





Communicate to: ALL FRONT OF HOUSE TEAM MEMBERS	
Topic: 1. WHY IS TAKEOUT PACKAGING IMPORTANT 2. PROPER MEAL PACKING STEPS & IMPORTANCE OF ORDER ACCURACY	
Expected Outcome: All team members understand the importance of accurate orders and know how to properly pack takeout orders and ensure maximum accuracy and pride	
1. Why is take out packaging important?	<ul style="list-style-type: none">• Take out is just as important as when a guest dines in.• This is an especially important position as you are the person that ensures our guests are receiving all their food and having a great experience at home.• Making sure our guests receive all their food is ESPECIALLY important as it can ruin their experience if they do not.• We take this seriously! No one can work this position till they have been certified!• Order accuracy shows your care!
2. Proper meal packing steps & importance of order accuracy	
SOP STEPS (What to do)	PROCEDURE (How to do it)
1. Identify the various To-Go packages we use Important Notes: <i>More than 50% of our business is To-Go. We take the presentation, quality, and ACCURACY of our packaging very seriously. Once the guest has left the building, we cannot fix errors as we can when they dine in.</i>	Burger/Chicken Sandwich Boxes- “clam shells”:  Salads & Rice Bowl Containers: 



Side Items: Fries, Sweet Tots, Tostones, Queso Frito



Side Items: Rice, Beans, Side Salad,



2) Burgers/Sandwiches

Important Notes:

Presentation and accuracy are critical.

-Ensure containers are smudge free and clean

-Inspect all order notes to ensure guests requests are met

Important Notes:

-Bowls are used for burgers/sandwiches with many add-ons to ensure they don't get smashed in the burger boxes.

-Single Burgers can be placed in a #4 bag (seen below in bags section #8)

Procedure: All standard menu item burgers go in the ivory clam shell box as seen below.



Burgers/Sandwiches with eggs and multiple add on can be placed in the round bowls as shown.



3) Salad Bowls & PINCHO's (Chicken, Steak, Shrimp)

Important Notes:

-ALWAYS ensure to pack salad and PINCHO together. **DO NOT FORGET PINCHO AS IT COMES OUTSIDE SALAD IN A #4 BAG**

-Pincho Sticker Guide

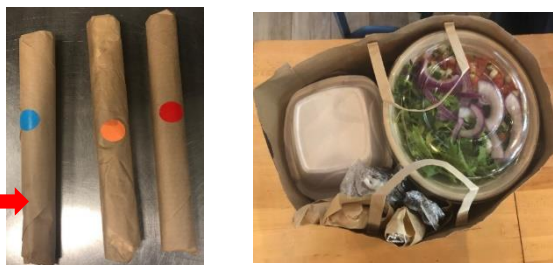
Red= Steak
Yellow= Chicken
Blue= Shrimp

-Ensure any SOS or extra dressing request is met. Sauce will always be placed inside bowl by inside expo

-PINCHOS are not placed inside salad bowls to prevent greens from wilting - warm and soggy

** DON'T FORGET THE PINCHOS

Procedure: Salads are always tossed and placed in bowl. Sauce is placed inside container ONLY IF customer requests extra or SOS.



4) Rice Bowls

Important Notes:

-Rice bowls always include the PINCHO meat inside bowl but removed from the skewer

-All sauces are placed in a 2oz souffle cup.

-Inside expo is responsible for placing sauce in souffle AND inside bowl on top of protein.

-All beans for bowls are placed inside the bowl

Procedure: Servers are to ensure order accuracy by checking ticket with bowl before placing lid on bowl and in bag. Check to ensure sauce is included.



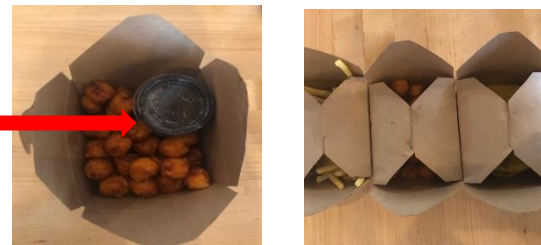
A maximum of 3 bowls fit in a bag. You can combine 3 bowls with Burger or Sides.

5) Side Items

Important Notes:

ALL sauces for Apple Butter and Cajun Fries go inside the box

Procedure: All fried items must have the flaps open to ensure proper ventilation. Sauces for sides are placed in the containers. Three sides can fit along each layer in the bag. Up to 9 sides in one bag **FRYS, TOTS, TOSTONES, QUESO FRITO**





Only 1 queso frito should be placed in a carton.
DO NOT stack more than 1 slice in take out
containe

Rice, Beans, and Salads



6) Pincho Dog and Kids Menu

Important Notes:

Kids burger and grill cheese served in a burger box

All kids meals come with (1) apple juice (6oz) or bottle of water



• **Procedure:** Kids items are in either 2 compartment container (kids chicken), clam shell (burger/grilled cheese, or foil (hotdog)

Kids Chicken



Pincho Dog/ Hot Dog



7) To Go Beverage Options

Important Notes:

Sodas are wrapped in a #4 paper bag so they do not make our food cold and so that the condensation does not wet bag

Up to two sodas per bag

• **Procedure:** To go soda's are given in CANS. We place the cans in #4 bags. Two cans per bag.



7) Bags

• **Procedure:** All items go in our branded PINCHO bag (left photo) Only single burgers or sides may go in a #4 bag (right photo)





8) Have Bags Ready for Pickup. Follow B.U.N.N.S checklist to ensure accuracy.

*It is critical to follow the **BUNSS packing checklist** for each order to ensure maximum accuracy.*

B.U.N.N.S Packaging Checklist:

1. Use the expo station pen/marker to check off each order item on the expo ticket as it is placed in the to go bag
2. Check for any BEVERAGES.
3. Add UTENSTILS
4. Add NAPKINS
5. SAUCES -Check for any additional order notes (no onion, extra patty, SOS, extra sauce, etc.)
6. SIDES- ensure all your sides are in bag
7. Staple bag in each corner and in middle with receipt. **WRITE YOUR NAME IN RIGHT HAND CORNER OF BAG**

Procedure: Once order is complete.

- Cashiers **MUST** check off each item in bag to match ticket. Follow BUNNS checklist.
- All items must be marked off
- Team member packing bag **MUST** write their name on the bottom right of ticket
- Bag must then be stapled shut as seen below. 3 staples!



Items all marked off

Check your BUNSS for take-out & delivery orders:

Beverages
Utensils
Napkins
Sauces
Sides