



KITCHEN MINDER™



TrainRight Guide

Step 1 — Preparation

Get Ready

Equipment

- Make sure all equipment is in good working order
- Turn equipment ON prior to training if warm-up is required
- KITCHEN MINDER™
- Product Holding Unit (PHU)
- MAKIN' THE GRADE™ Sign
- PHU Timer Bar

Where — Production area


When — Nonpeak periods

Training Materials

- WorkRight* Guides:
 - KITCHEN MINDER™
 - PHU Timer Bar Guidelines
- TestRight* Guide (Remove answers from previous learner)


Prepare the Learner

- Introduce yourself to the Team Member, if not already known
- Ask about Team Member's prior work experience to determine the level of familiarity with the task
- Explain the importance of production:

Gold Standard for Guest satisfaction 

Correct procedures followed to ensure safety of Guests and Team Members 

- Create enthusiasm for learning
- Express your confidence that the Team Member can handle the task
- Explain how you will apply the 4-Step Training Method
- Review the objective:

Prepare each product to the Gold Standard for neatness, speed, and sanitation to ensure product quality, consistency and Guest Satisfaction 

Step 2 — Explanation and Demonstration

(Explain and demonstrate the following topics)

Explain Product Management

- Product Management
 - Explain how PLS Production Charts have been replaced by the KITCHEN MINDER™
 - Explain the purpose of KITCHEN MINDER™ It tells you how much product to cook and when to cook it
 - Explain why it is important to properly monitor discard times

Explain PHU Timer Bar

- PHU Timer Bar
 - Explain proper use of PHU Timer Bar
 - Explain importance of adhering to the lights and what the different color lights signify
 - Explain how the lights monitor hold times which in turn determines the quality of the products we serve our Guests
- Explain how Team Members control the lights
 - If Team Members do not press the PHU Timer Bar buttons, then the KITCHEN MINDER™ will not function properly
 - It is critical to press the buttons when:
 - Placing a pan of food in the PHU cavity
 - Removing the last patty from the PHU pan
- Explain how the PHU Timer Bar tells us the following:
 - Which products to use
 - Which products to discard, (record as waste)
 - When to cook more product as indicated by the solid red light
 - Refer to the KITCHEN MINDER™ for quantities

- Stress the importance of PRESSING the buttons as this is where the greatest deficiency exists

Explain Quality Grade Display

- Provide the KITCHEN MINDER™ *WorkRight* Guide and explain the purpose of the Quality Grade Display
- Demonstrate how the PHU Timer Bar actions impact the grade
- Explain how the grade on the display can remain high throughout the day.

Step 3 — Performance and Praise

- Have the Team Member practice the steps for each of the following tasks:
 - KITCHEN MINDER™
 - PHU Timer Bar

Praise the Team Member's performance

Step 4 — Follow-up

- Administer the *TestRight* Guide
- Observe Team Member performing tasks to certify performance
- If Team Member performs to standard, sign and date the Performance Evaluation Checklist on the Passport
- If Team Member does **not** consistently perform, assign additional practice until the Manager decides they are ready to try certification again