer all information that they get from the customers in regards to the quality service and quality products that we serve, as well as the cleanliness of our restaurants.

Appearance Standards

The nature of our business requires high standards of cleanliness and sanitation, both in our food products and work areas, and from the individuals who prepare and serve food. Appearance and hygiene have a direct impact on the overall experience we provide. Remember, our guests' experiences are based on the use of their senses. What they see, hear, smell, touch, and taste in our restaurants affect how they remember their experiences, whether they will return, and whether they recommend us to others. To maintain the necessary high standards and to present our guests with an appropriate image, we have established guidelines governing the attire, cleanliness, and appearance of our crew members.

Crew Members

- **Shoes, Socks:** Comfortable closed-toe, rubber-soled, safe shoes are required. Shoes must be clean and polished. Socks are required.

- **Hair:** Hair must be neat, clean, and styled in a conventional manner. Staff working with food in any manner must contain their hair appropriately to avoid safety and health issues. Long hair must be restrained, pulled back, or tied up.
- **Hats:** Hats, where applicable, must be clean and must be worn facing the front, as designed to be worn.
- **Shaving:** Men should be clean-shaven daily. Fully grown beards and mustaches are acceptable if they are kept neatly trimmed. Beards and mustaches may only be grown during vacation or extended non-working periods.
- **Bathing, Personal Hygiene:** All crew members must bathe and use deodorant daily. Scents should be worn lightly, or not worn at all, so we do not interfere with guests' senses of taste or smell (or allergies).
- **Tattoos, Body Piercing:** Tattoos must be covered while in uniform. No body-pierced items visible to guests may be worn.
- **Beepers, Cell Phones:** Beepers, cell phones, or similar items are not allowed to be worn or carried on duty since they can cause distraction from your duties. Such items should be stored for use when off duty.
- **Name Tags:** Crew members are required to wear name tags during business hours. If a name tag is lost, the company may charge the employee for the replacement, to the extent allowed by Fair Labor Standards Act

Uniform Standards

Crew members wear different uniforms in each of our restaurants, with the restaurant providing part of the uniform. Remember, appearance creates an important first impression for our guests and our team atmosphere. Crew members are responsible for their uniform care. All articles should be clean, pressed, and available to wear prior to each shift. All aspects of the uniform are subject to management approval.

Orientation Period

You have been through our employee selection process, have been selected for employment, and appear to have the potential to develop into a successful employee. However, we want the opportunity to begin the training period, get to know you, see how you fit in with your co-workers, and determine if you are willing and able to carry out the responsibilities for the position in which you were hired. It's also important for you to get to know us and become familiar with how we operate to find out if this job is for you. We have a 30-day orientation period for that purpose referred to above. The 30-day period allows both you and the restaurant to see whether or not it's a good fit and if not, part the restaurant amicably. During the orientation period you will begin your training and be observed by management. Also, during this time if you feel you do not understand what's expected of you or that you need additional training, we encourage you to ask questions and seek additional help from our management staff.

Schedules



Schedules are prepared to meet the work demands of the restaurant. As the work demands change, management reserves the right to adjust working hours and shifts. Schedules are posted weekly. Each employee is responsible for working his or her shift.

Employees should arrive 10 to 15 minutes before the shift begins so that they have time to get settled and ready for the shift. Employees are to clock in when the shift begins and be ready to start work immediately.

Schedule changes may be allowed only if the employee finds a replacement and receives management approval. To be valid, the manager must indicate and initial the change on the posted schedule. The restaurant usually requires high levels of staff on or around holidays, sporting events, and other special events. Understanding that employees have a life outside of the restaurant, we always try to find a way to work with our employees to meet schedule requests. We do, however, ask employees to remember just how crucial each position is to the proper functioning of the restaurant. Ensure that your employees understand that even though we will try to comply with requests, there is no assurance that you will be able to grant the requested time off in all circumstances.

Tardiness and Absenteeism

Employees must be prepared to start work promptly at the beginning of the shift. The scheduled time is the time employees are expected to be on the job, not arrive at the restaurant. Repeated tardiness is grounds for termination. Realizing that emergency situations can arise and people do become ill, ask that employees provide you with the most amount of time possible to allow you to attempt to cover the shift. Calling in minutes before a scheduled shift puts both the guests and other employees at a disadvantage. Under no circumstances should an employee call and leave a message on the answering machine. Employees must speak to the manager in charge directly.

All employees are expected to work on a regular, consistent basis and complete their regularly scheduled hours per week. Excessive absenteeism should result in disciplinary action, up to and including termination. Disciplinary action taken because of absenteeism should be considered on an individual basis, following a review of the employee's absentee and overall work record.

Any employee who does not call or report to work for two consecutive shifts should be considered to have voluntarily resigned.

Payment Procedures



Time Clock/Time Cards

Employees should arrive at the restaurant 10 to 15 minutes before they are scheduled to start work. The manager on duty should be notified when employees have arrived for their shifts. Employees may clock in within five minutes of the start of their shifts. All hourly employees are given an employee ID number to clock in and out on the restaurant timekeeping system.

Tampering, altering, or falsifying time records or recording time on another employee's ID number is not allowed and should result in disciplinary action, up to and including termination.

Payroll Checks

The general manager will inform all employees of when paychecks are available to be picked up.

Payroll Deductions

Paychecks will indicate the gross earnings as well as deductions for federal and state withholding taxes and Social Security and Medicare taxes. Federal and state withholding taxes are authorized by the employee based on the information furnished on the W-4 form.

Lost Paychecks

Lost paychecks are to be reported to the general manager. Stop payments should be placed on the lost check and a new check reissued. The reissued check should incur a deduction equal to the bank stop payment charge.

Standards of Conduct



Consistent with our values, it is important for all employees to be fully aware of the rules, which govern our conduct and behavior. In order to work together as a team and maintain an orderly, productive, and positive working environment, everyone must conform to standards of reasonable conduct and policies of the restaurant. An employee involved in any of the following conduct may result in disciplinary action up to and including immediate termination without a written warning.

- Invalid work authorization (I-9 form)
- Supplying false or misleading information to the restaurant, including information at the time of application for employment, leave of absence, or sick pay.
- Not showing up for a shift without notifying the manager on duty. (No call, no show, no job)
- Clocking another employee “in” or “out” on the restaurant timekeeping system or having another employee clock you either “in” or “out.”
- Leaving your job before the scheduled time without the permission of the manager on duty.
- Arrest or conviction of a felony offense.
- Disorderly or indecent conduct.
- Gambling on restaurant property.
- Theft of customer, employee, or restaurant property including items found on restaurant premises.
- Theft, dishonesty, or mishandling of restaurant funds. Failure to follow cash, guest check, or credit card processing procedures.
- Refusal to follow instructions.
- Engaging in harassment of any kind toward another employee or customer.
- Failure to consistently perform job responsibilities in a satisfactory manner within the 30-day orientation period.
- Use, distribution, or possession of illegal drugs on restaurant property or being under the influence of these substances when reporting to work or during work hours.
- Use or possession of alcohol or illegal drugs on the job or on company property.

- Employees using or possessing alcohol or illegal drugs on company property or while at work or who report to work under the influence of alcohol or illegal drugs.
- Waste or destruction of restaurant property.
- Actions or threats of violence or abusive language directed toward a customer or another staff member.
- Excessive tardiness.
- Disclosing confidential information including policies, procedures, recipes, manuals or any propriety information to anyone outside the restaurant.
- Rude or improper behavior with customers including the discussion of tips.
- Smoking or eating in unapproved areas or during unauthorized breaks.
- Not entering and exiting the restaurant through approved entrance.
- Failure to comply with restaurant's personal cleanliness and grooming standards.
- Failure to comply with restaurant's uniform and dress requirements.
- Failure to report safety hazards, equipment defects, accidents or injuries immediately to management.

Harassment Policy

[**Restaurant Name**] has a zero tolerance policy towards any form of harassment in the workplace. All complaints of harassment will be promptly and confidently investigated by [**Restaurant Name**] and appropriate action, including possible termination, will be taken against those who violate this policy. Additionally, persons who engage in sexual harassment may be held civilly and/or criminally liable for their actions.

It is our policy to treat all personnel with dignity and respect and make personnel decisions without regard to race, sex, age, color, national origin, religion, or disability. We strive to provide everyone a workplace that is free of harassment of any kind. Employees are encouraged to promptly report incidences of harassment.

Sexual Harassment

All of our employees have a right to be free from sexual harassment. [Restaurant Name] does not condone actions, words, jokes, or comments that a reasonable person would regard as sexually harassing or coercive.

Definition of Sexual Harassment

“Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when submission to or rejection of this conduct explicitly or implicitly affects an individual’s employment, unreasonably interferes with an individual’s work performance, or creates an intimidating, hostile, or offensive work environment.” (Title VII of the Civil Rights Act of 1964)

Types of Sexual Harassment

Sexual harassment may take many forms, for example:

Verbal sexual harassment

- Whispering in an obvious way about the way a person looks, walks, talks, or sits
- Displaying written or graphic sexual material
- Soliciting dates or sex
- Repeatedly talking about sex or describing sexual acts
- Constant, aggressive and unwanted attention, directly or indirectly, of a sexual nature
- Threatening consequences if (sexual) attention is not reciprocated
- Making sexual references to a person’s clothing or body
- Telling offensive sexual jokes
- Making suggestive noises
- Making sexually oriented comments about weight, body shape, or size

Physical sexual harassment

- Invasion of personal space
- Cornering another person
- Attempts to kiss or fondle
- Physical attack
- Attempted rape or rape

- Inappropriate touching, patting, hugging, or brushing against a person's body
- Gestures and other behaviors

Employees need to be concerned not only with the intent of their actions of this kind but also the effects; while sexual harassment involves repeated, unwanted sexual attention, persons involved in isolated or inadvertent incidents demonstrate insensitivity toward others. Repeated occurrences will be considered intentional violations of the policy.

Complaint Procedures

Anyone who feels it necessary to discuss what may appear to be sexual harassment should report the harassment promptly to at least two people who are in a supervisory or management capacity. The report will be kept as confidential as possible. A prompt and thorough investigation will be made. If a claim is substantiated, the company will take immediate and appropriate action, including discipline and possible termination.

Adherence to Our Harassment Policy

All employees are required to adhere to the policy prohibiting discrimination and harassment while on restaurant premises—engaging in work-related activities, company-sponsored training, or other functions.

Employee Responsibility

It is the responsibility of every employee to prevent discrimination and harassment. Also, every employee has the right to tell a person, in a professional manner, to stop behavior toward him or her that the employee believes to be discriminatory, harassing, and/or offensive. Any employee who feels subjected to discrimination or harassment should immediately report it to his or her human resources representative, or area manager, or franchise owner or human resource representative.

Management's Responsibility

Management employees who witness or receive reports of discriminatory or harassing behavior are required to take appropriate action, including immediately reporting such behavior to local human resources, the area manager, or franchise owner or human resource representative. Management employees who fail to promptly report such behavior may be subject to discipline.

Theft Policy

We have zero tolerance for theft. If you are caught stealing you will be terminated and we will pursue legal action to the fullest possible extent of the law.

Smoking Policy



Smoking will be permitted only in designated areas unless otherwise prohibited by local ordinance. Management will determine these areas.

Smoking will not be permitted within the view of the public or in food prep/service areas. Hand washing is mandatory after a smoke break.

Employee Rest and Meal Policy

NOTE: The following information are the recommended meal and rest period policies. It is important for you to know your local regulations and to follow which ever policies are more strict.

Rest Period

Each employee is allowed two paid 10-minute rest periods, one for every four hours worked. For every two hours of overtime worked, an additional 10-minute rest period is allowed.

Meal Period

Employees who work a period of more than five hours are entitled to a 30-minute meal break. Employees must be relieved of all duties during the meal break. Compensation for the 30-minute meal break must be paid if the employee has voluntarily agreed to waive his or her meal break by (1) working through his or her meal break, or (2) agreeing to remain on premises during the meal break.

Line Cook Job Standards



Role of the Line Cook Position

As the line cook, you are responsible to cook the prepared food items in the prescribed methods. Must ensure that all food products have been prepared correctly before cooking and are cooked to perfection. Below you will find the job description for this position that will outline your responsibilities and qualifications for this job.

Job Description

Position: Line Cook

Reports to: Restaurant Manager

Summary of Position

Cook food for consumption by the customer. Prepare consistent, high-quality food in conformance with the restaurant's standards. Maintain a sanitary kitchen and work station.

Duties and Responsibilities

- Always come to work with a clean uniform.
- Ensure that proper preparation procedures have been completed.
- Prepare the cooking areas for the shift.
- Maintain the highest level of food quality.
- Communicate with coworkers, counter persons and management.
- Be aware of what is happening in the Front-of-the-house (I.e. unexpected rush of people)
- Account for every food item used.
- Maintain a clean and safe kitchen.
- Follow all health and safety regulations.
- Follow all restaurant regulations.
- Control and limit waste.
- Communicate problems and ideas to management.
- Maintain all kitchen equipment and utensils.
- Keep kitchen area clean and organized.
- Follow proper rotation procedures.

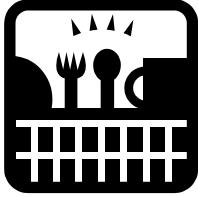
- Follow the recipes to meet the restaurant's standards.
- Be a team player—support and assist your fellow team members whenever possible.

Qualifications

- High school diploma or equivalent desired but not essential for prep area.
- Must be able to read, speak, write, and understand the primary language of the work location.
- Must be able to perform simple math calculations and follow directions for equipment and recipe production.
- Must be able to speak and listen to staff and managers for cooking instructions.
- Must be able to stand and exert well-paced mobility for the duration of a scheduled shift.
- Must have the ability to stand and walk for extended periods of time.
- Must have the ability to lift, stoop, and bend.
- Must exhibit hand coordination and dexterity for rapid productions.
- Must have the ability to lift pots, pans, products, and other items weighing up to 50 pounds frequently.

Sanitation and Safety

Importance of Sanitation



At every step in the flow of food through the restaurant—from receiving through final service, employees can contaminate food and cause customers to become ill. Good personal hygiene is a critical protective measure against foodborne illness.

Why is sanitation important to the restaurant and our customers?

- Cleanliness reflects our commitment to our customers.
- Cleanliness tells customers and employees alike that we believe in high quality.
- Clean surroundings help ensure that customers keep coming back.
- A safe and healthy environment helps attract high-quality employees.
- Employees take pride in a clean restaurant.

Major Causes of Foodborne Illnesses

- Poor personal hygiene
- Employees with infectious illnesses
- Improper food handling and storage
- Unsafe food holding temperatures (food left in the danger zone of 41°F to 135°F for four or more hours)
- Unsafe reheating and cooling of foods
- Unsanitary dishware, utensils, and equipment
- Cross contamination (the transfer of harmful microorganisms from one food product to another)
- Improper chemical storage

Personnel Sanitation Standards



Personal cleanliness and hygiene is the responsibility of every employee at the restaurant. Not complying with these standards could compromise the safety of our foodservice establishment.

Everyone in the restaurant handles food and interacts with customers. That's why it is so important that every employee follows a high standard of personal hygiene.

A proper food handler will:

- Follow hand washing policy
- Maintain personal cleanliness
- Wear clean and appropriate uniforms and follows dress codes
- Avoid unsanitary habits and actions
- Maintain good health
- Report illness
- Remove aprons when leaving food-preparation areas
- Wear appropriate shoes (clean, closed-toe shoes with non-slip soles)
- Remove jewelry prior to preparing or serving food
- Wear single-use gloves when preparing and touching food

Hand Washing

Employees must ALWAYS wash hands BEFORE:

- Starting work each day and handling food.

Also, employees MUST wash AFTER the following activities:

- Using the restroom
- Touching your hair or face
- Sneezing, coughing, or blowing your nose.
- Handling raw food (before and after)
- Eating, taking and breaks
- Handling dirty dishes, equipment, or utensils
- Smoking, eating, drinking, or chewing gum or tobacco
- Taking out the garbage
- Handling chemicals that might affect food
- Touching clothing or apron

- Clearing tables or cleaning the dining room
- Touching anything that may contaminate hands

To help keep your hands free of bacteria:

- Use the nail brushes kept by each hand sink.
- Follow signs in restrooms reminding you to wash your hands.
- Wear latex gloves on the job and change them frequently.
- Never wash hands where food is prepared or equipment or utensils are washed.
- Make sure you wash your hands only in sinks designated for that purpose.

Hand Washing Steps

Step 1.	Wet your hands with running water as hot as you can comfortably stand (at least 100°F [38°C]).
Step 2.	Apply soap. Apply enough soap to build up a good lather.
Step 3.	Vigorously scrub hands and arms for at least twenty seconds. Lather well beyond the wrists, including exposed portions of the arms.
Step 4.	Clean under fingernails and between fingers.
Step 5.	Rinse thoroughly under running water. Turn off the faucet using a single-use paper towel, if available.
Step 6.	Dry hands and arms. Use single-use paper towels or a warm-air hand dryer. Never use aprons or wiping cloths to dry hands after washing.

Personal Health

- Stay at home if you have the flu, sore throat, fever, diarrhea, vomiting, headache, or dizziness.
- Contact the restaurant and speak to a manager if you are sick and feel you need to stay home.

Personal Hygiene

Hair Washing:

- Hair should be washed and well groomed. Dirty hair attracts bacteria and dandruff can fall into food.
- If you have to work in the kitchen, hair restraints must be worn.

Bathing:

- You must bathe daily or more often if your job requires it. Body odor is offensive to patrons and to other workers.

Fingernails:

- Fingernails should be trimmed, clean, and well groomed. Ill-groomed nails harbor bacteria and are difficult to keep sanitary.
- Unless gloves are worn, fingernail polish is not to be worn when preparing food.

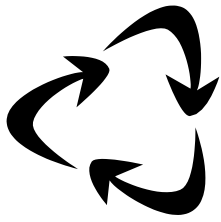
Cuts and Abrasions:

- Wounds and open sores should be bandaged and covered with a waterproof protector.

Smoking/Dipping:

- Employees are not allowed to use tobacco products in any part of the restaurant while working.

Foodservice Sanitation Standards



Flow of Food

Controlling the flow of food by monitoring the temperatures and managing the times is crucial to safe food handling. Below is an outline of good food control flow:

Receiving

Receive and store food quickly



Storage

Store food at its recommended temperatures.



Preparation

Minimize time spent in the temperature danger zone of 41°F (5°C) to 135°F (57°C)



Cooking

Cook food to its required minimum internal temperature for the right amount of time.



Holding

Hold hot food at 135°F (57°C) or higher and cold food at 41°F (5°C) or lower.



Cooling

Cool cooked food from 135°F (57°C) to 70°F (21°C) within two hours and from 70°F (21°C) to 41°F (5°C) or lower within an additional four hours, for a total of six hours.



Reheating

Reheat food to an internal temperature of 165°F (74°C) for fifteen seconds within two hours.

Receiving

Carefully inspect all food as it arrives to make sure it's up to standards. Reject food that shows any of the following characteristics:

- Out-of-date freshness codes or bad odor
- Thawed frozen foods or re-frozen foods (may have ice crystals)
- Open, torn, or broken containers
- Canned goods with any of the following:
 - Swelled top or bottom
 - Leakage or flawed seals and seams
 - Rust or dents
 - Abnormal odor, color, texture, or are foamy or have milky-colored liquid
- Stains or water marks on dry foods containers
- Signs of spoilage or contamination on produce
- Signs of insect or rodent activity in dry foods

Storage

- Rotate product in storage areas before shipment is received.
- Date all food as it is received.
- Store in appropriate area. Store frozen and refrigerated items first.
- Follow FIFO (first in, first out) method for product rotation.
- Place the newest arrivals behind the food that is already in stock—that way the food on hand the longest will be used first.

Checking in Products

Use a thermometer to measure the temperature of products. Reject products if the temperature is above the following amounts.

Product	Proper Temperature
Fresh meat	41° F or lower
Fresh poultry	41° F or lower
Fresh fish	41° F or lower
Fresh lobster, shrimp, and shellfish	45° F or lower
Milk and milk products	41° F or lower
Ice cream	6° to 10° F
Whole eggs	45° F or lower
Liquid eggs	Mfg. Recommendation

Proper Thawing

- Potentially hazardous food shall be thawed one of three ways:
 - Under refrigeration that maintains the food temperature at 41°F (5°C) or lower.
 - Completely submerged under running water at a temperature of 70°F (21°C) or lower, with sufficient water velocity to agitate and float off loose particles in an overflow.
 - As part of the cooking process as long as the product reaches the required minimum internal cooking temperature.
- You can thaw food in a microwave oven if you immediately transfer it to conventional cooking equipment, with no interruption in the process.
- Thaw frozen raw food below ready- to-eat food, so the juices from the thawing food do not fall onto the ready-to-eat food.
- Food should be covered while thawing and should be clearly labeled and dated.
- Food should be completely thawed before cooking.
- Never re-freeze thawed food.

Preparing and Serving Food

When preparing and cooking foods, follow these standards:

- Food preparation surfaces must be cleaned and sanitized before they are used.
- Wash your hands properly before touching food.
- Keep everything clean while preparing meals. Wash hands and kitchen surfaces often with soap and water. Wash cutting boards,

dishes, and utensils after preparing each food item and before going on to the next item.

- Keep the time that food is out of the refrigerator as short as you can, up to a maximum of four hours.
- Check that all equipment and utensils are properly cleaned, sanitized, and dry before using them.
- Ready-to-eat food must be kept apart from raw ingredients during preparation to avoid cross-contamination. Use one cutting board for raw meat, poultry, and seafood, and a separate one for other food.
- Never place cooked food on a plate that previously held raw meat, poultry, or seafood unless the plate has been thoroughly cleaned.
- Change any wiping cloths frequently and clean and rinse after each use.
- Wash ready-to-eat fruit and vegetables intended for same-day consumption and sanitize ready-to-eat fruit and vegetables intended for future consumption.
- If possible, use separate utensils and cutting boards when preparing raw food and ready-to-eat food, or prepare ready-to-eat food before raw food, and wash and sanitize utensils between uses.
- People handling food should know and practice good personal hygiene, hand washing, and/or correct use of gloves.
- Throw away single-use items after using them. Paper towels are recommended for cleaning up kitchen surfaces.
- For canned goods, do not eat the contents if the cans are dented, cracked, or bulging. These are warning signs that the product may not be safe.
- Clean the top of the container before opening. After opening, inspect the product. Do not use products that are discolored, moldy, or have an off odor. Do not use products that spurt liquid or foam when the container is opened. If you have questions about a product, do not taste the product to determine if it is safe.

Cooking

It is crucial to cook foods to the proper temperatures to ensure the safety of our menu items. Follow these standards when cooking:

- Cook to safe temperatures. Use a food thermometer to make sure meat, poultry, and egg dishes are cooked to safe temperatures.
- Check that the food is thoroughly cooked or the center of the cooked food has reached 165°F (74°C), using a thermometer.
- Check that soups, sauces, gravies, and casseroles boil.
- Check that only clear juices run from thoroughly cooked minced meats, poultry, chicken, or rolled roasts.

Minimum Internal Cooking Temperatures

Product	Temperature
Ground meats	155° F for 15 seconds
Fresh poultry	165° F for 15 seconds
Pork, beef, lamb, veal	Steaks/Chops: 145° F for 15 seconds Roasts: 145° F for 4 minutes
Fish	145° F for 15 seconds
Fresh shell eggs for immediate service	145° F for 15 seconds
Commercially processed ready-to-eat foods held for service	135° F
Eggs, poultry, fish, meat cooked in a microwave oven	165° F; let food stand for 2 minutes after cooking

Holding Foods

Holding Cold Food Items:

- Check the internal temperature of food using a thermometer. Cold food must be held at an internal temperature of 41°F (5°C) or colder.
- Only use cold-holding equipment that can keep food at proper temperatures.
- Do not store food directly on ice. Whole fruit and vegetables and raw, cut vegetables are the only exceptions. Place food in pans or on plates first.
- Ice used on a display should be self-draining and drip pans should be cleaned and sanitized after each use.

Holding Hot Food Items:

- Only use hot holding units that are designed to keep hot food at the proper temperatures.
- Check the internal temperature of food using a thermometer. Hot food must be held at an internal temperature of 135°F (57°C) or higher.
- Never use hot-holding equipment to reheat food if it is not designed to do so.
- Stir food at regular intervals to distribute heat evenly.
- Use a clean thermometer to check the temperature of food.

Avoid Cross-Contamination

- Keep separate cutting boards for raw and cooked foods.
- Never mix leftovers with fresh food.
- Store fresh raw meats, poultry, and fish on lowest racks.
- Sanitize thermometers after each use.
- When thawing raw foods in the refrigerator, place them on the lowest shelf.

Handle Ice and Tableware Properly

- Use clean scoops or tongs to pick up ice; do not use hands or glass.
- Store scoops or tongs in a clean container, not in the ice.
- Do not store any food or beverage in the ice.
- Avoid touching food contact surface with dishes, utensils, etc.

Restaurant Sanitation Standards



It is important to keep the restaurant clean and sanitized because it will impress customers, making them feel confident that the food is clean, nutritious, healthy, and that it is a place where the entire family can eat.

Furthermore, keeping a clean and sanitized restaurant will reduce the risk of a foodborne illness incident.

Each crew member plays an important role in maintaining a clean and sanitary environment within the restaurant. As you should always keep an eye open for cleanliness opportunities – there are specific cleaning tasks assigned to each position that must be conducted daily.

Below you will find basic procedures for cleaning areas on the line. Your trainer will take you through the specifics for your restaurant.

Griddles

1. Unplug the griddles.
2. Let the griddles cool down at least 20 minutes. Spray the multi-purpose cleanser and rub the griddle with an abrasive sponge.
3. Clean with a towel dampened with water until all the cleanser has been removed.
4. Rub with a towel dampened with vinegar solution and then rub with a towel dampened with water.

Kitchen Hoods

1. Turn off the hoods and fryers and let cool down 30 or 40 minutes before cleaning.
2. Fill a spray bottle with an approved degreaser, according to the manufacturer's instructions.
3. Cover the fryers with trays to avoid oil contamination.
4. Wear safety glasses to avoid eye injury when cleaning the hood.
5. Place a stepladder beside hood, as near as possible.
6. Abundantly spray the degreaser on hood and clean with a towel to remove grease and soot. Let the degreaser stand for three minutes if needed. Repeat the procedure until you are finished cleaning the entire hood..

Open Fryer

1. Turn off the fryers. Move the main power switch to the OFF position. The filter should be in its correct place to prevent splashing, or burns could result.

2. Empty the oil from the fryer, following your manufacturer's procedures.
3. Refill the fryer with fresh oil.
4. For thorough cleaning procedures for the open fryer, refer to *Manufacturer's Service Manual*.

Fry Baskets

1. Fill the sink compartment with the cleanser using the measurer. Fill three-quarters of the sink with multi-purpose cleanser.
2. Place each basket in the cleanser solution and scrub it entirely with the brush.
3. Rinse the baskets under a stream of hot water and let them dry.

Coolers

1. Remove product from refrigerator and unplug it.
2. Dampen a clean disposable towel in bucket and clean the interior walls of refrigerator.
3. Clean door gaskets with a brush or an abrasive sponge.
4. Wash interior walls with a dampened towel to remove cleanser.
5. Spray sanitizer on interior walls of refrigerator and rub with a clean towel.

Holding Cabinets

1. Unplug any holding cabinet to avoid electric shock.
2. Spray multipurpose cleanser on cabinet walls and clean with a clean towel.
3. Spray multipurpose cleanser on cabinet doors and clean thoroughly with a clean towel.

Freezers

1. Remove the products from the freezer and unplug it. Wait until it is defrosted.
2. Dampen a towel with the cleanser solution and clean inside the freezer.
3. Clean the door edges with a brush and abrasive sponge.
4. Rinse inside the freezer with a dampened towel.
5. Spray the sanitizer inside and rub with a clean towel.

Counters, Racks and Shelves

1. Unplug all electronic equipment before cleaning to avoid electric shock.

2. Spray the cleanser over the counters and racks and clean with a towel. Clean under the equipment.
3. Rinse the racks, rubbing them with a damp towel.

Wastebaskets

1. Remove all filled trash bags and put them on trash deposits.
2. Clean covers by spraying them with multipurpose cleanser and rubbing covers clean with disposable towels.
3. Place new trash bags on trash receptacles and rapidly cover them.

Floors and Kick Base

1. Fill bucket with 2½ gallons of hot water. Add heavy-duty cleanser. Fill other half of bucket with hot water.
2. Sweep all areas. Use scraper to remove any scrap on floor.
3. Place the wet floor sign in the area to be cleaned.
4. Dampen mop in bucket with heavy-duty cleanser to an area of 10' x 10'. Clean making circles and distribute cleanser through area. Let cleanser stand for approximately two minutes.
5. Scrub floor with long-grip brush at least once a day. Dampen brush in cleanser and clean the area, including kick base. Make sure to clean thoroughly as this could prevent an accident.
6. Rinse floor by using mop cleaned in second bucket. Clean making circle to remove debris.
7. Rinse mop in second bucket to remove debris.
8. Dampen mop in bucket with cleanser and clean next area of 10' x 10' until entire floor is cleaned.
9. After cleaning, empty buckets, wash mops, and let dry. Hang mops in storage area

Walls and Doors

1. Spray multipurpose cleanser and clean with towel. Repeat process until all surfaces are finished.

Personnel Sink

1. Spray multipurpose cleanser and scrub sink with brush.
2. Wash with water and dry with clean towel.

Chemical Handling & Storage

- Wash all fresh fruits and vegetables thoroughly.
- Always wash your hands thoroughly and change your uniform after handling chemicals.
- Store chemicals away from food preparation, handling, and storage areas.
- Keep chemicals in their original containers or other clearly labeled, sturdy containers.
- Never allow chemicals to come in contact with food. Immediately throw away any food that comes in contact with chemicals of any kind.
- Clean up chemical spills promptly, then wash your hands and change your uniform.
- Never place food in chemical containers or place chemicals in a food container.

Dispose of Waste Properly

- Use metal or heavy-duty plastic garbage containers. They must be leak-proof, easily cleaned, pest-proof, and durable.
- Line containers with plastic bags.
- Containers kept outdoors or in food preparation areas must have tight-fitting lids that are in place when not in actual use.
- Do not allow garbage to accumulate anywhere but in regular garbage containers.
- Remove garbage from food preparation areas as soon as possible.
- Pest-proof storage areas. Store garbage in areas large enough to accommodate wastes. Any inside storage areas must be pest-proof.
- Only use outside containers and dumpsters that are easily cleaned and position them on a smooth, non-absorbent material like concrete.
- Use enclosures around outside containers. These are desirable for aesthetic reasons and may be required by local codes.
- Check with your trash removal service if dumpsters need cleaning.
- Clean containers and receptacles frequently, inside and out.

- Use the mop sink area for washing garbage containers. It is readily available and is away from food preparation. It is equipped with hot and cold water and a floor drain for washing garbage cans daily.

Keep Insects and Animals Out by . . .

- Keeping doors closed
- Taking garbage out frequently and keeping garbage areas clean
- Reporting any holes where animals can enter.
- Not providing free meals for animals.

Restaurant Safety Procedures



In addition to a clean and sanitary environment, we pledge to provide a safe environment. One of our primary goals is to operate an accident-free restaurant. A safe restaurant takes teamwork and effort on everyone's part.

Whenever you see a potential hazard, or something you notice as unsafe, notify a manager immediately. Safety begins with you.

Here are guidelines for safety procedures:

When Cleaning Stationary Equipment

- Unplug equipment; make sure hands are dry
- Disassemble
- Wash removable parts in a dish machine or three-compartment sink
- Wash and rinse stationary parts
- Sanitize food contact surfaces with sanitizer
- Air dry before reassembling, without touching food contact surfaces

Preventing Falls

- Wipe up spills immediately.
- Use “wet floor” signs.
- Wear shoes with non-skid soles and heels.
- Keep aisles and stairs clear.
- Walk; do not run.
- Follow established traffic patterns.
- Do not carry anything that blocks your vision.
- Keep drawers closed.
- Use ladders properly; never use chairs, tables, or boxes. Do not stand on top of a ladder; do not over reach while standing on one.
- Use handrails on stairs.
- Turn lights on to see.

Preventing Electric Shock

- Never touch electrical equipment with wet hands or while standing in water.
- Unplug equipment before cleaning or disassembling to avoid shock.
- Do not yank plugs out by the cord. This can cause damage to the cords, which may then cause shocks.
- Report damaged and worn plugs and cords to your supervisor.

Lift Properly

- Separate your feet: Before lifting heavy objects, separate your feet at least 8” to 12” apart and keep them close to the base of the object. This will reduce the strain on the back.
- Keep your back straight: Make sure to keep your back straight and your knees bent.
- Lift object: Learn to lift objects appropriately by bending your knees and not curving your back. To lift an object, use your hands and leg muscles to bend. Do not slouch your back. Do not use the muscles of your back.
- Hold object close to your body and keep your back straight.
- Rotate all your body, not just your upper torso, when lifting.
- Use a dolly to lift heavy objects, but never load tall stacks since it is necessary to manage the load safely.
- Do not overexert yourself: Recognize your own limits. You do not have to do the work of two people.

Moving a Cart Properly

- Push rather than pull.
- Spread feet wide, one in front of the other, with your front knee bent.
- Keep your back straight.
- Slowly push into the cart with your body weight, using your leg muscles to do much of the pushing.
- Push slowly and smoothly. Avoid sudden motions or twisting your back.

Preventing Cuts

- Know how to operate equipment.
- Pay attention when using sharp equipment. Never touch the edges of sharp blades.
- Use guards when provided on equipment.
- Use tampers to push food into equipment.
- Turn equipment off before adjusting.
- No loose sleeves, ties, or dangling jewelry should be by equipment.
- Carry dishes and glassware carefully.
- Sweep up broken glass; do not use your hands.
- Use special containers to dispose of broken glass, dishes, and other sharp objects.
- Remove can lids entirely from cans, then dispose of them.

Knife Handling

- Do not use knives or operate any cutting or mixing equipment without proper training.
- Use the correct type of knife for the job. If you don't know, ask the manager.
- Never cut towards yourself. Always cut away from yourself and others.
- Use a cutting board. Place a damp towel under the cutting board to prevent slippage.
- Use no-cut gloves when using a knife for slicing or dicing.
- Carry knives down at your side when walking through the kitchen.
- Let a dropped knife fall. Never try to catch a falling knife.
- Clean and sanitize a knife after each use.
- Always return a knife to its proper storage location after use. Never place a knife in a sink.

Preventing Burns

- Pay attention when working around hot equipment.
- Always alert other employees when carrying hot foods by saying, "HOT FOOD" or "BEHIND YOU."
- Avoid overcrowding range tops.
- Use dry potholders.

- Keep pot handles turned in from the edge of the range and open flames.
- Avoid overfilling containers with hot foods.
- Get help lifting heavy pots of hot foods.
- Open lids of pots and doors of steamers away from you, and do so slowly, to avoid a steam burn.
- Stir foods with long-handled spoons.
- Warn others of hot surfaces.
- Let equipment cool before cleaning, and do not use wet rags.
- Do not put icy frozen foods into the fryer. Put foods slowly into the fryer and stand back to avoid being splattered.
- Strike a match before turning on gas equipment to avoid a flare-up.
- Wear closed-toe and closed-heel shoes that do not absorb liquids.
- Metal containers, foils, or utensils should never be used in microwaves.
- Warn guests of hot dishes.

Preventing Fires

- Smoke only where allowed.
- Do not turn your back on hot oil as it may burst into flames.
- Keep equipment and hoops from grease buildup because grease causes many foodservice fires.
- Do not set the fryer at too high a temperature.
- Store matches in a covered container, away from heat.
- Keep garbage in a covered container, away from heat.
- Store chemicals away from heat since many chemicals are flammable.

Safe Chemical Handling

You will be trained on how to use and handle chemical products in the restaurant. Here are rules and guidelines to always remember when handling chemicals:

- Read the labels of all products before you use them.
- Follow the directions for proper storage, handling, and use for all chemicals you use.
- Ask the manager if you have any questions or concerns about using a certain product.
- Know how to call for medical help in case of an emergency.

- Never mix chemicals together.
- Do not store chemicals in unmarked containers.
- Do not store chemicals in or close to food storage, preparation, or serving areas.
- Do not leave aerosol spray containers near heat or spray close to an open flame.
- Do not dispose of any empty chemical container until you have checked on the label for how to do so.

Reading the MSDS (Material Safety Data Sheets)

- Read product name.
- Fire hazard—explains if the product can catch fire or explode.
- Health hazards—explains effects of overexposure and first-aid procedures.
- Spill precautions—explains steps to take in case of spills.
- Special protection—describes any special measures, such as goggles and rubber gloves used to decrease exposure and risk.

Read Chemical Product Labels

- Read name.
- Read physical and health hazards.
- Read instructions for storing, handling, and use.
- Read instructions on what to do in case of an emergency.

Wear Appropriate Safety Equipment

- Gloves
- Face shield
- Shoes

Hands-on Training: Sanitation & Safety



Your trainer will now demonstrate and you will practice proper sanitation and safety procedures. You will practice how to properly wash your hands, how to use cleaning equipment, how to read MSDS and use chemical products, and how to safely use the equipment within your station.

Line Cook Position Procedures

Introduction



Quality products along with great customer service sets the stage for a positive customer experience. Delivering great menu items begins with proper preparation and cooking of our food items. That is where the cook comes in. You are the person responsible for ensuring our food items are prepared and delivered following our standards and quality measures.

You only have one chance to make a first impression on a customer. So it is important to have the customer's first impression be a positive one. Quality menu items paired with a staff of friendly, well-groomed employees creates instant customer confidence.

Station Preparation

- Clock in.
- Follow the opening checklist items.
- Check the kitchen station and make sure the area is clean and orderly.
- Ensure that the equipment is functional.
- The kitchen area utensils and pans should be clean and ready to use.
- Check holding cabinets and display cases and ensure they are maintaining proper temperatures.

Hands-on Training: Station Preparation



Your trainer will now demonstrate and you will practice how to properly prepare your station for service. You will practice how to clock in, check your station for readiness, start up kitchen equipment, check holding cabinets and display cases, and follow the opening checklist.

Kitchen Equipment and Terminology



There is a variety of terminology and equipment used in the kitchen when preparing food items. Listed below are some of the most commonly used terms and items:

Kitchen Terminology

Term	Description
Blanch	To immerse in boiling water or oil to loosen skin, partially cook, and heighten color and flavor.
Colander	A large bowl-shaped utensil with many holes, used for draining, straining, and washing food.
Chop	To cut an item into pieces, usually ½” x 1/2” or larger.
China Cap Strainer	Metal strainer with pointed, perforated tip.
Dice	To cut into small pieces, usually 1/8” x 1/8” or 1/4” x ¼.”.
“86”	Term used when kitchen is out of a particular item or when customer has requested that an item be withheld from an order (example: dinner salad “86” the tomatoes).
Garnish	Term used for plate presentation of a menu item. How you want the item to look leaving the kitchen.
Ice Bath	Steps used to cool down a hot product quickly before refrigerating.
Lexan	Durable, clear plastic container used for storing food.
Measuring Cups	Usually a set of four different-sized cups used for measuring liquids and some solids.

Term	Description
Pot Sinks	Deep sinks used for washing dirty pots and pans.
Prep Sinks	Deep basins used for food preparation only. Pots and pans are not to be washed in these sinks. Screens are placed over the drain openings and must not be removed.
Scales	Equipment used for weighing food.
Sheet Pans	Large pans used for food storage, cooking, and baking.
Shelf Life	Term used to describe the length of time a product can be stored without the loss of quality.
Simmer	To heat liquid until it begins to steam, but does not come to a boil.
Slicer	Equipment used to slice cheese, meat, and fruit. Useful in creating products of consistent appearance, size, and weight.
Spatula	A rubber utensil used to scoop or scrape food from containers or cans. Also called a “rubber scrapper.” Can also be a flat metal utensil used to flip burgers, pancakes, or any other grilled product.
Strainers	Metal screens with long handles and hooks used to strain products.
Whip	To beat a product into a smooth consistency, usually with a wire whip or electric blender.
Measuring Spoons	Used to measure ingredients and spices. Consists of tablespoon, teaspoon, ½ teaspoon, and ¼ teaspoon.
Ladles	Stainless steel “bowls” of various ounce sizes attached to long stainless handles. Ladles come in many sizes.

Term	Description
Perforated Spoons	Long-handled stainless spoons with holes in the bowl-shaped end. Used to scoop and portion food without getting the juice.
Slice	To cut into uniform slices or cross cuts.
Dice	To cut into uniform cubes. Small dices is $\frac{1}{4} \times \frac{1}{4} \times \frac{1}{4}$ inch. Medium dice is $\frac{1}{2} \times \frac{1}{2} \times \frac{1}{2}$ inch. Large dice is $\frac{3}{4} \times \frac{3}{4} \times \frac{3}{4}$ inch.
Coarse Chop	To cut into irregularly shaped pieces.
Mince	To chop very fine and evenly.
Shred/Chiffonade	To cut into thin strips.
Julienne	To cut into thin strips, about $\frac{1}{8}$ by $2\frac{1}{2}$ inches long.
Chef Knife	Blade is usually 8–14 inches long.
Paring Knife	Blade is usually 2–4 inches.
Utility Knife	Blade is 5–7 inches long.
Slicer	Has a long blade with a rounded end. Usually has a fluted edge.
Boning Knife	Blade is thinner and shorter than a Chef's knife; usually 6 inches long.



Kitchen Tool Tips

Measuring & Portioning Tools

- Always use the “correct” measuring/portioning tools consistently.
- Always use level measurements.

Knives

- Clean and sanitize after each use.
- Always use the right knife for the right job.
- Keep knives sharp—a dull knife requires more pressure to cut, so you are more likely to cut yourself.
- Cut away from your body.
- Don’t use knives improperly (to open cans, bottles, etc.)
- Always use a cutting board.
- Put a damp cloth under cutting boards to keep them from sliding.
- When carrying a knife, keep it to your side with the point down and cutting edge back and away from you.
- Don’t try to catch a knife if it falls.
- Do not put dirty knives into a sink full of soapy water. Lay them to the side so the person washing dishes does not accidentally get cut.
- Don’t leave knives near the edges of tables.
- Always store knives properly—put them in a rack or case so the blade is protected.

Recipe Books

- Always use the recipes when preparing menu items.
- Measure precisely; don’t approximate.

Lexans and Cambros

- Used to store food.
- Always date, label, and rotate when holding food.
- Always wash in dish area and store upside down.

Scales

- Clean and sanitize after use.
- Use consistently.
- Calibrate regularly using a separate weight.
- Always carry by base, never by platform.

Kitchen Counters & Sinks

- Clean and sanitize regularly.
- Use for food preparation only.
- Do not use chemicals.

Can Opener

- Clean after each use.
- Located on prep table.

Slicer

- Know proper settings for each product.
- Never leave unattended.
- Always keep hands away from the blade.
- Keep clean and sanitize after every use.

Pots, Pans, and Holding Containers

- Store in proper locations, always upside down.
- Send through dishwasher.

Cutting Boards

- Wash by hand only.
- Clean and sanitize after each use.
- When using, keep a damp towel underneath to keep from sliding.

Utensils

- Serving spoons—used for stirring or serving.
- Ladles—used for accurately portioning products.
- Tongs—long or short handles.
- Perforated or slotted spoons—used for stirring or serving.
- Whips—used to stir, whip, or mix products.

Units of Measure

Basic Measures

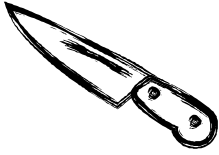
3 teaspoons	=	1 tablespoon	
8 tablespoons	=	½ cup	= 4 oz
16 tablespoons	=	1 cup	= 8 oz
1 cup	=		= 8 oz
1 pint	=	2 cups	= 16 oz
1 quart	=	4 cups	= 32 oz
½ gallon	=	8 cups	= 64 oz
1 gallon	=	16 cups	= 128 oz
1 pound	=		= 16 oz

Volume

1/4 teaspoon	=	1.23 milliliters
1/2 teaspoon	=	2.46 milliliters
1 teaspoon	=	4.93 milliliters
1 1/4 teaspoons	=	6.16 milliliters
1 1/2 teaspoons	=	7.39 milliliters
1 3/4 teaspoons	=	8.63 milliliters
2 teaspoons	=	9.86 milliliters
1 tablespoon	=	14.79 milliliters
1 fluid ounce	=	29.57 milliliters
2 tablespoons	=	29.57 milliliters
1/4 cup	=	59.15 milliliters
1/2 cup	=	118.3 milliliters
1 cup	=	236.59 milliliters
2 cups, or 1 pint	=	473.18 milliliters
3 cups	=	709.77 milliliters
4 cups, or 1 quart	=	946.36 milliliters
4 quarts, or 1 gallon	=	3.785 liters

Weight

1 ounce	=	28.35 grams
8 ounces, or 1/2 pound	=	226.8 grams
16 ounces, or 1 pound	=	453.6 grams
2 pounds	=	907.2 grams
2 pounds + 3 ounces	=	1 kilogram, or 1,000 grams



Proper Knife Usage

Holding the Knife:

- Grip the knife handle with all four fingers, and hold your thumb against the side of the blade.
- Your other hand will hold the objects to be cut. Keep your fingers curled under and let your knuckles guide the blade.
- Place the place at a 45 degree angle to the cutting surface and move the blade forward and down.
- When cutting, keep the tip of the blade on the cutting surface. The heel will move up and down as you cut.

Dicing:

- Cut the item into lengthwise slices of the desired thickness.
- Stack the slices and cut into cubes the desires size (small, medium, large).

Chopping:

- Trim the root and stem ends off the vegetable (peel if necessary).
- Slice or chop the vegetables at regular intervals into roughly the same sized pieces.

Mincing:

- Gather herbs, garlic, etc., into a pile on the cutting surface and position the knife above the pile.
- Keeping the tip of the knife on the cutting surface, raise and lower the knife's heel firmly and quickly to chop item to desired fineness.

Shredding/Chiffonade:

- Roll leaves of greens or herbs into cylinders.
- Make fine, parallel cuts.

Julienne:

- Trim vegetables so the sides are straight.
- Slice vegetables lengthwise.
- Stack slices, aligning edges, and make parallel cuts of the same thickness through the stack.

Food Presentation



Food presentation is an important element of any menu item. Food that is presented well is perceived to have more value by the customer.

Three elements of plate presentation

- Dish type and size
- Portion size
- Garnish

Portion size is included on all recipes. Consistent portioning is important to customer satisfaction. Your customers may order the same dish many times; it's important that each time it comes out of the kitchen it looks and tastes the same.

Along with the actual garnish ingredients, think about how you want the food to be arranged on the plate or in the container. Factors to consider when arranging include:

- Layout
- Balance
- Serviceability

Do not over-stack, or over-portion, a plate or container.

Recipes



It is critical that all instructions and measurements on recipes be followed exactly. Always use the recipe sheet when preparing any products. These steps must be followed so that we serve food with the same great taste, texture, and color to every guest, consistently, each time.

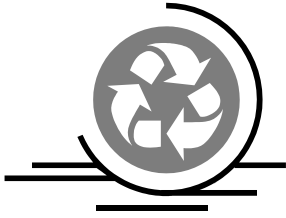
When preparing recipes, you need to know the units of measure used for ingredient portions.

- **Weight** units are pounds and ounces and are measured using a scale.
- **Volume** units are cups, tablespoons, teaspoons, etc. and are measured using cups and spoons.
- **Quantity (each)** is the number of items as in the number of bags, cans, boxes, patties, etc. that are in the recipe.

Each recipe will have a procedure. These are the actual steps you will follow in order to prepare the recipe. All steps must be completed and they must be done in the order that they are listed.

You also need to consider the shelf life of the food items prepared. This is how long the product may be held before it no longer meets our high standards for quality.

Food Storage and Rotation



All food products used in the restaurant are dated when they are received and put into storage and dated again when they are prepared. Products are always rotated using the FIFO method.

FIFO Rotating System

Always refer to the “received on” or “prepared on” date and use the oldest products first as long as the “use by” date has not passed. If the “use by” date has been passed, notify the manager, discard the product, and mark it down on the waste report form.

Food Dating Labels

Dating labels are stickers used to assist employees with properly rotating food. Every product that is prepared receives a food label.

What to Write on the Label:

- Product name or abbreviation
- Date
- AM/PM
- Initials

Storage

When deliveries are received, products need to be unloaded and placed in storage in the following order:

- Walk-in cooler
- Freezer
- Stockroom (dry storage)

Chilled products need to go directly to the walk-in cooler first as they are the most perishable items.

Place new product on the bottom or in back of older product so that the older product is most accessible and is used first. Always use a food label or a permanent black marking pen to record the date received.

Storing Products in the Walk-in Cooler

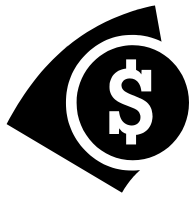
- Organizing the walk-in cooler is crucial. Place frequently used items near the door so they are easily accessible.
- Always place raw products below cooked or ready-to-eat products.
- Fish and shellfish products are highly perishable. Store these items away from the door in the coldest areas of the walk-in.
- Eggs and dairy products can absorb odors and flavors from other foods. These products should be stored in tightly sealed containers and away from foods with strong odors like fish, certain cheeses, cabbage, and onions.

Storing Products in the Freezer

- The temperature in the freezer should be maintained at 0° to –10°F.
- All items in the freezer should be at least six inches off the floor and the containers must stay sealed or the product will become freezer-burned.
- Once an item has thawed, even partially, it should NOT BE REFROZEN. Only remove products from the freezer that will be used promptly.

Storing Products in Dry Storage

- Keep the stockroom organized and clean of debris at all times.
- Keep all food products at least six inches off the floor.
- Keep all chemicals on a bottom shelf separate from all other products.
- Place heavier containers on the lower shelves.



Controlling Waste and Storage

In order for our restaurant to be successful, we not only have to serve great food and deliver outstanding service, but we also have to control our costs.

Food cost is the total of all money spent by the restaurant on food ingredients in a given period, expressed as a percentage of total sales over the same period. Food cost is the single largest controllable cost. You play an important role in that control.

Here are some of the ways in which you can help control food costs:

- Maintain proper FIFO (first-in, first Out) rotation.
- Portion control. Weigh portions correctly. Calibrate scale often.
- Record your waste on the proper form.
- Look for ways to minimize waste.

Here are some basic procedures to follow to control costs:

Cooking

- Read recipes thoroughly.
- Use the correct measuring tools.
- Follow daily production schedules.
- Rotate and use the oldest product first (FIFO).

The Waste Sheet

While striving for the highest quality products, there will be times where items or products do not meet our standards. These items need to be accounted for and recorded. We use a waste sheet for recording these items. A waste sheet has the following parts to it:

- Name of product being thrown away
- Amount of product being thrown away
- Reason (dropped, expired)
- Responsible station
- Employee's initials
- Time
- Today's date
- Cost (filled in by manager)
- Manager's initials

Hands-on Training: Cooking Procedures



Your trainer will now demonstrate and you will practice all cooking procedures. You will practice how to read a recipe, cook food items, present food items, and record waste.

Forms



Opening Checklist

At the beginning of the shift

- Put on uniform and clock in no sooner than 5 minutes before the start of your shift unless told otherwise from a manager.
- Check your station assignments.
- Check the employee board for messages from the manager.
- Conduct your station review:
 - Kitchen equipment is clean and sanitized.
 - Floors are clean.
 - Shelving is organized stocked.
 - Holding cabinets are at the correct temperatures and working properly.
 - Kitchen equipment is in clean and in working condition.
 - Production schedules are filled out for the current day.
 - Reheating of soups and other leftovers.
 - Stock steam table and cold storage.
 - Turn on ovens, fryers, grills, and steam tables.

Closing Checklist

At the end of your shift:

- Turn off and clean grills, ovens, steam tables, and fryers.
- Restock items for next shift.
- Clean and organize under prep tables.
- Clean, wipe, and dry sinks.
- Clean, wipe, and dry walls
- Clean and sanitize countertops
- Take dishes to cleaning station and return clean dishes.
- Sweep and mop floor.
- Label and store food.
- Empty and reline all trash cans in area.

Customer Service



At **[Restaurant Name]**, we are known not only for our food, but for our exceptional customer service. Understanding that we have to work as a team in both the front of the house and the back of the house is crucial to our continued success with our customers. We can accomplish this with Super Service.

Super Service is for all employees. As a prep cook, you can help us achieve our 100% satisfaction guarantee by following these simple steps:

- Step 1. Smile.** Keep a positive attitude always. Come to work ready to work and on time.
- Step 2. Sparkle.** Maintain a clean and organized work area at all times.
- Step 3. Stay Safe.** Follow all safety standards. Clean up spills, use proper cutting procedures, use gloves, etc.
- Step 4. Stay Busy.** Be productive and keep up the pace. Keep up with the production levels, and replace stock during the slow periods.
- Step 5. Satisfaction.** Be proud of every item you prepare and send out to a customer or to the line.

Teamwork. Work together as a team. If you have questions about an order, ASK—don't guess. Look for ways to help other team members assist customers.

Line Cook Evaluation Form

Name: _____ Location: _____

Trainer: _____ Manager: _____

This checklist will be used to evaluate the training and certification of an employee. The trainer will use this checklist to ensure that he or she has taught all procedures to the employee. The manager will certify that the employee successfully performs the tasks under regular working conditions.

Trainer:

Place a check in the **Trained** column next to each task once the employee has been trained on the procedure. Write feedback comments in the space provided. Review feedback with the trainee. Once the training is completed, have the trainee sign that he or she has received training, and sign in the trainer space.

Manager:

Place a check in the **Certified** column next to each task once the employee has performed the procedure under regular working hours. Review with the employee. Sign the form and place it in the employee file.

Line Cook Task/Procedure	Trained ✓	Training Feedback	Certified ✓
<i>Personnel Sanitation & Safety Procedures</i>			
Follows personal appearance guidelines for cleanliness, uniform, nametag, hair restraint, gloves, etc.	<input type="checkbox"/>		<input type="checkbox"/>
Follows hand washing guidelines and sanitation and safety procedures.	<input type="checkbox"/>		<input type="checkbox"/>
<i>Station Preparation</i>			
Clocks in as a Line Cook.	<input type="checkbox"/>		<input type="checkbox"/>
Ensures that the equipment is functional.	<input type="checkbox"/>		<input type="checkbox"/>
Ensures that the area is clean and orderly.	<input type="checkbox"/>		<input type="checkbox"/>
Ensures that the cooking area utensils and pans are clean and ready for use.	<input type="checkbox"/>		<input type="checkbox"/>
Ensures that the display cases and holding cabinets are ready for use and maintaining proper temperatures.	<input type="checkbox"/>		<input type="checkbox"/>
<i>Kitchen Procedures</i>			
Follows production schedules.	<input type="checkbox"/>		<input type="checkbox"/>
Follows standard recipes.	<input type="checkbox"/>		<input type="checkbox"/>
Selects quality product.	<input type="checkbox"/>		<input type="checkbox"/>
Follow FIFO when selecting product.	<input type="checkbox"/>		<input type="checkbox"/>
Follows proper presentation standards.	<input type="checkbox"/>		<input type="checkbox"/>
Reports waste properly.	<input type="checkbox"/>		<input type="checkbox"/>

Line Cook Task/Procedure	Trained ✓	Training Feedback	Certified ✓
Stores product properly.	<input type="checkbox"/>		<input type="checkbox"/>
Follows all safety procedures.	<input type="checkbox"/>		<input type="checkbox"/>
Maintains proper stock of prepped items	<input type="checkbox"/>		<input type="checkbox"/>
Station Cleaning & Maintenance			
<i>Follows proper procedures for cleaning the following station areas:</i>			
Kitchen tables, sinks, and equipment.	<input type="checkbox"/>		<input type="checkbox"/>
Refrigerators, display cases, and freezers.	<input type="checkbox"/>		<input type="checkbox"/>
Grills, fryers, steam tables, and ovens			
Floors, walls, and doors.	<input type="checkbox"/>		<input type="checkbox"/>

Employee Signature (Received Training)

Trainer Signature

Date

Evaluator Signature (Certification Complete)

Date of Certification

Conclusion



You have been introduced to a lot of information throughout this guide and now it is time for hands-on training where you will be able to practice the procedures covered in this guide.

At any time you feel you need additional training or have questions about what you have learned, please notify your trainer or manager.

We are excited about you joining our team. Remember to follow all standards and remember to keep the customer in mind when performing all job duties.

Congratulations on finishing this portion of your training!