



## **JOB DESCRIPTION MANUAL: PREP**

### ***Welcome to Pincho!***

This is where it all begins. Every morning, cutting fresh vegetables, preparing sauces, seasoning those fresh meats to perfection. Making sure that every recipe and procedure is followed to the T. At Pincho we know the hard work and effort that you put in each and every day. We know that the product of your labor serves as a touchpoint to every person that enters the restaurant, from your colleagues to our guests. The only position that can claim that. This is why you are a vital cog to our restaurant.

At Pincho, we are committed to both you and our Guests. You are very valuable to us and without you, we would not be in business. *You* make it happen, and we appreciate your individual personal contributions. Without your presence and devotion, we cannot meet or exceed our Guests' goals.

### **About Your Job Description Manual**

This job description manual provides you with the assigned responsibilities for your job position. This manual will:

- Show you how you play an vital part to the success of our restaurant
- Define your job responsibilities from the start so you know what to expect from your new role
- Increase your confidence so you can perform your job to the best of your ability and contribute to the success of our establishment
- Teach you how to perform your job smoothly and help you become a successful, knowledgeable team member.
- Serve as a quick reference guide for your convenience

Please take the time to review your *orientation* handbook that will give you a complete background about our company and policies. This job function manual is only one part of your

training. Pincho believes in your growth and development, therefore, we offer continuous training and development to help you succeed in your new role. Your manager will inform you of upcoming in-house training seminars, workshops, meetings, surveys, and focus group sessions that relate to your job position.

Below is a brief summary of the tasks involved in the Prep position:

- Follow sanitation guidelines
- Stock and rotate food
- Adhere to safety procedures
- Practice cost-cutting measures
- Pitch in and work as part of a team
- Report to work
- Perform opening procedures
- Perform operating procedures
- Prepare and cook food items
- Perform ongoing duties
- Track food quality
- Communicate effectively with co-workers and managers
- Train and guide other *Prep Persons* as requested by your Manager
- Perform additional tasks requested by your manager
- Perform closing procedures
- Depart from work

### **Your Best Image**

As a key back-of-the-house team member, it is important that you practice the proper hygiene standards and arrive to work well groomed and properly dressed for every shift. Your image is a reflection of our company and it influences the Guest's point of view of the entire restaurant. *You do not get a second chance to make a first impression.* All kitchen team members are to follow the specified dress code.

### **Following Sanitation Guidelines**

Visiting a clean and well-maintained restaurant is one of the key reasons Guests continue to frequent us. Therefore, our company considers proper sanitation essential to the success of our company. Pincho follows all the sanitation guidelines established by the State of Florida. Our state requires you to become certified in the State's Food Handler Program. You will receive a workbook to study for your Food Handler Certification. This workbook is very detailed and contains all the key sanitation areas you must understand. See your manager for your workbook. Pincho has included some general information regarding sanitation in the next few pages. The sanitation knowledge you acquire will help keep you, your teammates, and our Guests safe.

Cleanliness falls into **three** main areas:

- Personal hygiene
- Food cleanliness (bacteria-free)
- Restaurant facility cleanliness

In short, our goals are to have clean people working with clean and safe food in a clean environment.

### 1. Clean People:

Because of constant food handling, personal hygiene is an important part of sanitation. As our representative, you are setting an image for the entire company. In order for us to maintain a healthy image, we must first have a “clean and neat you”.

**Four words that describe our image:  
Fresh, Crisp, Neat, and Clean.**

It is important to follow personal hygiene requirements and dress code standards established by our company. In order to present a positive image to our Guests and avoid possible food contamination, it is imperative that all team members follow our company personal hygiene standards. If Guests question your personal hygiene, they may have doubts about the cleanliness and safety of the food and beverages we serve. Be sure to familiarize yourself with the following basic guidelines:

- Arrive to work clean by bathing daily with soap and water
- Always wash your hands. It is the single most important measure you can take to prevent the spread of germs and disease.
- Keep your fingernails clean and well trimmed.
- To avoid transferring bacteria to food, make sure your clothing and apron are clean.
- Wear only jewelry approved in the dress code. Certain jewelry can catch dust and food particles.
- Hair found in food is a major turn-off to our Guests. Be sure to restrain your hair and wear only company approved hair coverings. Come to work well-groomed and clean-shaven
- Keep your hands away from your hair and your face—especially if you have blemishes.
- Do not serve or handle food if you have an open sore, abrasion, burn, or cut. Cover the injury with a waterproof bandage and wear protective gloves.
- Always report any illness, infection, or injury to your manager. Such illnesses can include, but are not limited to, sore throats, nasal discharges, diarrhea, fever, cuts, burns, or blemishes.
- Always use a tissue when you sneeze or cough and turn your head away from food and people.
- Use a disposable towel or napkin to wipe sweat.

**Team members failing to meet our personal hygiene standards  
may be sent home to change.**

### **Proper hand washing practices**

Frequent hand washing helps maintain high standards of personal hygiene and prevents the spread of bacteria in the restaurant. To protect you, your teammates, and our Guests, be sure to wash your hands in all of the following situations:

- Before starting work
- Before handling food or utensils
- Before working on the next food item
- After using the restroom
- After taking out the trash
- After smoking
- After eating
- After taking breaks
- After coughing, sneezing, or using a handkerchief/tissue.
- After touching unsanitary areas of your body (I.e. face, hair, etc.).
- After applying makeup and combing/brushing hair
- After handling raw food such as meats, poultry and fish
- After touching anything soiled (I.e. dirty plates, linens, utensils).
- After handling money
- After performing any cleaning duty
- After touching anything where there is a chance of contamination

**Note: When wearing protective gloves, change them after all the listed events above.**

#### **Proper Hand Washing Technique**

1. Use a *hand washing* sink, not a *food prep* sink
2. Moisten hands using water as hot as you can comfortably endure
3. Apply soap thoroughly, lathering to your elbows
4. Rub hands together for 20 seconds
5. Wash backs of hands, wrists, between fingers, and under fingernails (Use a brush for your fingernails if necessary)
6. Rinse hands and arms well under warm running water
7. Turn off running water with a paper towel, not with bare hands
8. Dry hands with a single-use paper towel or air dryer.

Note: Antibacterial liquid can also be used to sanitize your hands

### **2. Clean and Safe Food:**

It is important that we follow common sense sanitation guidelines to avoid the possibility of food contamination and illness to our Guests and our team members. We must do everything possible to protect food and prevent the spread of disease. To keep everyone healthy, the

Florida Health Department grades and inspects food products to ensure that the food we serve meets the acceptable high standard standards. Once the food has reached our restaurant, it is the responsibility of each team member to maintain the State's standards. Below are some basic guidelines:

#### a. Food Handling

- Avoid touching or handling food with your hands. Use the appropriate utensils provided for this purpose.
- If you must touch food, remember to wash your hands before and after each task.
- Wear protective gloves.
- Use a clean, new utensil to sample food more than once.
- Always use proper utensils to pick up bread and unwrapped items.
- Use an ice scoop to place ice in containers.

#### b. Food Storage

- Food should be used in the order it is received (first in, first out).
- Use the oldest product closest to the door
- Cover all food and place in properly labeled and dated containers separate from non-food items such as cleaners.
- Prepared food (in refrigerators or coolers) should be stored separately from raw food, always storing eggs below
- Bacteria grow rapidly and have the greatest chance of contaminating food when in the *Temperature Danger Zone* (between 41 degrees and 140 degrees.) Therefore, hot foods need to be kept above 140 degrees and cold food kept under 41 degrees. Thus, it is very important to follow the simple temperature guidelines listed below:
  - HOT** food should be kept **HOT**.
  - COLD** food should be kept **COLD**.
  - DRY** food should be kept **DRY**
  - FROZEN** food should be kept **FROZEN**  
until ready for use, then thawed by refrigeration

If you suspect that a food item has been contaminated, do not take a chance in serving it to a Guest. Always alert your manager to poor quality food items.

**A Special Note:** Team members are not allowed to eat while working. Hand-to-mouth contact is against health regulations because of the possible spread of bacteria. However, kitchen managerial staff is an exception to this rule and may sample food for quality. Check with your manager regarding where and when it is permissible to eat.

### 3. A Clean Place:

It is important that we maintain the cleanliness of our restaurant to avoid the possibility of food contamination and illness to Guests and fellow workers.

- In order to reduce the danger of droplet contamination, do not smoke or chew gum in the restaurant.
- Do not spit on the floor or into sinks
- Handle dishes by the rim, glasses by the base or stem, and silverware by the handles.

- Avoid touching soiled or infected objects such as dirty glasses, silverware, plate ware, aprons, or other sources of possible contamination.
- Keep the restaurant clean and follow your assigned cleaning chores.

**Cleaning the BOH Kitchen:** It is important to use the proper cleaning methods when cleaning counters, small wares, equipment, appliances, and storage areas to ensure an environment that is bacteria-free.

Ask your manager to explain the proper cleaning and sanitizing methods and follow all safety practices. The chemicals used in cleaning and sanitizing can be very powerful and dangerous if used improperly. Do not use chemicals with which you are unfamiliar. Wear protective gloves when using chemicals to clean and make sure the area is well ventilated.

Wiping cloths require special care. Do not wipe counters with the same cloth used for wiping floor spills. Make sure that wiping cloths look clean and try to keep them out of the Guest's view. When not in use, wet, dirty cloths should be soaked in a sanitizing solution—not lying on counters, near equipment, etc.

### **Sanitizing Buckets**

Sanitizing buckets are located throughout our kitchen and are to be used in all prep areas. The purpose of a sanitizing bucket is to keep all tables/counters, cutting boards, and knives cleaned and sanitized. Frequent cleaning with a bleach solution helps prevent the spread of germs and bacteria.

Be sure to clean and sanitize all prep areas as needed. After you complete one task, clean and sanitize the area before beginning the next task.

### **Stocking and Rotating the Food**

Understanding our stocking and rotating procedures is key to our efficiency and serving the highest quality product to our Guests. Follow our established guidelines for stocking and rotating food levels and make use of labeling systems.

### **Food Labeling Systems**

#### **1. Sticker Labeling System:**

We label all our foods by using our Jolt labeling system. All ingredients and recipes are pre-programmed before publication to include the name of the item, the date it was prepared, the date the product is set to expire, and the location of storage. This labeling procedure ensures we are properly rotating our food to meet our quality standards of serving only fresh foods.

Please make sure that if you are switching product location, i.e., Walk-in Cooler to Production, that you change containers and update the label with the new location. Different shelf lives are typically associated with the location the product is stored.

## **Prep Daily Duties:**

- 1) Clock in on POS at scheduled time
- 2) Wash your hands
- 3) Set up 3-comp sink
- 4) Set up sanitizer bucket with clean pink towel.
- 5) Go to Jolt and pull up daily prep list
- 6) Prep a batch of black beans (takes 1 hour to cook)
- 7) Set up a bag of braised beef to cook (takes 2 hours to heat through)
- 8) Check protein counts for 911's (if manager has not done so)
- 9) Set up Expo station, restock and flip product from walk-in (if manager has not done so)
- 10) Organize walk-in to make sure FIFO is being adhered to.
- 11) Establish order of prep, high priorities/911's first and so on.
- 12) Clean station as you go, remembering to sanitize your prep table each time you switch food categories, i.e. chicken, meat, produce, dairy, etc.
- 13) Label and store product as necessary, organizing product in the walk-in cooler as you go.
- 14) Clean and sanitize all smallwares when done using them.
- 15) Make sure all prep items on the daily checklist have been completed and checked off accordingly.
- 16) Clean all bins and cutting boards prior to departing.
- 17) Check with manager on duty to make sure all tasks have been completed.
- 18) Clock out and depart from work.

## Adhering to Safety Procedures

Your safety is of key importance to us at Pincho. You play a vital role in helping us maintain proper safety standards. Safety hazards fall into four main areas:

- Burns from hot liquids or fire
- Cuts from knives and other sharp objects
- Back injury from improper lifting
- Bodily injury from falls

### **IMPORTANT**

**Follow our company dress code standards and wear company approved safety shoes everyday to work.**

*Pincho promotes good safety practices and requires a conscious effort on your part to do your share in maintaining a safe environment. Please review the safety tips listed below and make them a part of your work habits.*

- Be careful when handling knives or other sharp instruments. Learn how to properly handle, clean, and store them.
- Dress properly for the job and follow your dress standards.
- Many injuries are caused by wearing improper shoes, loose clothing, ragged sleeves and jewelry.
- Wear only “safety approved” footwear.
- Keep long hair tucked under your cap. Long hair can easily get caught in equipment, tools, and supplies.
- Check with your manager for cooking procedures, which avoid lifting heavy cookware.
- Wear a back brace and ask for help when lifting heavy objects. Lift properly by keeping your back straight, bending your knees, and using your leg muscles.
- When walking through the kitchen, be aware of possible wet and slippery floor conditions.
- Follow established traffic patterns. Pass through doors and around corners cautiously.
- Concentrate on what you are doing at all times and avoid horseplay, daydreaming, and practical jokes.
- Clean spills immediately. If you can’t clean a spill immediately, place a *wet floor* sign near the area to alert Guests, visitors, management, and fellow team members of a hazardous condition.
- Be careful and alert around hot liquids.
- Keep the handles of all pots and pans turned away from the edge of all counters and surfaces so they are not protruding outwards or in the way.
- Always use a stepladder for climbing instead of climbing on tables and chairs.
- Pass to the *right* of other team members in aisles and between tables, and always yield the right of way when appropriate.
- Store dishware, glasses, and inventory correctly and in their proper storage locations.
- Keep aisles and walkways clear and free of debris.



- Do not operate equipment, tools, and supplies unless you have received proper training.
- Make use of equipment guards, hot pads, and other safety devices that are provided for your protection.
- Do not operate equipment, tools, and supplies without all safety guards and devices in place.
- Always turn off or unplug electrical equipment before cleaning, assembling, disassembling, or adjusting.
- Never handle *live* electrical equipment with wet hands or while standing on a wet floor.
- Be careful with potentially combustible material. Never store such material near furnaces, hot water heaters, ovens, or stoves.
- Do not pick up broken glass with your hands. Use a broom and dustpan and clean thoroughly.
- Use a proper scoop to fill glasses with ice instead of using a serving glass as an ice scoop. Glasses can easily break in ice and be dangerous.
- Store glassware upside-down to reduce the possibility of chipping and having the chips fall into the glass.
- Alert others to your presence. Say, “coming behind” or “behind you” loudly and clearly when passing behind someone.
- Be alert and use your eyes to avoid collisions and look behind you when backing up.
- Remove all jewelry when performing any activity in which there is contact with food or dangerous equipment, tools, and supplies.
- Do not stack dishes, cartons, or bus boxes too high. They may block your vision and cause instability, or cause your load to fall and break.
- Alert your manager to unsafe conditions or practices such as:
  - frayed electrical cords
  - broken or unsafe equipment
  - unsafe floor conditions
  - broken chairs or unsafe furniture
  - poor or broken lighting
  - leaky roofs, faucets, or pipes
  - chipped glasses
  - dangerous workflow hazards

*You* are the eyes and ears of your job. Don't assume that management is aware of a hazard. If you see or suspect a hazard, report it immediately and follow up on the report.

**It is Pincho's policy to keep your area  
Clean, organized, and safe.**

Be sure to review the *Material Safety Data Sheet* to learn how to safely handle chemicals and how to properly operate equipment. This material is included with all new chemical and equipment purchases. See your manager for details.

## Handling Equipment, Supplies, and Tools

Before you start your shift, you will learn about the various supplies, equipment, small wares, appliances, and tools available to perform your job. Follow Pincho's safety procedures in assembling, operating, maintaining, cleaning, and disassembling these items to prevent a hazardous situation.

**BE ALERT**  
**Take all safety precautions while using equipment, tools, and supplies.**  
**Always wear a safety glove on your free hand.**  
**Concentrate on what you are doing at all times!**

## Practicing Cost-Cutting Measures

Since food is the largest single expense, the entire Pincho team must stay alert to cost-saving methods. As a Pincho team member, you are expected to take a personal interest in keeping food cost under control. By following the below guidelines, you can have a large impact on Pincho's success:

- Keep your work areas clean and organized
- Follow recipes exactly
- Follow temperature guidelines
- Follow storage guidelines
- Keep ice on all thawed seafood
- Cover, label, date, and rotate all products
- Always use the oldest product first. (First In/First Out)
- Make use of **use first** label.
- Always use the right tools for the job (I.e. the correct ladle sizes) and use spatulas to remove all ingredients from containers
- Use scales to verify proper weights and follow specified portion standards.
- Always follow the Pincho weight tolerance guidelines
- Use *wiping cloths* for cleaning, not linen. Keep linen clean and use it for its intended purpose.
- Handle all breakable tableware with care
- Turn off equipment when not in use
- Follow par levels and prepare the correct amounts of food to avoid spoilage
- Store food at the proper temperatures to avoid waste
- Do not over-use disposable product such as paper products, tableware, and cups
- Cut vegetables close to the stem. Save the trimming for use in preparation of other dishes
- During non-peak periods, remain productive by preparing ahead for peak period

## Pitching in and Working as a Team

It is easier to achieve our goals working as a team or one cohesive unit, as opposed to working independently. Being part of a team is essential to the success of Pincho. Always be willing to pitch in and in turn, others will be there to help you. Practicing teamwork through commitment is the **only way** we can continually exceed our Guest's expectations. Remember **TEAM** means **T**ogether **E**veryone **A**chieves **M**ore. When practicing teamwork, it is important to communicate and exchange information with co-workers. Communicating job-related information with your co-workers and managers is key to performing your job and servicing our Guests.

Here are some teamwork examples:

- Informing your managers when you need help
- Practicing tight communication
- Letting co-workers know you need replenishment of a particular food item
- Notifying a Server about a *sold out (86'd)* item.

## II. Reporting to Work

Carefully read your schedule for your assigned shifts.

- Enter through the proper entrance (see your manager)
- Park in assigned, designated areas (see your manager)
- Clock in on the computer according to company procedure
- Follow all dress code requirements and arrive clean and neat
- Check information boards for updated information pertaining to your job
- Check daily specials and attend pre-shift meetings/line ups as requested by your manager.

### **WARNING**

**When walking through the kitchen, be aware of possible wet and slippery floor conditions.**

### **III. Opening Procedures**

#### **Organizing and Preparing for your Shift**

The Prep Position is to follow the below guidelines to properly organize and prepare for their shift:

**Prep Person's Opening Duties:** Perform the following duties in the AM:

- Set up your station
- Fill the 3-comp sink
- Read Prep sheets from the night before to see what you need to prep for.
- Gather clean utensils and supplies (i.e. containers, pan inserts, spatulas, cutting boards, equipment sections)
- Prepare sanitizing buckets following company standards
- Assemble and *turn on* the necessary equipment and appliances
- Prep Protein first, then Produce, and Sauces
- Use the appropriate colored cutting board to prep
- Yellow-Chicken
- Meat- Red
- Veggie's- Green
- Dairy - White
- Seafood- Blue
- Cooked items- Brown

#### ***Turning on the equipment and appliances***

Be sure to follow Pincho's procedures for safely and properly *turning on* equipment and appliances. Follow all safety rules to prevent a hazardous situation.

**KEEP ALERT**  
**Make sure all pieces of equipment are completely turned off  
prior to cleaning and maintaining.**

#### **Maintaining, cleaning, assembling and disassembling equipment, appliances, small wares, supplies, and tools**

Our equipment, appliances, small wares, supplies, and tools are very costly, and keeping them well maintained will lengthen their life. Be sure to follow Pincho's procedures for maintaining, cleaning, assembling, disassembling these costly items. Follow all safety rules to prevent a hazardous situation.

**The following pictures show organization of items in their proper storage area's.**

**A. The following appliances, utensils, tools and supplies are needed for the Prep station:**

<ol style="list-style-type: none"> <li>1. Surrogated knife/knives</li> <li>2. Chef knife/knives</li> <li>3. Measuring cup(s)/spoon(s)/pitcher(s)</li> <li>4. Cutting board(s)/ Racks</li> <li>5. Salt and pepper shaker(s)</li> <li>6. Mixing bowl</li> <li>7. Wire whip</li> <li>8. Spatula</li> <li>9. Thermometer</li> </ol>	<ol style="list-style-type: none"> <li>10. Trash can(s)</li> <li>11. Tong</li> <li>12. Scraper</li> <li>13. Scoop's</li> <li>14. Scale's</li> <li>15. Strainer</li> <li>16. Pot(s) (stock), pan(s), sheet tray(s)</li> <li>17. Dicer</li> <li>18. Knife Magnet</li> <li>19. Burr Stick</li> <li>20. Hand Mixer</li> <li>21. Tomato Slicer</li> <li>22. Mandolin</li> </ol>
---	--

**B. The following produce is needed for the Prep station:**

<ol style="list-style-type: none"> <li>1. Lettuce</li> <li>2. Tomatoes</li> <li>3. Cucumbers</li> <li>4. Cabbage/ Cole Slaw (Frittanga)</li> </ol>	<ol style="list-style-type: none"> <li>5. Onions</li> <li>6. Peppers/Jalapenos</li> <li>7. Olives</li> <li>8. Garnishes</li> <li>9. Parsley</li> </ol>
--	--

**C. The following meats are needed for the Prep station:**

<ol style="list-style-type: none"> <li>1. Chicken</li> <li>2. Chorizo</li> <li>3. Bacon / Turkey Bacon</li> <li>4. Steak</li> <li>5. Ground Beef</li> </ol>	<p>Seafood Items Shrimp</p>
---	---------------------------------

**F. The following miscellaneous items are needed for Prep station:**

1. Sauces 2. Seasonings 3. Breading 4. Eggs 5. Batter	6. Butter 7. Salsa /Pico
---	-----------------------------

**In order for Pincho to achieve high quality standards, it is your responsibility to follow all cooking/preparation specifications, recipes and plate presentations exactly as instructed.**

**IV. Operating Procedures**

Operating procedures are all tasks performed while the restaurant is in operation and Guests are physically in the building making purchases.

**Always follow our Pincho philosophy:  
“The first bite should taste as great as the last bite!”**

**Preparation Efficiency Tip:**

Follow the tip below to ensure top efficiency.

As a general rule when preparing multiple food items and performing repeat tasks, aim to perform one task several times (using the same motion) vs. skipping from task to task. Here are some examples: when opening up packages, open them all at once, when placing items in the cooler, place all trays at once, and when cutting one type of vegetable (cucumbers), cut all cucumbers at once before cutting another type of vegetable.

**Food Presentation**

The entire kitchen team plays a major role in guaranteeing that our Guests receive high quality food. Take pride in every item you prepare and **do not ever allow an inferior product to slip by our standards.** If you are in doubt about the quality of a product, do not risk our good name by allowing it to be served to our Guests. All inferior products must be reported to a manager, accounted for, and then discarded. Always aim at serving a “perfect product”.

## Performing Ongoing Duties

To ensure you are always prepared and efficient, perform the following job tasks throughout your shift.

- Sweep and clean the floor
- Wipe counters whenever possible
- Empty trashcans that are more than half full and line containers with new trash bags
- Wipe cutting boards
- Assist helping other coworkers and communicate regularly with kitchen team members
- Help clean the dish area
- Clean equipment, small wares, and appliances
- Stock and restock products to correct par levels
- Stock non-food items (plates, utensils, condiments, etc.)
- Prepare and stock garnishes
- Clean and organize station
- Ice down the appropriate foods
- Maintain sanitizing buckets
- Check food and cooling unit temperatures

## Tracking Food Quality

A Pincho kitchen is a very busy place and there are many kitchen team members handling food. Therefore, we must all play a vital role to track unusable or non-salable food products. To help keep food costs low, Pincho uses a food log tracking system to record and track all waste and incorrect orders such as: over portioning, improperly temp'd, re-heats and re-cooks. Listed below are the two types of Food Logs available:

### **1. Waste Log**

The Waste Log is used to track **any item that is of poor quality and has not been served to the Guest**. The actual unusable or non-salable item must be shown to a manager for approval. **Items that have not been served to a Guest**. For Prep it is important to write down any waste food items on this log, such as spoilage, rotten, any food item that cant be served.

- Food Item Name
- Reason
- Date
- Initials

Using this Waste Log will help monitor costs and prevent our company from serving inferior products to our Guests. Be sure to make an entry in the Waste Log **anytime** you discard any food item, no matter how small the item.

The below items would be considered waste and would be recorded and then discarded into a designated container for this purpose:

- Burnt food
- Food exceeding the specified shelf life
- Rotten items

- Food cooked incorrectly
- Any food product waste or unusable food
- Unclaimed food in the window for pick-up
- Spoilage
- Improper cooking procedure (i.e. over/under cooked item, an item that was *cooked* when it was supposed to be *cold*, an item that was fried when it should have been grilled.)

### Communicating Effectively with Coworkers and Managers

The Pincho policy is to make sure the Guest receives a quality product that is delivered in a timely fashion. Therefore, effective communication between you and your teammates is vital to the smooth operation in the kitchen and throughout the restaurant. It is key that you communicate regularly with all coworkers and managers.

Here are some instances that require solid communication amongst the team:

- Large orders
- Low calls
- Sold out items
- Items in need of maintenance or repair
- Replenishment of supplies
- The coordination of orders
- Special ticket requests

It is essential that the entire kitchen team keep in tight communication and stay in tune with one another. When productivity is at peak levels, our Guests receive excellent products and services.

Please see the *Restaurant Terms Glossary*, found in Appendix A, to learn of specific Restaurant Industry terms.

### Train and Guide Other Prep Persons as Requested by Your Manager

On occasion, you may be asked to help train new employees. This experience is very rewarding and will increase your value in our company. Also, this solid experience will be the next step in your career ladder into management. If you enjoy training, you may be considered to train as part of the opening team of trainers, at various new restaurant locations upon expansion. You will receive train-the-trainer training prior to officially training coworkers.

### Performing Additional Tasks Requested by Your Manager

Sometimes management may need you to assist in areas that are not a direct job responsibility of the Prep position. Always, keep a positive attitude and look at it as a *learning experience* to gain more knowledge in our operation. Learning various job tasks will help you



become a valuable team member and grow within our company. At the same time, the more tasks you learn, the greater opportunity for receiving additional shift/hours of work.

## **V. Closing Procedures**

### **Cleanup**

It is important to clean and maintain the entire restaurant for health and safety purposes. Since maintaining high levels of cleanliness and abiding by all health standards are crucial, the entire kitchen team will have a list of assigned tasks to be accomplished before departing.

**Prep Closing Duties:** Perform the following duties before leaving for the day to prepare and setup for the PM shift:

- Wipe down all storage units and counters
- Restock all products while following standard rotational procedures
- *Individually* wrap all necessary food items
- Wipe all walls around the station/area
- Sweep floor, under smaller coolers, and the walk-in cooler
- Prepare new sanitizing bucket and spray bottles
- Clean equipment, small wares, and appliances
- Place unclean dishes, supplies, and utensils in the dish room
- Refill condiments and seasonings
- Finish AM prep list
- Empty trash cans when about half full and replace with bags/liners
- Help the dish machine operator with dish room tasks
- Check with a manager for approval to leave

### **Maintaining, cleaning, assembling and disassembling equipment, appliances, small wares, supplies, and tools**

Our equipment, appliances, small wares, supplies, and tools are very costly, and keeping them well maintained will lengthen their life. Be sure to follow Pincho's procedures for maintaining, cleaning, assembling, disassembling these costly items. Follow all safety rules to prevent a hazardous situation.

### **Turning off the equipment**

Be sure to follow Pincho's procedures for safely and properly *turning off* equipment and appliances. Follow all safety rules to prevent a hazardous situation.

**KEEP ALERT**  
**Make sure all pieces of equipment are completely turned off  
prior to cleaning and maintaining.**

**A clean area is a trait of Pincho professionalism**

## **VI. Departing from Work**

Before departing from work, check to see if any of your fellow team members need help, then:

- Complete assigned closing side work and receive your manager's approval and verification
- Dispose of apron/towels in proper linen bags
- Receive your manager's permission to depart
- Clock out on the computer according to company procedure
- Exit through the proper door (see your manager)

### ***A Final Word***

You are essential to the Pincho team, essential to the success of our company. We ask that you review this manual frequently to be sure you understand all the procedures outlined here. Please follow all procedures properly so that Pincho can continue to offer our Guests friendly, efficient service and quality food in a clean, safe, and pleasant environment.

***Thank You and Welcome Aboard!***

## **Appendix A: Restaurant Terms Glossary**

Since communication is vital in operating a restaurant at maximum efficiency, it is recommended that you become familiar with the terms listed below:

**2-Top or Deuce:** A table that seats two

**4-Top or Regular:** A table that seats four

**Reach-in:** A chilled food storage area accessible by "reaching in"

**Walk-in:** A chilled food storage area accessible by "walking in"

**"In the weeds"** Extremely busy, backed up, or delayed

**86:** A term used when the kitchen runs out of an item (I.e. "*We are 86 ham*")

**"On the fly":** Quick action is required and is a top priority (I.e. "*We need a new bun cooked on the fly*".)

**Specials of the day:** Menu items not typically found on the menu. Specials are promoted as new and exciting dishes for our Guests to try.

**All day:** The total count of food items needed to complete all hanging tickets/orders (i.e. "*I need 5 eggs all day*")

**Open Face:** Serving a sandwich *with* the top piece of bread covering the sandwich

**Closed Face:** Serving a sandwich *without* a top piece of bread covering the sandwich

**JOB DESCRIPTION MANUAL: PREP POSITION**



***Statement of Compliance Form***

**Statement of Compliance**

I, \_\_\_\_\_, read and understand the policies and Procedures presented in this manual. I also understand that failure to comply with any of these

Policies and procedures may result in disciplinary action and/or termination of my employment with Pincho. I understand that this is not a contract or a contractual obligation of any type and that Florida is a *right to work* state. Pincho reserves the right to change any policy or procedure at anytime *with or without* notice.

\_\_\_\_\_  
Team Member's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Team Member's SS#

\_\_\_\_\_  
Manager's/Witness's Signature

\_\_\_\_\_  
Date

**Table of Contents**  
**Prep Person's Manual**

Page	Welcome to Pincho
Page	About your job description manual
Page	Summary of tasks performed by the Prep job position
<b>Page</b>	<b>I. General Guidelines</b>
Page	Delight our Guests by providing a pleasurable dining experience
Page	Follow sanitation guidelines
Page	Stock and rotate food
Page	Adhere to safety procedures
Page	Practice cost-cutting measures
Page	Pitch in and work as part of a team
<b>Page</b>	<b>II. Reporting To Work</b>
<b>Page</b>	<b>III. Opening Procedures</b>
Page	<b>IV. Operating Procedures</b>
Page	Preparing and cooking food items
Page	Performing ongoing duties
Page	Understanding food ticket procedures
Page	Tracking Food Quality

Page	Communicating effectively with coworkers and managers
Page	Train and guide other Prep person's as requested by your manager
Page	Perform additional tasks requested by your manager
<b>Page</b>	<b>V. Closing Procedures</b>
<b>Page</b>	<b>VI. Departing From Work</b>
Page	A final word
Page	Appendix A: Restaurant Terms Glossary
Page	Statement of Compliance Form

