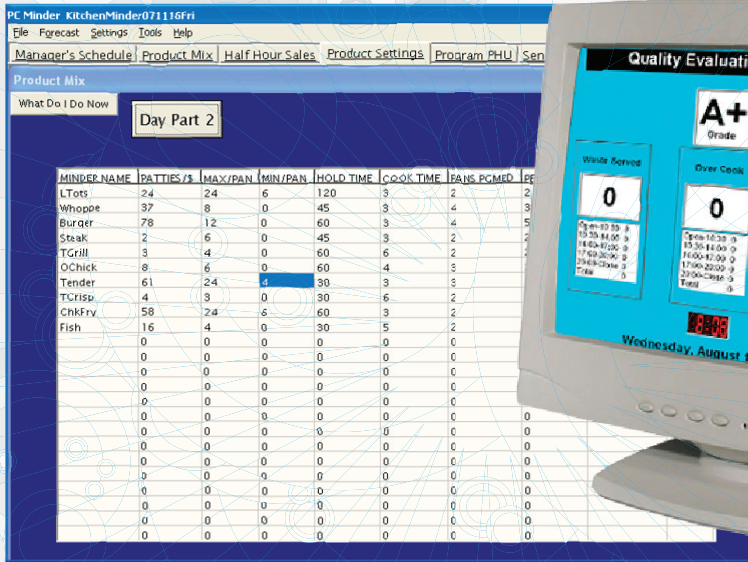


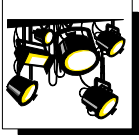
KITCHEN MINDER™

Leader's Guide



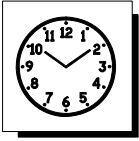
Intermediate Level -
for Senior Assistant and General Managers

Intermediate



Purpose

The purpose of this module is to provide further instruction to Senior Assistant Managers and Restaurant Managers on the PC MINDER™ and QES™ software



Recommended Time

Approximately 3.5 hours during low volume time. QES™ training may be completed at a separate time

Max students: 2



Materials Needed

Materials for Leader:

- KITCHEN MINDER™ Leader's Guide - Intermediate Level (this Guide)
- KITCHEN MINDER™ Equipment Emphasis Guide (EEG)

Handouts (one per student):

- KITCHEN MINDER™ Intermediate Level Participant's Workbook
 - KITCHEN MINDER™ Equipment Emphasis Guide (EEG)
-



Question or Discussion: The Leader will pose question(s) to students and/or lead a discussion to check for understanding and gather ideas



Say Something Like: Suggested remarks on what the Leader can say in each section



Key Points: The Leader will emphasize the key points in their discussion



Participant Workbook: Participants will refer to their workbook or other printed materials



Facilitator Note: Special instructions or reference information for the facilitator



Listen For: Listen to the responses from the participants



Introduction to Intermediate Level Training

Begin training session in quiet area of dining room.

Say something like:

- Welcome to KITCHEN MINDER™ Intermediate Level Training. In the introductory level training, opening accountabilities and the purpose of the MAKIN' THE GRADE™ Sign were covered. This module builds upon these topics and others including:
 - Basic concepts of the *Hot & Fresh* Kitchen
 - How to effectively use the PC MINDER™ Software
 - Using the KITCHEN MINDER™ Equipment Emphasis Guide for step by step instructions
 - Using the QUALITY EVALUATION SYSTEM™ (QES™)

The *Hot & Fresh* Kitchen

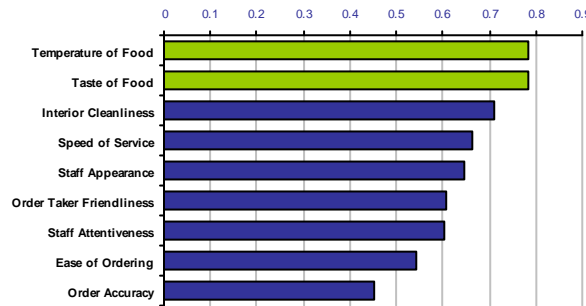
- The KITCHEN MINDER™ System can help improve food temperature and taste and provide management with a tool to build awareness of food quality opportunities during all times of the day.
- Guests come to BURGER KING® restaurants for one primary reason – *the food!* In fact, offering Hot & Fresh products to Guests is the most important thing a Manager can do to bring them back. In the U.S., GUEST TRACSM reports that food taste and temperature have the highest contribution to overall visit satisfaction!
- Turn to page 2 in the Intermediate Level Participant Workbook and review the chart.



Page 2
Why Should I Use
KITCHEN
MINDER™?



Page 2
Key Drivers of Guest
Satisfaction



- The chart in the workbook reflects the importance of different aspects of the Guest experience to overall visit satisfaction. All influence the Guest perception of their experience, yet some matter more than others.

Ask:

As you review the key drivers what is the most important aspect of the Guest experience? Write your answer on page 2.

Listen for:

Temperature of Food & Taste of Food are equal in importance.



Say something like:

- Since Guests have told us *Hot & Fresh* food is what will bring them back, a product holding system that helps accomplish this goal consistently is the key to success.
- While the PLS was a good start, the KITCHEN MINDER™ System provides the Management Team with many more tools that were not available with PLS.



Page 2
Temp. & Taste
Improvement

Ask:

In the workbook, on page 2, answer the question “How can the KITCHEN MINDER™ System help improve temperature and taste of food”?

Listen for:

Consistency, hotter food, fresher food



Page 3

Benefits

Easy

Flexible

The Benefits of the KITCHEN MINDER™ System

Say something like:

Turn to page 3 in the participant workbook as we cover the benefits of KITCHEN MINDER™ compared to the PLS.

- Easier execution is one of the benefits of the KITCHEN MINDER™ System :
- The KITCHEN MINDER™ instructions are very clear with how much to cook or discard.
- With the Product Level System, the employee must review the paper chart for the amount to cook, then subtract the amount of product already in the PHU to determine the proper amount of product to actually cook. This difficult process is replaced by an electronic screen that automatically provides the Team Members with the exact number of items to cook at the appropriate time. With the KITCHEN MINDER™ installed in the production area, the Team Member can easily follow the cooking instructions, eliminating the need for constant follow up.
- The flexibility of the KITCHEN MINDER™ System makes it much easier to run shifts accurately:
 - In some cases, the PLS product mix was updated infrequently. The KITCHEN MINDER™ is updated every morning using a same day last week's day forecast.
 - The flexibility of the KITCHEN MINDER™ allows the Manager to account for unexpected shifts in sales. When these sales shifts occur, the Manager can easily adjust the sales projection up or down as needed.














Page 3

Measurable

Say something like:

- What the KITCHEN MINDER™ System offers is truly unique and will help drive quality performance because quality becomes *measurable*:
- With the Product Level System, monitoring the proper use of the PHU timer bars could only be done through direct observation.
- The KITCHEN MINDER™ does the observation for you by electronically monitoring the use of the timer bars and immediately showing the results on the MAKIN' THE GRADE™ Sign.
- The QUALITY EVALUATION SYSTEM™ provides data to the Management Team on the back of house computer, and online for Above-Restaurant Managers. Data will now be available on food quality procedures by month, week, day, shift, Manager, and even for specific products.
- The good news is that QES™ helps us address opportunities *BEFORE* the Guests notice. The concepts of *Batch Cooking* helps us have food ready before they arrive.

 	<p><u>Transition to Basic Concept: Batch Cooking</u></p> <p>Ask: What is the biggest opportunity with PHU timer bar execution? Is it overcooking, not discarding, or extending the hold time by pressing the flashing red and turning it green again?</p> <p>Listen for: <i>Not sure, have no clue; overcooking, undercooking, etc.</i></p>
 	<p>Say something like:</p> <ul style="list-style-type: none"> When not sure, it is difficult to deliver <i>Hot & Fresh</i> food consistently. The <i>Hot & Fresh</i> Kitchen concept was developed to provide a significant improvement in the level of product quality offered to our Guests. Introduction of the <i>Hot & Fresh</i> kitchen has been a gradual process spanning several years. One of the first components to be introduced was the Product Level System. The KITCHEN MINDER™ replaces the Kitchen Production Schedules produced by the Product Level System. Both the Product Level System and the KITCHEN MINDER™ System utilize a critical cooking concept called <i>Batch Cooking</i>, which helps to deliver the right amount of food at the right time. <p>Ask: How many of you have heard of <i>Batch Cooking</i>?</p> <p>Listen for: <i>Responses. This will help you understand participant's knowledge.</i></p> <p>Understanding exactly how this cooking concept functions is very important to properly manage the KITCHEN MINDER™ System.</p>

 	<p>Ask: Do you see Team Members sometimes cooking more than they need or not cooking enough?</p> <p>Listen for: Yes.</p>
	<p>Say something like:</p> <ul style="list-style-type: none"> Overcooking breakfast products near the end of the breakfast daypart, or not cooking enough products going into a peak period occurs more often than you know. Restaurants should be ready for the Guests by having the right amount of food cooked at the right time.
 Page 4 Clock 	<p>Turn to page 4 in the Participant Workbook.</p> <p>Reference the clock in workbook.</p>
 	<p>Say something like:</p> <ul style="list-style-type: none"> <u>Batch Cooking means the product needed for any half hour period is always called for 15 minutes before the half hour period actually begins.</u> A Manager's behavior is critical on the 15 and the 45 of each hour in order to be the catalyst for proper batch cooking. Follow up in the kitchen will be needed to ensure Team Members are cooking the proper amount of food as instructed by the PHU timer bar lights and KITCHEN




Page 4



Batch Cooking

MINDER™. Notice the hourly projected sales pace will change on the 15 and the 45. Always be aware of the next half hour sales increase or decrease.

- At 15 minutes past the hour or at 15 minutes before the hour (represented by the small arrows on the clock), the KITCHEN MINDER™ will **AUTOMATICALLY** display food to be made for the next half hour which is represented by the large arrows (i.e., at 2:15 p.m. food is asked to be made for 2:30 p.m. – 3:00 p.m. Likewise, at 2:45 p.m. food will be asked to be made for 3:00 p.m. -3:30 p.m.)
- Even though you are *Batch Cooking* and food pops up automatically on the 15 and 45, when product is depleted in a PHU pan and the timer bar button is pressed, the System will also instruct the Team Member to cook more product.
- Let's check our understanding of this key concept: Complete the example in your workbook on page 4. It asks "If it is 2:20 p.m., the KITCHEN MINDER™ displays the product needed for what time period?"
- Listen for: 2:30 p.m. – 3:00 p.m.

- Coach the Production Team to *trust the system and cook as instructed*. The KITCHEN MINDER™ tells the Team how much product they will need to cook for the upcoming half hour, (15 minutes before it arrives.) The Manager should coach them to react quickly *now*, even though there may not be Guests in the restaurant at this time.

 <p>Page 4 Batch Cooking Improvement</p>	<p>Ask: In the workbook on page 4, it asks you to list <u>two examples where Batch Cooking can help improve</u>. (Write answer in workbook)</p> <p>Listen for: <i>Improving SOS, controlling waste.</i></p>
	<p>Say something like:</p> <ul style="list-style-type: none"> • That's right! Batch Cooking does improve: <ol style="list-style-type: none"> 1. <u>Speed of service</u> - Team Members have already cooked the product they will need for the next half hour, which allows them to spend their time building and assembling sandwiches for the Guests. 2. <u>Controls waste more effectively</u> – By anticipating a significant drop in half-hour sales levels before they occur, the Manager can effectively coach Team Members and prevent unneeded product from being cooked.
	<p>Say something like: You can Reduce waste by coaching your Production Team <i>just before</i> the KITCHEN MINDER™ reacts to a significant decrease in projected sales.</p>

 <p>Page 4 PC MINDER™ Screen</p>	<p>Ask: Using the screenshot in the workbook at the bottom of page 4, at <u>what time is there a significant decrease in sales?</u></p> <p>Listen for: <i>Right, <u>at 2:00 PM</u></i></p>
	<p>Say something like:</p> <ul style="list-style-type: none"> • The KITCHEN MINDER™ will begin calling for less product at 1:45 PM. If more than one pan of any product is in the PHU and the KITCHEN MINDER™ is displaying more products to be prepared <i>just before</i> 1:45 PM, coach the Team to wait until 1:45 PM before reacting. The product may be automatically cleared from the KITCHEN MINDER™ display when it begins to look ahead to the slower half-hour period. • The Manager's responsibility is to be aware of current sales at all times and know how the restaurant is trending for the day - at projection, above projection or below projection. Awareness of sales projections helps to run an effective shift. Planning for the right kind of product to be cooked is also a key to a successful day.



Transition to Basic Concept: Selecting a Forecast with the Right Product Mix

Say something like:

- Understanding the basic concepts of Batch Cooking ensures food is ready ahead of the Guest. Ensuring the right **TYPE** of food is cooked is based on another key concept - **“Selecting a forecast based upon the right PRODUCT MIX”**.



Ask:

Does the type of food sold vary depending on the day of the week?
How?



Listen for:

During the week a lot of value meals, Saturdays – we get Kids Meals, etc.



Ask:

Typically, which forecast is selected to ensure right product mix?

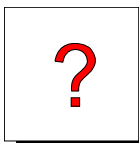


Listen for:

Same day last week

**Say something like:**

- Most often, the same day forecast from the previous week is used. Yet there may be a day when the same day last week will not work, i.e., school holidays, new product introductions, and coupon drops (Limited time promotional events.)
- Selecting the right **PRODUCT MIX** is very important when choosing a forecast in the PC MINDER™ Program. Sales projections can easily be adjusted on the KITCHEN MINDER™, which will be discussed later in more detail.
- The Senior Assistant Manager (SAM) or Restaurant Manager (RM) should make the decision if it is appropriate to use a day other than the same day from the previous week.
- Prior to making this decision, complete a daily forecast check by following–up on standard protocol of the Opening Accountabilities upon your arrival to the restaurant, which are:
 - Opening Manager has selected the same day last week (as outlined in Introductory Level Training).
 - Opening Manager has posted the sales at the Command Station and is aware of the next ½ hour sales. Manager checks actual sales each half hour and records this next to projected sales at the Command Station.

**Ask:**

Why should one reinforce posting sales at the Command Station?

Listen for:

Knowing when to expect spikes or drops helps properly plan for the shift. The reason sales are posted at the Command Station is in order for the person running the shift to constantly be aware of the upcoming sales and to always be thinking ahead.





Page 5

Steps of Daily
Forecast Check



Say something like:

- Let's move to the kitchen and learn how to view the loaded forecast (includes the ½ hour sales) at the KITCHEN MINDER™ and at the PC MINDER™ Program.
- To ensure those projections are correct for the day at the command station, let's turn to page 5 in the workbook to learn the two places to view currently loaded forecast (1/2 hour sales and product mix) that the KITCHEN MINDER™ is using.
- You can view the forecast currently in use in two locations; either in the PC MINDER™ Program or directly on the KITCHEN MINDER™ following the steps in your workbook.
- Let's pick up the ½ hour sales at the command station for use in this demonstration.

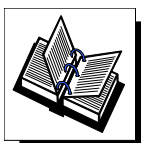
Demonstrate Daily Forecast Check at KITCHEN MINDER™ and at PC MINDER™ by following the steps outlined in workbook. Compare ½ hour sales from Command Station to the loaded forecast view for similarity. Write down daypart 1 and daypart 2 totals at KITCHEN MINDER™ for use in office with PC MINDER™ Program. Allow participants to practice steps at KITCHEN MINDER™. To wrap up exercise read next bullet to make key learning point of this exercise.

- If the Opening Manager chose the same day last week, the sales should be very similar at the Command Station, the KITCHEN MINDER™, and the PC MINDER™. If they are not, re-load the forecast in PC MINDER™ and re-send the forecast to the KITCHEN MINDER™. Command Station sales should now be similar with the screen views. If not, contact your Information Technology personnel or your MUM for support. In the interim, you may press the "Print" button on the Half Hour Sales tab in the PC MINDER™ Program, and post this at the Command Station. This will help ensure stock levels are called accurately.



Page 5
Right Product Mix

- To determine if the forecast product mix in use is acceptable or should be adjusted, consider the following:
- Prior to making the decision use a day other than the same day forecast from the previous week, evaluate the PRODUCT MIX for the right type of food for today's business.
- For example, one may ask, "Does this product mix of same day last week reflect the ADVO coupon"?
- Manual adjustments can be made in the PC MINDER™ Program, however do this very carefully as it is not recommended. For example, if you know that at 2:00 PM today a community group is meeting in your dining room for 3 hours, and you know your sales will increase by \$75.00 each hour, you may want to adjust the forecast accordingly. Details on how to do this will be covered later in this session.
- Once the right forecast has been chosen based upon the RIGHT PRODUCT MIX and any manual adjustments have been made, send the forecast to the KITCHEN MINDER™.
- If the total sales of the forecast chosen are more or less than you expect for today, you may then adjust them directly on the KITCHEN MINDER™ as outlined on page 6.



Page 6
Adjusting the Sales Level at the KITCHEN MINDER™

How to Adjust Sales Level at the KITCHEN MINDER™

- Adjusting the sales forecast in use for the day is a key benefit of the KITCHEN MINDER™ System. There are typically two reasons for doing this:
 - 1) Once the forecast with the RIGHT PRODUCT MIX has been selected and sent to the KITCHEN MINDER™, you may need to adjust the forecast to reflect the expected sales for the day.
 - 2) Following the END OF EACH MEAL PERIOD, a quick check should be done comparing actual sales versus forecasted sales in the KITCHEN MINDER™ System. If the difference is 5% or greater, the KITCHEN MINDER™ sales level should be adjusted.



Page 6
Sales Level
Adjustment Steps



Page 6-7
Saving/Recalling
/Deleting "Special
Day" Forecast

- To adjust the sales forecast currently being used by the KITCHEN MINDER™, follow along on page 6 as I demonstrate the steps from the workbook.
- There are two critical points to remember before adjusting sales level:
 - 1) Adjusting sales level at the KITCHEN MINDER™ is preferred because it adjusts the product mix at the desired percentage as well.
 - 2) Sales level adjustments should never be made in reaction to a sudden/temporary change in sales, i.e. bus, school visit. Sales level adjustments should always be made in response to a change in sales trends as supported by actual sales data.

Ask: Does every one understand the importance of product mix in selecting the right forecast?

Listen for: *Participant understanding.*

- There is another option for managing forecast dates that are special and might have a very unique product mix such as holidays or Friday night football games.

How to Save a "Special Day" Forecast

Say something like:

- You may save and recall forecasts that are "Special Days". These are days that represent unusual changes in sales, product mix, or both. These changes could be caused by events such as holidays, car shows, football games, etc.
- Special days should not be kept for more than 90 days because menu items as well as product mix change frequently.
- Special Days should be kept to a limited number because they are figured into the 31 days that are available.
- To save a "Special Day" for later use you must first identify and load this forecast into the PC MINDER™ Program. Let's



move to the bottom of page 6 and 7 from the participant workbook as I demonstrate saving, recalling, and deleting a special forecast.

Have participant read steps as you demonstrate. Allow participants time to practice the same steps until they are comfortable.

Give 10 minute break. Meet in dining room.

Have participants put the workbook aside for next segment.

Provide each participant with an individual copy of the EEG.

Move group to the Command Station.



Operational ½ Hour Sales Check

Say something like:

Let's go to KITCHEN MINDER™ and view how to do an operational check. On our way back, we'll stop at the Command Station to view projected sales:

- 1) Obtain posted ½ hour sales from Command Station or employee schedule.
- 2) Check to see if Manager has recorded actual sales next to projected sales. If not, record sales up to current time. Evaluate if actual sales trend of last 2 hours is equal to, above, or below the forecast:

If projected ½ hour sales are consistently trending up or down, add the last two hours of sales – actual versus projected. Take the difference and determine the percentage to adjust

- 3) Adjust sales if necessary (page 6).



Ask:

What questions do you have?



Listen for:





Participant understanding.



5 minute Operational Check (Check it with the EEG)

Say something like:

- Once the ½ hour sales trend is checked, move to the “Product Status” display on the KITCHEN MINDER™ to determine if the system is functioning with the proper settings and information.

 <p>Page 2 EEG</p>  	<ul style="list-style-type: none"> • Turn to page 2 in the Equipment Emphasis Guide (EEG). Can someone read the checks as I demonstrate? <p>Ask:</p> <p>In this example in the EEG on page 2, what ½ hour is the KITCHEN MINDER™ System projecting for?</p> <p>What sales volume are we projecting for 2:30- 3:00 PM?</p> <p>What does DP 2 stand for?</p> <p>Listen For:</p> <p><i>2:30 PM – 3:00 PM</i></p> <p><i>\$88</i></p> <p><i>Daypart 2 = Regular Menu</i></p>
	<p>Practice the KITCHEN MINDER™ “Product Status” display checks in the kitchen area until all participants are comfortable.</p> <p>This is reinforcing the daily forecast check, adjusting the sales level, and determining sales trend which they learned prior to break.</p>

PC MINDER™: Operational Checks & Changing Settings

EEG –
Page 3

Move participants into the office for the PC MINDER™ session.

Instruct participants to turn to top of page 3, PC MINDER™ “Check it” of the EEG to follow along and execute the steps one at a time.

MUM will demonstrate first and then allow each participant “hands-on” practice. Bring the Command Station ½ sales projections to the back of house computer.

PC MINDER™: Operational Checks & Changing Settings



Page 3

PC
MINDER™
Check it

Say something like:

- The basic checks as outlined in the EEG on page 3 under “Check it” are in the order of the tabs in the PC MINDER™ Program. This session will instruct how to use the Equipment Emphasis Guide to perform daily checks and make edits or adjustments when necessary.
- In the PC MINDER™ Program, you were shown the Opening Manager steps. Remember daily set up prior to opening is :
 - 1) Create Manager's Schedule for the day
 - 2) Load proper forecast (usually same day, last week)
 - 3) Send data to KITCHEN MINDER™
- Now let's review each tab in order, including the basic checks and how to make edits if necessary. Take additional notes to help you remember the functions.

Manager's Schedule Tab Check:

- Look at the top of page 3 in the EEG to see the three items we should check daily. Can someone read those as I show you the location on the screen?
- It is the Restaurant Manager responsibility to ensure all Managers are entered into the System and make edits as Managers may join or leave the restaurant to cover one shift.

PC MINDER™: Operational Checks & Changing Settings



EEG –
Page 3-A
Change-it



EEG
Page 3-B
Change-it

Can someone read the steps on how to change it, which is on page 3-A?

Demonstrate and practice the steps outlined on page 3, section A in the EEG - “Changing Managers assigned to a restaurant”.

Say something like:

- Adjusting the restaurant hours of operation may be necessary from time to time. If the hours are not set correctly, the KITCHEN MINDER™ may continue to ask for food when the restaurant is not open, or if the hours are condensed into shorter time frames, the System will ask for more product than needed. Accurate set-up is critical for the KITCHEN MINDER™ System to work properly.

Note: 24 hour restaurants should be set for 4 a.m. to 4 a.m. or whenever you move to Daypart 1.

Demonstrate and practice the steps outlined on page 3, section B in the EEG - “Adjusting restaurant hours of operation”.

Check for understanding prior to moving to next section.

PC MINDER™: Operational Checks & Changing Settings



Say something like:

- **Product Mix Tab Check:**
- It is important to ensure there is no missing information in any of the columns listed in your EEG on page 3, PC MINDER™, “Check it”, under Product Mix tab.



(Show this view on the Back of House computer. If information is missing, you will need to change it.)

EEG – Page 3

Check it
Product
Mix Tab

- The “PLS Product Name” is the name for the menu item used by the POS system and is automatically pulled in when the product is added to the file. If product is missing, you will need to check the “Ignore” File. More instruction on that later in this session.
- The “Minder Name” column is what will be displayed on the KITCHEN MINDER™ for the Team Member’s view. The column will automatically fill in when a new product is loaded. Depending on your system, you may need to change this to an easily recognized name for the Team Member. If this column is empty, the KITCHEN MINDER™ will not display the product.



Demonstrate and practice the steps outlined on page 4, section C in the EEG - (C) “Changing the product name that is displayed on the KITCHEN MINDER™”.



EEG – Page 4-C

Change it

Say something like:

- The “Total Patties Sold” column is based on the forecast. If a “PLS Product Name” is present, the total patties sold are being pulled from a computer file on the back of the house computer. If there is a “Minder Name”, but no “PLS Product Name”, the total patties sold number that is displayed has been manually entered, and will not change from day to day. If the “Total Patties Sold” column is zero (0), the KITCHEN



PC MINDER™: Operational Checks & Changing Settings



EEG , Page
4-D

Change it



MINDER™ System will not ask for product to be cooked. On rare occasions, the total patty number may need to be adjusted, i.e., preparing for a certain type and quantity of sandwich to be sold. For example, a “Buy One, Get One free” Fish Sandwich offer would most likely double the product needed that day.

- It is important to know that individual product mix adjustments are not recommended in most cases. Adjustments can not be made for product mix for individual half hour time periods. Therefore, any adjustment you make will impact the entire day's projections.

Demonstrate and practice the steps outlined on page 4, section D of the EEG - “Adjusting individual product mix numbers”.

Say something like:

- **Half Hour Sales Tab Check:**
- As we discussed earlier, it is important to confirm that the sales forecast used in the Command Station reflects the forecast loaded for the day into the KITCHEN MINDER™. If you wish to check the forecast in PC MINDER™ instead of at the KITCHEN MINDER™ which we covered earlier, you may do so. However, while you can see the last forecast date that was loaded into the PC MINDER™ Program, you can not be sure if it was actually sent to the KITCHEN MINDER™. For that reason alone, it is best to check this on the KITCHEN MINDER™ “Menu” display. If the decision was made to pull a forecast date other than the same day last week, you should print a copy of the loaded forecast (using the “Print” button on the Half Hour Sales tab) and post this at the Command Station.
- As cautioned earlier, the best way to adjust sales is via the KITCHEN MINDER™ “Sales Level” button. If after careful consideration you still wish to adjust the sales amounts in the

PC MINDER™: Operational Checks & Changing Settings



EEG – Page
4-E

Change it

PC MINDER™ software, the steps are outlined in the EEG on page 4, section E.

- Again, adjustment is very rare at this tab. It would only be used like the community group example we spoke about earlier:
Specific time and specific dollar amount.

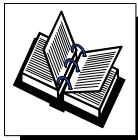
Demonstrate and practice the steps outlined on page 4, section E of the EEG - “Adjusting sales for the day or for an individual half hour period”.

PC MINDER™: Operational Checks & Changing Settings



Say something like:

- **Product Settings Tab Check:**
- This next tab replaces the old fashioned way of setting the hold time in the PHU timer bars. Now with the click of a few buttons, the hold time, maximum per pan, and pan linkage can be programmed quickly! The minimum number of pieces to cook can be set so the KITCHEN MINDER™ System will not call for less than the minimum amount needed for an order – used for “finger foods”. We’ll discuss Minimum per Pan in depth a little later. The KITCHEN MINDER™ System will also provide direction as to the ideal number of PHU Pans to program for all products based on sales & product mix. This can easily be compared to the number of pans actually programmed to determine if changes are needed.



EEG, Page 3
Check it
Product
Setting Tabs

- Let’s review page 3 – Check it – to see what we should check under the Product Settings tab, for Daypart 1 and Daypart 2. Can someone read those six items as I show you the location on the screen?
- Instructions for making adjustments to the product settings can be found in your EEG on page 4, “Change it” section F.



Demonstrate and practice the steps outlined on page 4, section F in the EEG - “Changing product maximum per pan, minimum per pan, hold time or cook time numbers.” When practicing, do not save changes. This would change the actual restaurant settings.



EEG
Page 4 – F
Change it

PC MINDER™: Operational Checks & Changing Settings



Say something like:

- **Program PHU Tab Check**
- In reviewing this tab, notice the hold time and cook time programmed on the previous tab transfers over to the programming of the PHU. If either is missing, go back to the previous tab and add the missing information.
- The critical items that should be checked on a daily basis in the Program PHU tab are outlined in your EEG on page 3, PC MINDER™, “Check it.”
- Can someone read those 3 items as I show you the location on the screen?
- At times, you may wish to assign a product to a different location. This is easily done by following steps 1 – 5 on page 4, section G in the EEG.



EEG, Page 3

Check it



EEG

Page 4 – G

Choose it



Demonstrate and practice the steps outlined on page 4, section G of the EEG - “Modifying the location of products in the PHUs”.

Say something like:

- Once you begin working with the KITCHEN MINDER™ System, the MUM will decide when to introduce how to use Day Part 3 in slower times of the day to maximize product quality and control waste. It is best to work with the KITCHEN MINDER™ System for about 45 days to analyze the sales and waste trends, and then decide which products to hold in Day Part 3. To initially set up Day Part 3 follow step 6 on page 4, section G of your EEG. Let's review that now:

Copy the Day Part 2 configuration to Day Part 3; select the “Day Part” button to view Day Part 2. Select “Tools” from the “Menu” bar, then select “Copy DP2 configuration to DP3”. This will copy all of your settings from Day Part 2 directly to Day Part 3. Should someone move the KITCHEN MINDER™ to Day Part 3, the System will continue to function normally.

PC MINDER™: Operational Checks & Changing Settings



Turn to page 12 in the EEG. Move to the KITCHEN MINDER™. Lead how to perform a Product Location Test. Have one participant read the instructions on page 12 and the other participant pushes the keys on the KITCHEN MINDER™ with your guidance.



EEG
Page 12
Product Location Test

- What has just been covered is how to use the EEG to perform daily checks and execute edits that may be needed from time to time. The EEG is also a useful tool to help you understand the configuration of the PHUs, and how to ensure they are properly connected with the KITCHEN MINDER™ System. The following checks are typically done to help troubleshoot if cables have been changed.



EEG
Page 14
Programming PHUs

- Turn to page 14 in the EEG. The KITCHEN MINDER™ System is capable of supporting up to nine PHUs. Restaurants typically have four PHUs, and some restaurants have an optional FLEXI –TIMER™ as well, which is also programmed as a PHU. Review the diagram at the top of page 14. Notice the alignment of comports with the numbers of the PHU in the PC MINDER™ Program. Prior to programming the PHUs, you need to know the actual PHU number for each of your units and label each PHU for future reference. You can determine the numbers for each PHU using the Product Location Test, which we just did.



Return to the Back of House computer area, and instruct participants to turn to page 5 in the Equipment Emphasis Guide.

PC MINDER™: Operational Checks & Changing Settings**Say something like:**

- You have just completed basic adjustments that are periodically performed in the PC MINDER™ Program. Next are adjustments that are done when new products are added to the menu.
- From time to time new products will need to be added to the KITCHEN MINDER™ System. This process is fully outlined in the KITCHEN MINDER™ Equipment Emphasis Guide (page 5). Product specific information for new products will be outlined in the Daily Planner mailing as well (North America only.)

PC MINDER™: Operational Checks & Changing Settings



Practice manually adding a new product to PC MINDER™ Program using the EEG on page 5-H – Day 1 Steps.

For this exercise, add the Steakhouse XT™ Patty:



EEG – Page
5

Adding New
Products

- Click Product Mix tab, select “Day Part 2”.
- In the “MINDER NAME” column, type in “XTpty”.
- Press the “Enter” key.
- The projected sales would be sent to you in the Daily Planner mailing (North America only.) Type in projections for soft sell – 27, in the “TOTAL PATTIES” column.
- Select the Product Settings tab, click “Day Part 2” button and enter:
 - 6 in the “MAX/PAN” column
 - 60 in the “HOLD TIME” column
 - 6 (rounded up) in the “COOK TIME” column
- Keep “MIN/PAN” at “0” for items not sold in multiple pieces.
- Select the Program PHU tab, “Day Part 2” and click on the drop down box for the pans where “XTpty” will be assigned.
- Discuss with participants that the final step would be to send the changes to the KITCHEN MINDER™, before saving their changes in PC MINDER™ and closing the program.
- **DO NOT perform a “Send” function during this exercise.**

Say something like:

- The KITCHEN MINDER™ will now ask for the new product to be cooked. As referenced in the EEG on page 5, Day 2 steps must be completed so the product sold is updated when loading sales forecast. When a new product is added, it is best to pull the forecast from the previous day for the first week of the new product. If the same day from the previous week's forecast is used, it will not contain any information for the new product. Remember sales can be adjusted at the KITCHEN MINDER™ during this week.



PC MINDER™: Operational Checks & Changing Settings

- On day 2 of the new product, you will load the previous day's forecast, and the new product should appear in a white box, with the "PLS Product Name" displayed in red. There are three options: "Ignore", "Add", or "Replace". To add the product to the "PLS Product Name" column, select "Add" and complete all steps as outlined in the EEG on page 5 (Day 2 section).
- That completes how to use the EEG for the intermediate level training.



Transition to "Ignore File"

Say something like:

- Even though we could not actually perform day 2 functions of adding a new product, we can talk about the "Ignore File" which you saw in the "Menu" bar.
- In your workbook on page 8, can anyone answer what is the "Ignore File" used for? The "Ignore File" is used by the PC MINDER™ Program to hide products that are NOT held in a PHU pan or tracked by an optional FLEXI-TIMER™.
- At installation, products were ignored, added, or replaced from the initial POS file loaded either into Day Part 1 (breakfast) or Day Part 2 (regular menu).
- When working with "Ignore Files" you must use Day Part 2 for regular menu items, as Day Part 3 is not functional for this purpose between the dayparts.
- It is not uncommon as new products are added, the user accidentally places the product in the "Ignore File" instead of adding the product in the "PLS Product Name" Column. By selecting "Ignore" when a product is displayed in the white box after loading a forecast, the product is automatically placed in the "Ignore File".



Page 8

Ignore File

PC MINDER™: Operational Checks & Changing Settings



Ask: Have you seen a new product appear in the morning when loading a forecast?

What have you been doing?



Listen for:

Responses. This will help you gauge participant's knowledge.



Begin with Viewing Contents of the "Ignore File" on page 8 in the workbook. First, provide the following overview referencing the question under each subject. The overview provides the key points and an answer for the workbook. Once the participants get the big picture of why we have an "Ignore File", move to the mechanics of working the file on the PC MINDER™ Program. Instruct participant to read steps as you demonstrate. Continue through page 9 of the workbook.



Viewing &
Editing
Ignore Files

Say something like:

- In this segment, we will learn about the three times when you would use the "Ignore File". I will be demonstrating the steps outlined on pages 8 and 9 of the workbook for each of the following scenarios:
 - 1) How to View Contents which is used to search for a PHU product accidentally placed in the file. You would search here if the name of the product is missing in the "PLS Product Name" column. Remember the "TOTAL PATTIES" column will not be updated when forecasts are loaded in.
 - 2) How to Edit Contents which is used to remove a PHU held item from the "Ignore File" and place in the data section of the Product Mix tab.
 - 3) How to Create a new "Ignore File" which is used to allow a fresh start where some mistakes may have been made

PC MINDER™: Operational Checks & Changing Settings

**Transition to Customizing Maximum per Pan Settings****Say something like:**

- The next feature for this session in the PC MINDER™ Program is how to customize it. There are some settings within the PC MINDER™ Program that can be adjusted to maximize the performance of the KITCHEN MINDER™ System.
- Adjusting the “Max per Pan” setting is one of the most important ways to customize the system for individual restaurant needs. This setting will help you address the most common concern expressed by new users of the KITCHEN MINDER™ System – running out of product before being instructed to cook additional product.

PC MINDER™: Operational Checks & Changing Settings



Workbook
Page 10
Changing
“Max Per Pan”

- The KITCHEN MINDER™ is connected directly to the PHU timer bars. When a timer bar light is turned off by a Team Member, the KITCHEN MINDER™ knows the product is gone and will instruct the Team Member to cook more. When the amount of product needed for any half-hour period is one pan or less, product must be depleted before the KITCHEN MINDER™ will instruct the Team Member to cook more. This can sometimes cause the Team Member not to have food ready for the next order.
- To help this scenario, reduce the “Max Per Pan” setting in the PC MINDER™ Program. This will distribute the amount of product needed to more than one pan. There will be product remaining in other pans while the replacement product is being prepared.
- The example in the workbook on page 10 shows the KITCHEN MINDER™ asking for six fish patties to be cooked for one pan (one line). By changing the fish “Max per Pan” setting to two, if sales justify six at one time, the product would be split between three pans. The KITCHEN MINDER™ would ask for 6 patties by displaying 2 Fish, 2 Fish and 2 Fish (as shown on p. 10).



Workbook

Page 10

Key Points

“Max Per Pan”

- Every restaurant is different when it comes to reducing the number of patties per pan. Therefore, write down the following on page 10 to remember these key points:
 - **Consider the number of pans available.** Reducing the setting too low could create capacity issues during high volume time periods.
 - **Closely monitor Team Member timer bar use.** Ensure Team Members are reacting immediately to empty pans by turning off timer bar lights *before* making adjustments to the “Max per Pan” setting. Product must also be served from the pan with the green light first. Using product from the pan with the yellow light can cause you to run out of product.
 - **Be patient.** It may take several days to determine the optimal setting for your restaurant(s).



Page 10 -
11



Transition to Customizing “Minimum per Pan”

Say something like:

- Another customizable feature of the PC MINDER™ Program is the Minimum per Pan. This is one of the settings within the PC MINDER™ Program that can be adjusted to maximize the performance of the KITCHEN MINDER™ System.
- Why would you set a “Min per Pan” for a product? The “Min per Pan” setting allows the user to set a minimum number for “finger foods” that the KITCHEN MINDER™ will display. This will prevent the KITCHEN MINDER™ from displaying cooking instructions for individual units of items that are sold in multiple amounts, such as CHICKEN TENDERS®. Turn to page 11 and write the following steps:

- 1) Click on the Product Settings tab
- 2) Select the “Day Part” button to display the proper products
- 3) Enter the smallest size portion in the “MIN/PAN” column next to the product’s name
- 4) Send data to KITCHEN MINDER™. Save before closing

Ask:

For which current products would you set a “Min per Pan”?

Listen For:

Chicken Tenders, Cheesy Tots, Chicken Fries

- Once the change has been sent, to the KITCHEN MINDER™, it will no longer display a number to cook for the product that is less than the chosen “MIN/PAN” setting. It will also then display cooking instructions in multiples of the chosen number (For example, 4, 8, and 12).



Page 10

Zero Setting



Page 11

Peak Pans



- **It is critical that all items that are not sold in multiple pieces be set to 0! If you do, that product will only be cooked in multiples of that number. For example, if you set Burger min per pan to 3, it would only ask you to cook Burgers in multiples of 3.**

Transition to Customizing “Peak Pans Needed”

Say something like:

- Another feature of the PC MINDER™ is that it will display the number of PHU pans needed during your peak ½ hour sales period for each product. This number is based upon the sales and product mix (forecast) that is currently loaded into the program. It is also created based upon the “Max per Pan” setting you have chosen for each product.
- This can be very helpful to determine if you have enough PHU pans programmed for a given product, or if you have adjusted the “Max per Pan” number too low to allow for proper batch cooking to occur during peak periods. You should compare the “PANS PGMED” column against the “PEAK PANS” column daily for each day part, as it will most likely change with each forecast loaded. An example is shown on Page 11 of your workbook.
- If the number for any product in the “PEAK PANS” column is higher or lower than the number in the “PANS PGMED” column on a regular basis, you should evaluate your PHU layout to determine what adjustments can be made.

Ask:

What are some indicators that not enough pans are programmed for a given product?

Listen For:

Having to cook a product too often, Not able to keep up with the KITCHEN MINDER™, Waiting for product continuously during peak time, poor SOS. Check for understanding.



This completes the intermediate level training for the PC MINDER™ Program. Use the notes in your workbook and the EEG as a reference guide until you become familiar with the steps.

Instructor can decide at this topic change to give a rest break or continue QES™ Training on another day.

QUALITY EVALUATION SYSTEM™ (QES™)



Say something like:

- Introductory Level Training introduced the MAKIN' THE GRADE™ Sign, which is one component of the QUALITY EVALUATION SYSTEM™ (QES™). The QES™ on the Back of House computer is the software program that makes a record of the three types of errors that can occur when using the PHU timer bar lights.



Turn to page 12 in Participant Workbook.

Workbook

Page 12

Have participants complete the first exercise in the workbook on page 12 for a review prior to continuing. Review the three types of errors answers and discuss.



Say something like:

- As a Restaurant Manager or Senior Assistant Manager, it is important to understand how the grades are determined. The grade displayed is "Real Time" for the last 30 minutes. Each error is tracked for 30 minutes. In other words, each error has a hold time of 30 minutes, and then the system discards it. The grading system runs on a 100 point scale.



Workbook
Page 12

On page 12 in the workbook, review the grading scale.



Ask:

What letter grade is a 90?

If there are two “Hold Time Extended” errors within 30 minutes, what score would that be if the scale starts at 100 and there are no other errors?

If the score drops to a B+, what should the Manager do?



Listen for:

A -

88 (B+)

Manager should go in the kitchen to follow-up on the lights and try to determine what error just took place. Manager should probably pull the product pans out and check quality.



Say something like:

- Following up on Team Member behaviors helps determine the root cause. Another source is on the back of house computer. The QUALITY EVALUATION SYSTEM™ Software displays current errors causing the displayed grade.



Workbook

Page 13

QES™



- In the workbook on page 13, a screen shot of the main page of QES™ Software is shown. This shows current day activity. At the top, the current grade is displayed. This matches the MAKIN' THE GRADE™ Sign. Below this, you will see the error types that are creating the current grade. Below this, the total for each error type for the current day is listed. This way, you know exactly what errors are occurring which helps coach your Team.

In the workbook on page 13, there are three topics with exercises to help you understand the QES™ Software layout.

- 1) Using the QES™ Software
- 2) Viewing results from previous 45 days
- 3) Previous Date Chart View

Draw a line connecting the circle to the description to help familiarize you with the information.

- This QES™ Screen can also be viewed with previous performance from any of the past 45 days. To retrieve data, select "View", "Charts" and choose the date you wish to view.
- A best practice is to keep the QES™ Software current errors page open at all times in order to know what *types of errors* are occurring. This will help you coach the Team on their behaviors.
- It is human nature to focus on the grade or score. Be cautious about just focusing on the grade and not allowing for some errors to occur:



Workbook

Page 14

Zero Errors

- **ZERO ERRORS IS NOT THE GOAL OF THE SYSTEM!** Use the information provided by the QES™ Software wisely. In your workbook, on page 14, please note how to focus your attention to drive results. Focus on the *types of errors* that are occurring, *when they are occurring*, and *what can be done* to reduce them.
- The KITCHEN MINDER™ System is a *Management tool*. There will be times when an appropriate Management decision actually leads to errors, such as a verbal call to cook more than the KITCHEN MINDER™ Screen is projecting due to the arrival of a bus or some other unplanned sales event (Make a note of this on page 14 in the workbook). There is a buffer built into the System for these types of decisions to occur. Setting a goal of NO ERRORS is not realistic and will create an unreasonable work environment for you and your Team. *A goal of continuous improvement is a much more positive approach!*
- The grade by itself is unimportant – it's the information behind the grade that will unlock the secrets to improving product quality and Guest satisfaction!
- Note that performance can be detailed in two ways beginning on page 14:
 1. By grade
 2. By error



Workbook
Page 14
Grade Chart

- The grade chart results are displayed in four different ways (take notes on page 14):
 - 1) By manager – at the top of chart, the shift grade is provided for each Manager
 - 2) % of time the restaurant was at a A/B/C/D/F Grades
 - 3) 15 minute periods
 - 4) By meal periods – breakfast, lunch, afternoon, dinner, evening, and late night

- In the example on page 14 of the participant workbook, notice the circle around the “Grades by 15 minutes” section. The first chart shows all grades. It is easiest to identify opportunities by selecting “Show only C, D, F Grades” as shown in the second grade chart.



Ask:

In reviewing the grade chart example, what was Mary's grade?
At what times did the restaurant drop to C's?



Listen for:

B
(8:00 – 8:30 AM, 8:30 – 9:15 PM, 10:15 – 11:00 PM)



Say something like:

- The Manager's tendency is to go to the grade first, however focusing on the total number of the error type and redirecting the Team behaviors will improve the quality faster.



Workbook

Page 15

Error Chart

- In the workbook on page 15, the “Error Chart” shows how many errors occurred under each type. In the top left portion is the summary. Previous days from the date currently in view are displayed on the right to help identify trends. Details for the product are provided for the date selected on the bottom left.

Ask:

*In this Error Chart example on page 15, what type of error is the biggest opportunity?

*What three items had cook delays over 20?

*How many times did they extend the hold time on eggs?

*How many times did they overcook TENDERCRISP®?

Listen for:

Cook Delays

WHOPPER® patties, burger patties, and CHICKEN TENDERS®

6

7

Summarize the following with the participants: If the restaurant has a large number of “Hold Time” errors, it could be an indicator of possible food safety or quality issues. High waste or quality issues can result from too many “Overcook” errors and a large number of “Cook or Discard Delay” errors can affect Speed of Service, food safety and/or quality.



Find the QES™ icon on the back of house computer. Open the software to the main screen which was just introduced in the workbook. Practice the steps just outlined in the workbook with data that is in the back of house computer.

If actual Restaurant charts are available, review the Restaurant performance by demonstrating how to select the “Grade Chart.” Review the Restaurant performance by demonstrating how to select the “ERROR” chart.

If teaching a session, ask similar questions as were done in the workbook example. Allow participants to choose their own date and analyze the performance until everyone feels comfortable with the data.

To return to the main QES™ page, close the chart by clicking the red “X”, and then click the “View Today” button.



Say something like:

The KITCHEN MINDER™ System collects excellent data to help us evaluate Team Members behaviors. There are some Team Member behaviors that can actually cause unintentional errors which we call false errors due to improper use of the timer bars.



Move participants to the kitchen to a PHU timer bar for demonstration of next topic and turn to page 16. Use workbook as your script and guide for demonstration at the PHU.



Page 16

Unexpected Errors

	<p>This completes the Intermediate Level Training session. Practice the skills that you have learned. In 30 – 45 days, I (MUM) will conduct a KITCHEN MINDER™ Deep Dive visit where we will evaluate how the team is executing the skills learned in introductory training & intermediate level. I will ask the Restaurant Manager not to be responsible for shift control at that time, so we can observe an Assistant Manager's execution of basic skills as well as evaluate how well you interpret the QES™ data. Until then use the workbooks & the EEG as reference guides and call me with any questions you may have.</p>
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NOTES

