

Wurst Haus
German Deli & Restaurant

Line Cook Training Manual

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Introduction

Congratulations on your employment as a Line Cook at the Wurst Haus German Deli & Restaurant!

We will provide you with the training you need to be successful. As a Line Cook you'll be an important part of every meal we serve and each guest's experience in our restaurant. We take great pride in our quality food and clean, efficient kitchen. Our high standards can only be maintained through great people like you who share our values and desire to do the very best job possible for our guests every day.

The guidelines listed on the following pages have been established to help you in your effort to provide these qualities to our guests. Along with the hands-on training you will receive, this manual will provide answers to questions you may have regarding the operating procedures for the Wurst Haus German Deli & Restaurant.

The Wurst Haus German Deli & Restaurant's mission is to enrich the lives of our guests, our employees and owners. We do this through superior quality food and beverages, legendary customer service, sales growth, cost controls and treating our employees like family. We believe that our employees are our most important resource and our success depends upon creating and retaining a staff capable of delivering an exceptional dining experience to every customer, everytime. Our Mission statement simply put!

C.A.R.E.S.

- **C**ustomers are our focus
- **A**ttitude affects everything
- **R**espect others-have fun
- **E**arn profits for everyone
- **S**ervice is EVERYTHING!

Once again, welcome to the Wurst Haus German Deli & Restaurant Team!

Line Cook Functions & Responsibilities

Your role as a Line Cook at the Wurst Haus German Deli & Restaurant is extremely important to our success. You will be trained extensively on how to perform your job. Your speed and efficiency are imperative to the smooth operation of the kitchen and the satisfaction of our guests. You need speed to successfully complete your tasks. Your efficiency and consistency will help assure 100% guest satisfaction. You will be provided with high quality products and the necessary tools and equipment to complete your daily duties.

General Job Guidelines And Responsibilities



- ▶ Prepares a variety of meats, seafood, poultry, vegetables and other food items for cooking in broilers, grills, fryers and a variety of other kitchen equipment.
- ▶ Assumes 100% responsibility for quality of products served.
- ▶ Knows and complies consistently with our standard portion sizes, cooking methods, quality standards and kitchen rules, policies and procedures.
- ▶ Stocks and maintains sufficient levels of food products at line stations to assure a smooth service period.
- ▶ Portions food products prior to cooking according to standard portion sizes and recipe specifications.
- ▶ Maintains a clean and sanitary work station area including tables, shelves, grills, broilers, fryers, sauté burners, flat top range and refrigeration equipment.
- ▶ Prepares item for broiling, grilling, frying, sautéing or other cooking methods by portioning, battering, breading, seasoning and/or marinating.
- ▶ Follows proper plate presentation and garnish set up for all dishes.
- ▶ Handles, stores and rotates all products properly.

- ▶ Assists in food prep assignments during off-peak periods as needed.
- ▶ Closes the kitchen properly and follows the closing checklist for kitchen stations. Assists others in closing the kitchen.
- ▶ Attends all scheduled employee meetings and brings suggestions for improvement.
- ▶ Performs other related duties as assigned by the Deli/Kitchen Manager or manager-on-duty.

Line Cook Job Functions

1. Always arrive at least 5 minutes before your scheduled time.
2. Always come to work with clean clothing.
3. Immediately ask the Deli/Kitchen Manager or manager-on-duty about menu specials and any other product, menu issues you should be aware of.
4. Always observe and complete opening and closing checklists.
5. Count your opening product inventory; place all products in its proper location.
6. Clean and organize your area if necessary.
7. Stock your food products and any equipment needed for station. Rotate products so that product from the prior shift is used first.
8. Make certain you have all the product need to assure a smooth service period. Notify the Deli/Kitchen Manager or the manager-on-duty if you lack any products needed.
9. Set and prepare station area and be ready for orders 15 minutes prior to service.
10. Check thermostat settings of grills, ovens, fryers and other kitchen equipment and adjust if necessary.

11. Double check your product levels to ensure that you won't have to leave your station during peak periods.
12. Clean as you go - maintain a clean station and work area
THROUGH OUT THE DAY.
13. Follow recipe instructions EXACTLY as they are stated - ensure the quality, portion size, cooking time and consistency of every item that leaves your station.
14. Be available to perform prep work during slow periods. Check in with the Deli/Kitchen Manager for a prep work assignment during slow periods.
15. Be a team player - support and assist your fellow team members whenever possible in whatever functions are required.
16. Ensure that all cooking equipment used is operating correctly and at the proper temperature.
17. Report any broken or malfunctioning equipment to the (Deli/Kitchen Manager or manager-on-duty).
18. ALWAYS follow safe food handling practices.
19. Know and follow proper plate presentation and garnish set up for all dishes.
20. Use our product labeling system to label, date, rotate and store all food products.
21. Prepare only what is on the Daily Prep List.
22. Do not work more than scheduled hours unless directed by the Deli/Kitchen Manager or manager-on-duty.
23. Always check with Deli/Kitchen Manager or manager-on-duty prior to checking out.

Qualities of a Good Line Cook

Efficiency and speed A good Line Cook must work quickly and efficiently so that our speed of service objectives are met while preparing food that meets our high standards of quality and plate presentation.

Organization Since speed of execution is so important so is maintaining and organized work area. A good Line Cook keeps a sufficient level of product ready in the right storage areas. A good Line Cook has the right tools and equipment ready when needed.

Ability to perform well in a fast-paced work environment A good Line Cook must be able to think quickly on his/her feet with multiple activities going on at once. A good Line Cook doesn't get flustered easily and even enjoys the challenge of an extra busy shift.

Focus on quality, pride in work A Line Cook's work is placed directly in front of our guests. The type of job performed by our Line Cooks influences our guests' entire experience. Good Line Cooks takes great pride in serving great food and follows our high standards of quality and consistency on every product that leaves their station.

Always a Team Player A good Line Cook is always aware of what's happening on the line and in the kitchen and is ready and willing to help others get the job done.

Line Cook Closing Functions

1. Turn off ovens, grills, deep fryers, steam tables and stove burners.
2. Get dirty pots, pans, utensils, etc. to dish washing area.
3. Clean grills, over and under.
4. Clean, rotate and refill grease in deep fryers. Replace grease before food quality is affected. Check with Deli/Kitchen Manager to be sure.
5. Clean area around fryers.
6. Clean burner stove.
7. Wipe in and around oven.
8. Place leftovers in appropriate containers and store in designated storage areas. Allow all hot items to cool before covering
9. Change out and restock sandwich and patty condiments.
10. Clean under steam table and refill with water if needed.
11. Clean in and around microwave.
12. Clean and restock seasoning containers.
13. Clean toasters and trays underneath.
14. Restock china.
15. Restock drawers and refrigerator.
16. Wipe down all counters and shelves in the kitchen.
17. Clean and organize all prep areas, cooler and freezer.
18. Sweep and mop floor with cleaning solution. Rinse the hose and hot water.
19. Check with Deli/Kitchen Manager before checking out.

Kitchen Sanitation & Cleanliness



The responsibility of management and staff to protect the public from food borne illness is fundamental. A food borne illness is simply a disease that is carried, or transmitted, to human beings by food.

Throughout your training, you will receive information concerning proper temperatures of food storage and serving, as well as, cleanliness standards, proper use of chemical cleaning, and disinfectant products. It is always our #1 objective to operate our restaurant at the highest level of sanitation and cleanliness for the benefit of our guests and employees.

Major causes of food borne illness

- ▶ Poor personal hygiene
- ▶ Employees with a infectious illness
- ▶ Improper food handling & storage
- ▶ Unsafe food holding temperatures. Food left in the danger zone of 41° to 140° for four or more hours.
- ▶ Unsafe reheating & cooling of foods
- ▶ Unsanitary dishware, utensils and equipment
- ▶ Cross contamination - the transfer of harmful microorganisms from one food product to another
- ▶ Improper chemical storage

Personal Hygiene

Always wash your hands . . .

1. Before starting work
 2. After . . .
- ▶ ...using the restroom

- ▶ ...smoking or eating
- ▶ ...touching money, raw food, your face, hair or skin
- ▶ ...combing your hair, handle anything dirty
- ▶ ...you cough, sneeze, or blow your nose
- ▶ ...cleaning, talking our the garbage

How to wash hands properly

1. Use warm water
2. Use soap to build up good lather
3. Use nail brush to clean nails
4. Rinse and repeat
5. Dry hands with disposable towel or air dryer (never use your apron as a hand towel)

Personal Grooming

- ▶ Fingernails - Keep your fingernails short and clean. Don't wear fingernail polish or false fingernails.
- ▶ Maintain clean teeth, hair, hands and body. Use deodorant.
- ▶ Do not wear rings or loose jewelry, it can cause injury by getting caught on sharp objects and equipment.
- ▶ Use cologne or cosmetics moderately.
- ▶ Hair - Never touch your hair while handling food. Wear a hat or hairnet at all times.
- ▶ Do not eat, drink or chew gum while you are working.

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 say home.

Personal Appearance



Your overall image is our image. You make a distinct impression on each of our guests. The image you create can enhance or detract from our overall concept and the way our Restaurant is perceived in the minds of the guest. You are entrusted with handling our guests' needs and must, therefore, reflect cleanliness and wholesomeness at all times. Always remember . . .

- You are responsible for keeping your clothing neat and clean at all times. There is no excuse for reporting to work out of dress code.
- Your hair will be clean.
- The only jewelry that will be allowed, will be items checked by management to ensure safe operation of all machinery.
- Hands must always be clean. Do not wear scented lotion on your hands, as it clings to glassware.
- At no time will employees chew gum or eat while in the public areas of our store.
- Do not report to work without the previously mentioned items being adhered to.
- A smile is part of our dress code.

Dress Code

There will be an apron issued, along with towels, each day prior to the beginning of your shift. At the end of your shift, dispose of your apron, and any soiled linen, in the appropriate dirty linen bins. Please refrain from any activity in the front of the house while in a soiled clothing.

Food Handling & Storage



Checking in products

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

Product	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 & milk products	41° F or lower
Ice cream	6° to 10° F
Liquid eggs	41° F or lower

- ▶ Reject cans that are dented, leak, contain rust or are missing labels
- ▶ Reject produce that has any signs of mold, spoilage or insect damage

Avoid cross contamination from one food item to another

- ▶ 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.

Store foods and equipment properly

- ▶ Cover, label, and date foods in storage.
- ▶ Do not store food in open containers.
- ▶ Empty all canned products and store in proper containers.
- ▶ Always place raw food products below cooked or ready-to-eat products.
- ▶ Store new foods behind old ones so older products get used first.
- ▶ Always place food in clean containers or wrappers.
- ▶ Keep storage containers off the floor and away from the wall.
- ▶ Check temperatures of refrigerators and freezers daily.

Product	Temperature
Refrigerator air temperature	Between 35 - 38° F
Freezer air temperature	Between -10 - 0° F

- ▶ Defrost freezers as necessary. Frost build up causes freezers to warm up.
- ▶ Throw away any food that gets beyond its use-by or expiration date.
- ▶ Dry goods and storage areas should be cool and dry.
- ▶ Do not store food or equipment under exposed server lines.
- ▶ Keep storage areas clean.
- ▶ Store all equipment so that dust cannot settle on it.
- ▶ Store chemicals and pesticides separately from food.

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.

Chemical handling & storage

- ▶ Always wash your hands thoroughly and change your cloths after handling chemicals
- ▶ Store away from food preparation, handling and storage areas.
- ▶ Keep chemicals in their original containers or another clearly labeled, sturdy container.
- ▶ Never allow chemical 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 cloths.

- ▶ Never place food in chemical containers or place chemicals in a food container.

Dispose of waste properly

- ▶ Take garbage out frequently.
- ▶ Keep garbage areas clean and sealed.
- ▶ Clean and sanitize garbage cans regularly.
- ▶ Store soiled linen in a laundry bag or non-absorbing container.

Keep insects and animals out by . . .

- ▶ Keeping doors closed.
- ▶ Taking garbage out frequently and keeping garbage areas clean.
- ▶ Report any holes where an animal can enter.
- ▶ Do not provide a free meal for any animals.

Kitchen Cleanliness

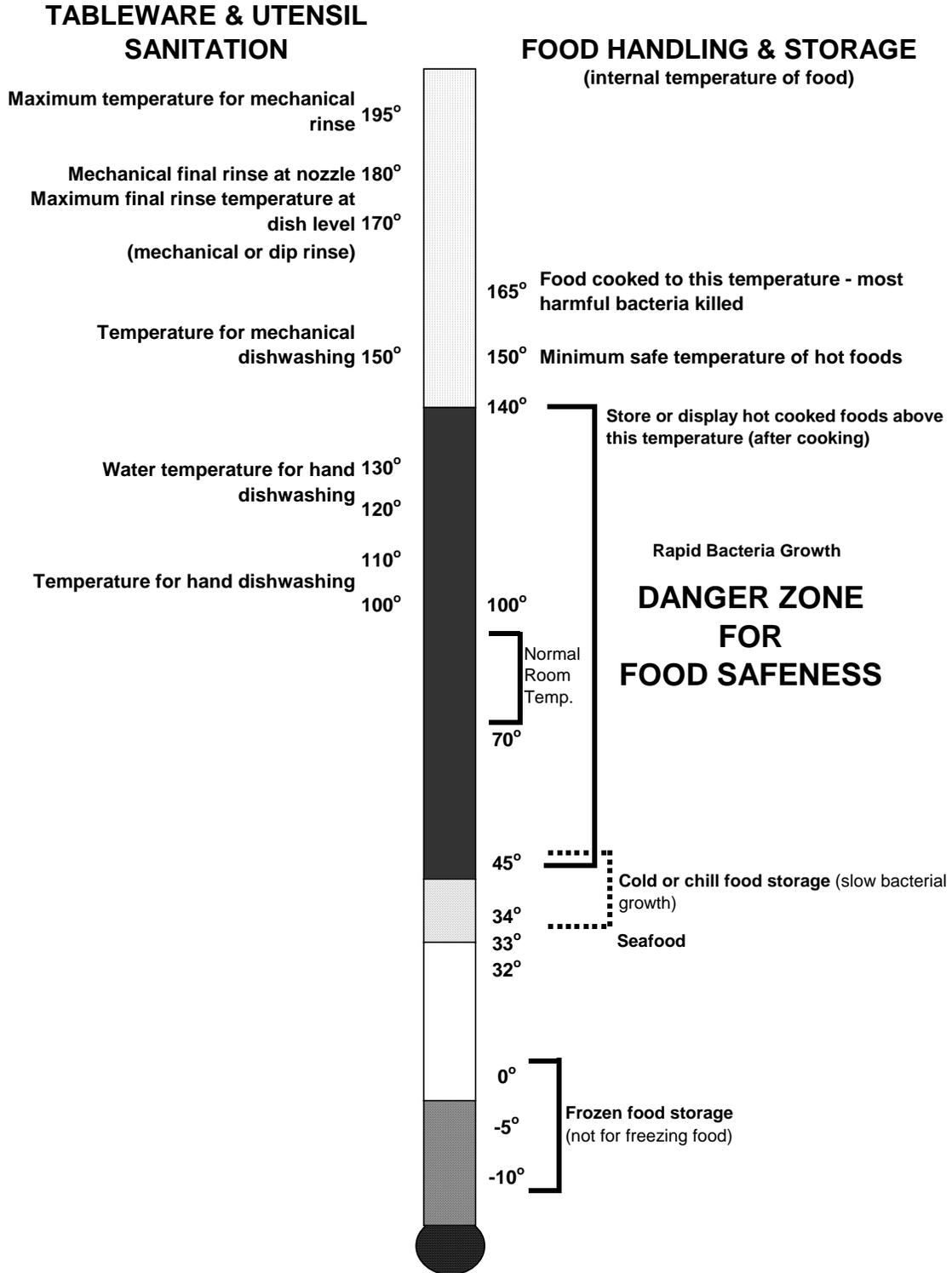
- ▶ Sanitation solution (spray) should be used on all food contact surfaces after they have been cleaned or when switching from one food product to another.
- ▶ Sanitation solution should be always be accessible in the kitchen. Frequently rinse all cloths used to wipe counters in this solution.
- ▶ Store all cleaning products, insecticides, poisons and chemicals **AWAY FROM FOOD.**
- ▶ Wash mops like brushes - in hot water and hang to dry. Rinse mop buckets immediately and store after use.

- ▶ All employees should help maintain clean and organized refrigerators, freezers, dry storage and other storage areas.
- ▶ All pots and pans, food storage containers and trays should be inverted after cleaning.
- ▶ Maintain and clean kitchen equipment on a regular basis.
- ▶ Clean microwave oven door seals and cavities regularly.

Sanitation Solution and Spray

- ▶ Our sanitation solution is safe to use on all equipment and surfaces that come into contact with food products. It requires no rinsing or wipe down after use. It evaporates very quickly because it has a high bleach content.
- ▶ Use our sanitation solution spray frequently and generously.
- ▶ Plastic spray bottles should be used and accessible anywhere in the kitchen.
- ▶ After cleaning equipment and counters, spray generous amounts of sanitation solution.
- ▶ Clean towels should be available for use with sanitation solution.

Temperatures For Food Safeness



Recipes & Prep Sheets

Recipes



It is absolutely critical that all instructions and measurements on all recipes be followed exactly! Never assume you've memorized the preparations of any products. 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, time after time.

Here is an example of a recipe:

RECIPE BOOK	DATE: January 2003			
ITEM: Chili				
YIELD: 5.25 gallons (36 pounds)				
SHELF LIFE: 2 days				
EQUIP / UTENSILS NEEDED: Flat top grill, scale, steam kettle, large wire whip, spatula, ladle, small wire whip				
INGREDIENTS	UNIT	WT	VOL	EA
Chili Grind	LB	20		
Chopped Yellow Onion	LB	5		
Fresh Garlic	OZ	3		
Chili Powder	OZ	11		
Cumin	OZ	4		
Flour	CUP		5	
Water	QUART		2.5	
Salt	OZ	5		
Rotel Tomatoes	28OZ CAN			8
COOKING INSTRUCTIONS:				
1. Brown meat and onions on the flat top grill at 350°.				
2. Strain grease thoroughly.				
3. Put meat into steam kettle at medium heat on the dial.				
4. Blend water and flour in large mixing bowl using wire whip.				
5. Add all other ingredients and whip completely.				
6. Cook a minimum of 12 hours. (when leaving chili overnight, cook at low heat)				

When preparing recipes you need to know the types of units used to measure ingredient portions. Notice in the recipe about there is weight, volume and quantity unit type.

- ▶ **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. Quantity units are referred to as "EA" in the Recipe Book.

When preparing recipes ALWAYS . . .

- ▶ . . . read the entire recipe and gather all the utensils and ingredients you'll need.
- ▶ . . . double check to be sure that the batch size you prepare is the amount called for on the Prep Sheet.

Daily Prep Sheets



The Daily Prep Sheets are a major tool in controlling our food cost and ensuring we always have a sufficient quantity of fresh quality food. The Deli/Kitchen Manager will fill out the Daily Prep Sheet each morning. Use your Prep Sheets! Preparing too much is costly. Not preparing enough food creates unnecessary fire drills and service problems.

How to read the Daily Prep Sheet

- On Hand** The amount of usable product left over from the previous day. The Deli/Kitchen Manager or manager-on-duty determines this by taking a physical count and inspection of products on hand.

- Par Level** Par levels are determined based upon the average usage of products on peak (Thursday - Saturday) and non-peak days (Monday - Wednesday) of the week. The Deli/Kitchen Manager and Managers are responsible for updating par levels as product usage and sales fluctuate.

- Make** The amount to prep that day to build up to the Par Level.

- Name** Name of the person assigned to prepare the product.

Directions:

- ▶ When work has begun on a product highlight the Product Name with a yellow marker.

- ▶ Once the product has been prepared highlight the entire line.

DAILY PREP LIST

Menu Item	Shelf Life	On Hand	Par Levels		Make	Name
			Sun - Wed	Thu - Sat		
Queso	1 day					
Gravy	1 day					
Chili	2 days					
Chicken Mix	1 day					
Taco Mix	2 days					
Refried Beans	2 days					

Food Rotation



All food products used in our restaurant should be dated when they are received and put into storage and dated again when they are prepared into secondary products. Products are always rotated using the first-in, first-out (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 Kitchen Manager and discard the all the product in the container. FIFO means to always stock older product on top or in front of the new product so the older product is most accessible and is used first.

Food Dating Labels

Dating labels are pre-printed, colored stickers used to assist employees with the 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 (all items prepared after 2:00 PM)
- ▶ Initials

Storage

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

1. Refrigerator
2. Freezer
3. Stockroom (dry storage)

Chilled products need to go directly to the refrigerator first as they are the most perishable items.

Remember, the FIFO rotation method, discussed above - always stock 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.

Only store food products in designated food storage areas.

Refrigerators

The temperature in all refrigerators should be maintained at 36°-38°F at all times. Store food at this temperature keeps bacteria organisms from growing in the food and prevents food from freezing.

Be aware of the temperature in the walk-in cooler and other refrigerators. Notify the manager immediately if any refrigerated storage area reaches a temperature of 40o F.

Storing products in the refrigerators

- ▶ Organizing the refrigerators is crucial. Place frequent use 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 refrigerator.

- ▶ 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.

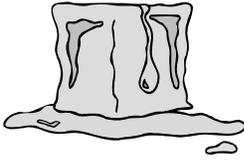
Freezer

- ▶ The temperature in the freezer should be maintained at 0o to -10oF.
- ▶ All items in the freezer should be at least 6 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 removed products from the freezer that will be used promptly.
- ▶ Do not pack boxes and container in the freezer too tightly together. Leave enough space so that cold air can circulate freely. Packages packed to tightly in the freezer can cause the contents to defrost.

Stockroom (dry storage)

- ▶ Keep the stockroom organized and clean of debris at all times.
- ▶ Keep all food products at least 6 inches of the floor.
- ▶ Keep all chemicals on a bottom shelf separate from all other products.
- ▶ Place heavier containers on the lower shelves.

Cooling Products



After each evening shift there are hot products that must be properly cooled down and stored. Hot products must be covered and vented to prevent spoilage. Without proper venting, steam will continue to heat the product and it will take approximately twice as long to cool down. This causes the product to stay in the temperature danger zone (41-140 degrees F) too long and dramatically increases the chances of bacteria growth, contamination and spoilage.

Containers that are covered with foil can be vented by carefully placing a hole about the size of your thumb in the foil on each side of the pan. **BE SURE that no foil comes in contact with the product.** This can cause product to become discolored and possibly spoil. Products that are stored with lids can be vented by placing the lid in a crooked fashion across the top of the container.

In addition to venting hot products, also make sure there is enough cool air surrounding each container. There should be at least **2 inches of space** between each container to allow cold, circulating air to surround all sides of the container and cool the product down in the shortest amount of time possible.

Cooling Down Large Batches/Quantities of Product

Large quantities of certain products such as soups, baked beans and chili will take a long period of time to cool down. Because of the density of these products, they will remain in their danger zone too long, which increases the chances of spoilage, contamination and a decreased shelf life.

Additional steps must be taken to cool these products at a faster rate by using an ice bath. Fill a sink with ice and place the product in the largest and shallowest metal pan available. Put the pan on the ice for around 45 minutes while stirring occasionally. After the 45 minute period, remove from the ice, transfer to the proper storage container, then label, date and rotate and place in the refrigerator.

Remember all products must be cooled down before they are placed in the refrigerator!

Kitchen Equipment & Terminology



Term	Description
Blanch	To immerse in boiling water or oil to loosen skins, partially cook and heighten color and flavor. (Example: our home-made fries)
Colander	A large bowl-looking utensil with many holes, used for draining, straining and washing food.
Chop	To cut into small pieces but much larger pieces than in mincing or dicing.
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 1/4".
"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 but "86" the tomatoes).
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 4 different sized cups used for measuring liquids and some solids. Cups have indentations for smaller quantities.
Pot Sinks	Deep sinks used for washing dirty pots and pans.

Term	Description
Prep Sinks	Deep basin 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 just as 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.

Term	Description
Ladles	Stainless steel "bowls" of various ounce sizes attached to a long stainless handle. Ladles come in many sizes.
Perforated Spoons	Long-handled stainless spoons with holes in the bowl shaped end. Used to scoop and portion food without getting the juice.
Slotted Spoons	Long handled stainless spoon without holes or slots. Used as a portioning tool.

Kitchen Tools



Measuring & Portioning Tools (cups, spoons, scoops, ladles)

- ▶ Always use the "correct" measuring/portioning tools consistently.
- ▶ Always use level measurements.

Knives

- ▶ Sharpen regularly, usually daily.
- ▶ Clean and sanitize after each use.
- ▶ Hand wash only (never put through dish machine).
- ▶ Hang knives with blades down.

Recipe Books

- ▶ Don't think you can memorize. Always use the Recipe Book.
- ▶ 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

Sanitizing Solution & Spray Bottles

- ▶ Make available throughout kitchen in prep and line areas

- ▶ Use regularly on knives, utensils, counters, cutting boards and equipment

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 blade
- ▶ Keep clean, 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

Controlling Waste & Spoilage



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. Controlling costs is everyone's business and responsibility.

Here are some of the ways you can help to control costs and reduce waste:

- | | |
|-----------------------------------|---|
| Rotation | Improper rotation is a double-edged sword. When product don't get dated or aren't rotated properly they are more often subject to spoilage. Even worse, improper rotation increases the risk that we might serve something less than fresh, high quality food, which could mean a dissatisfied (or even sick) guest. Always label, date and rotate! |
| Portioning & Measuring | Always use the correct portioning and measuring tools (scoops, ladles, spoons, cups, scales). Don't over or under portion. Consistency is the name of the game! |
| Maximize Product Yields | Always get as much as possible from all produce, cans and jars. Be careful not to send good, usable product to the trash can. |
| Product Storage | Always follow proper cool down procedures. Not cooling down products properly before placing them in the refrigerator can cause spoilage. Cover products properly to keep them fresh and good tasting. |
| Scraping | Always use a rubber scraper (spatula) on cans, jars, containers, etc., to get it ALL! This is a low margin business and those small amounts of product worth pennies, nickels and dimes add up to big dollars over time. |

Safety



In addition to a clean and sanitary environment, the Wurst Haus German Deli & Restaurant provides a safe environment. One of our primary goals here at the Wurst Haus German Deli & Restaurant is to operate an accident-free restaurant. A safe restaurant takes teamwork and effort on everyone's part. Everyone who works with cleaning chemicals will receive training on the use of those products, and will be tested following the guidelines of OSHA Hazard Communication Standard, Title 29 Code of Federal regulations 1910.1200.

Monthly safety meetings will also be held to review and reinforce information presented from the initial training and to discuss additional safety and security issues as necessary. Management's role is to provide the daily monitoring of safe work practices developed from these meetings.

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

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

Preventing Falls

1. Wipe up spills immediately.
2. Use "wet floor" signs.
3. Wear shoes with non-skid soles and heels.
4. Keep aisles and stairs clear.
5. Walk; do not run.
6. Follow established traffic patterns.
7. Do not carry anything that blocks your vision.
8. Keep drawers closed.
9. Use ladders properly; never use chairs, tables or boxes. Do not stand on top of ladder, and do not over reach.
10. Use handrails on stairs.
11. Turn lights on to see.

Preventing Electric Shock

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

Lift Properly

1. Plan it. Do you need help? Could you use a cart? Where is it going? Which route is best?
2. Get ready. Spread feet apart, shoulder width. Put one foot slightly in front of the other for a good support base. Squat down with back straight and head up. Do not bend over from the waist! Grip the object firmly with both hands. Keep elbows and arms close to body. Tuck in chin. If lifting a tray, squat down alongside the tray and slide the tray onto your shoulder and hand.
3. Lift it! Straighten your knees slowly and smoothly to a stand. Avoid doing this in a quick or jerky manner. Do not lift and twist at the same time.
4. Move it! Keep object close to you. To change position, move your feet and entire body. Do not twist from the waist. Look where you are going and call out "coming through" as needed.
5. Set it down! Bend your knees slowly and smoothly. Slide load into place; watch your fingers and toes.

Moving a Cart Properly

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

Preventing Cuts

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

Knife Handling

1. Do not use knives or operate any cutting or mixing equipment without proper training.
2. Use the correct type of knife for the job. If you don't know, ask the Kitchen Manager or the Manager-on-Duty.
3. Never cut towards yourself - always away from yourself and others
4. Use a cutting board. Place a damp towel under the cutting board to prevent slippage.
5. Use no-cut gloves when using a knife for slicing or dicing.
6. Carry knives down at your side when walking through the kitchen.
7. Let a dropped knife fall. Never try to catch a falling knife.

8. Clean and sanitize knife after each use.
9. Always return knife to proper storage location after use. Never place a knife in a sink.

Preventing Burns

1. Pay attention when working around hot equipment.
2. Always alert other employees when carrying hot foods by saying, "HOT FOOD" or "BEHIND YOU."
3. Avoid overcrowding range tops.
4. Use dry potholders.
5. Keep pot handles turned in from the edge of the range and open flames.
6. Avoid overfilling containers with hot foods.
7. Get help lifting heavy pots of hot foods.
8. Open lids of pots and doors of steamers away from you, and do so slowly, to avoid a steam burn.
9. Stir foods with long-handled spoons.
10. Warn others of hot surfaces.
11. Let equipment cool before cleaning, and do not use wet rags.
12. Do not put icy frozen foods into the fryer. Put foods slowly into the fryer and stand back to avoid being splattered.
13. Strike match before turning on gas equipment, to avoid a flare-up.
14. Wear closed-toe and closed-heel shoes that do not absorb liquids.
15. Metal containers, foil or utensils should never be used in microwaves.
16. Warn guests of hot dishes.

Preventing Fires

1. Smoke only where allowed.
2. Do not turn your back on hot fat, as it may burst into flames.
3. Keep equipment and hoops from grease build up because grease causes many food service fires.
4. Do not set the fryer at too high a temperature.
5. Store matches in a covered container, away from heat.
6. Keep garbage in covered container, away from heat.
7. Store chemicals away from heat because many chemicals are flammable.

Safe Chemical Handling

You will be trained on how to use and handle chemicals 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 Deli/Kitchen Manager or manager-on-duty with any questions or concerns you may have 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 over exposure 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.
- ▶ Physical and health hazards.
- ▶ Instructions for storing, handling, and use.
- ▶ Instructions on what to do in case of an emergency.

Wear Appropriate Safety Equipment

- ▶ Gloves
- ▶ Face shield
- ▶ Shoes

Conclusion

There is a lot of information contained in this manual! Believe it or not, however, there is even more information that is not.

We have given you the basics, as we view them, and how we would like them to be conducted. There is no section in this manual concerning "Teamwork." The reason for this is that we feel this topic falls under the "Common Sense" category. We expect our staff at the Wurst Haus German Deli & Restaurant to possess this common sense from the word "GO."

We want you to use the service tips in the manual, along with your common sense, and above all, YOUR individuality, to help create an atmosphere that will encourage good times for our guests, and yourself. When this happens, you will be ensuring the success of not only the Wurst Haus German Deli & Restaurant, but also yourself.

GOOD LUCK!!!