



JOB DESCRIPTION MANUAL: EXPO

Welcome to Pincho!

Welcome to the Pincho team!

You will be embarking on a journey that's going to challenge your train of thought each and every day. At expo, you are the captain of the kitchen. The maestro if you will. Not only will you be building all the Pincho creations, but you will also be directing the flow of the food coming out of the kitchen using excellent communication skills with your fellow kitchen staff. In addition, you will be directing the window regarding where the finished products are going as well as any final special instructions or feedback coming in from the guests. But, before you step into the kitchen, you will be provided with an array of tools that will allow you to understand and fully grasp the responsibilities that lie ahead for you. Aside from this manual and your employee handbook, we will introduce you to our Jolt system, which will serve as your primary reference for labeling food items, explaining recipes, and proper plating specifications. Everything you need to know will be at the tips of your fingers, but it's up to you to follow through and make sure you are using all your training tools accordingly. Are you ready for the challenge?

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 passion, we cannot exceed our Guests' goals.

About Your Job Description Manual

This Expo job description manual will explain your duties and responsibilities required to successfully become a professional Expediter for our restaurant and will:

- Show you how you play a 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

Some of your duties may vary at times. If you have any questions, do not hesitate to ask one of your managers. Please review this manual together with your policy and procedures handbook, which provides you with information on our company guidelines. Please take the time to review the *Orientation/HR* 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.

Since the Expo's individual job responsibilities may vary somewhat for each individual restaurant, please take the time to carefully review this manual and ask your manager to verify your exact job role and help answer your questions.

Summary of Tasks Performed by the Expo Job Position

The Expo position serves as the maestro, if you will, making sure that all parts of the BOH and FOH are flowing in perfect harmony (I know that's hard to imagine...)
Generally, the expo station is centrally located in the work area, and is offset by the cook line, cashier's station and server's station. This allows the Expo to control the pace at which the food comes out and the general flow of the restaurant.

Primary tasks performed by the Expo station include proper plating of menu item according to customer's specifications, ensure all takeout orders are completed accurately, maintain good communication with cashier, cooks, and servers in order to facilitate flow, direct cooks on ticket orders and maintain 6-8 minute ticket times, among other things.

The Expo position has full knowledge of all cook positions and normally assumes both roles during slower periods.

Below is a brief summary of tasks to help facilitate the Expo's job position:

- Meet guest expectations by providing beautifully plated quality food
- Follow sanitation guidelines
- Stock and rotate food
- Adhere to safety procedures
- Practice cost-cutting measures
- Pitch in and work as a team
- Report to work on time
- Perform opening procedures
- Perform operating procedures
- Prepare and cook food items

- Perform ongoing duties
- Process and manage food tickets
- Track food quality
- Handle special circumstances
- Communicate effectively with coworkers and managers
- Notify Servers of completed orders
- Train and guide other BOH positions as requested by your manager
- Perform side tasks as requested by your manager
- Perform closing procedures
- Depart from work

I. General Guidelines

Impress the Guest

As a Pincho team member, you play a vital role in dealing with the most important people in our restaurant—*Our Guests*. Your involvement with our Guests' enjoyment makes you an asset in our organization. In the eyes of our Guests, you represent Pincho and serve as a role model, influencing Guest decisions and contributing to their overall dining experience. All team members, whether front or back-of-the-house, are involved with ensuring our Guests receive a pleasurable dining experience. Every team member has the responsibility to treat each and every Guest with nothing less than the highest degree of respect and courtesy. Our Guests are paying their hard-earned dollars for a quality experience. Therefore, we must make it our number one priority to please all our Guests all of the time. Aim not to *meet*, but to continually *exceed* our Guests' expectations every day. Delighted Guests will tell their friends and family about us.

Please keep in mind, all it takes is one bad experience to lose a customer. So take pride in every meal you serve—do not ever allow a questionable product to be served to our Guests. When you take pride in delivering the highest quality product, you will create a pleasurable dining experience for our Guests and memories that will linger in their minds. At times, there may be a Guest relation situation brought to your attention. If this happens, be sure to handle the concern in a highly professional manner and refer to your manager if you are unable to resolve the matter.

The Value of a Complete Dining Experience

Always focus on delivering a complete dining experience to every Guest. It is important to make sure Guests feel welcome, and as though they are a part of our family. Our Guests are deserving of the most professional and courteous treatment.

Each Guest will have different needs depending on their *perception*. **Perception is *not* the way things are, but the way people *think* things are.** Perception is subjective and is based only on the Guest's *individual needs*. What a quality experience is to one Guest may not necessarily be to another. When dealing with our Guests, always use the three L's: **Listen, Look, and Learn**. **Listen** to what the Guest says, **look** at their nonverbal body language and

gestures, and **learn** their needs. When our Guests perceive value in their dining experience, we will all win.

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.

Dress Code:

All staff members must wear a Pincho uniform that is clean and pressed and a Pincho hat. Rubber soled/non slip shoes are to be worn at all times. Practice the best hygiene by being clean and showered. Short facial well groomed hair for men. Nails must be clean. The only form of pants acceptable are black or blue jeans and chef pants for cook and expo. No jewelry is allowed with the exception of wedding rings. Pincho shirts, hats, and other logo item must only be worn during individual working shifts. It is against company policy to wear on your time off.

Any staff member working on the line such as prep, cook, or expo the following applies to the dress code: No metal jewelry, watches, or earrings can be worn.

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 135 degrees.) Therefore, hot foods need to be kept above 135 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 Kitchen: It is important to use the proper cleaning methods when cleaning counters, small wares, equipment, 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.

Prepare Sanitizing Bucket

Pincho uses Ecolab as our source for all cleaning products. Grab a clean bucket and walk into the back to fill your Sanitizing bucket with exact amount that is dispensed properly through hose. Sanitizing Bucket is to be used to wipe down all counter tops and Sanitizing Spray and Degreaser spray should be used for cleaning equipment. The Sanitizing bucket should be changed after each shift with a new bar towel for cleaning.

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.

EXAMPLE:

Adhere 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 to the T and adhere to portioning standards.
- Follow temperature guidelines
- Follow storage guidelines
- Cover, label, date, and rotate all products
- Always use the oldest product first. (First In/First Out)
- Make use of **use first** stickers
- 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's 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
- Be aware of accidentally tossing small metal tableware or kitchen utensils in the waste bin
- 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 periods
- Read tickets carefully
- Do not prepare anything that has not been rung up
- Always follow food item waste and remake procedures (See below)

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 on the line
- Letting coworkers know you need to restock a particular food item
- Notifying a Server about a *sold-out (86'd)* item.

Please Note: There should always be at least one person on the line to handle orders. Do not leave the line unless a fellow team member or manager temporarily replaces your position.

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

Reference Expo Opening/Shift Change Checklist

Maintaining, cleaning, assembling and disassembling equipment, 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 on the equipment

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

Please Note: Periodically ice-down perishable items, garnishes, and dressings to ensure freshness (maintaining a temperature of 41 degrees or below). Before serving your first Guest and continuously throughout your shift, check food and storage temperatures. Always follow the labeling procedures to ensure fresh items.

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. Due to sales volume, the number of scheduled team members, restaurant set-up, and operator's preferences, operating procedures may vary for each individual restaurant. Please see your manager for your exact responsibilities.

Preparing and Cooking Food Items

Both the Cook and Expo positions work together to prepare/cook food items and the Expo assembles and garnishes the food. Always follow the prep/cooking specifications, recipes, and plate presentations to ensure a quality product. These materials are available in all Pincho restaurants by using your Jolt system.

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

Food Preparation and 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. If a Guest becomes dissatisfied, always bring it to the attention of your manager. Our managers are highly trained to deal with these situations. All inferior products must be reported to a manager and accounted for, and then discarded. Always aim at serving a “perfect product”.

1. Food prepared/cooked in advance

The prep person performs the majority of the larger prep tasks early on, however, some food items must be prepared/cooked by the cook or expo prior to the restaurant being open for operations. Advance preparation is necessary to make sure we have ample supply throughout the shift.

2. Food prepared/cooked to order

The majority of food items are prepared/cooked *to order*, when the restaurant is open and in operation and the Guests are on the premises. As tickets are processed, you will cook/prepare the menu items listed on tickets.

Ticket Times

Ticket times are determined from the time the order is rung into the POS computer to the time it is placed in the window for delivery to our Guests. Tickets with multiple items should not pass the 8-minute mark. Please notify a manager if you passed that time limit in order for them to speak to the guest. In the case of single item "side order" tickets, i.e. fries, tots, side salad, large salad no protein, under 6-minute ticket times are acceptable.

Performing Ongoing Duties

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

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

Processing and Managing Food Tickets

At Pincho, all food items are rung up on our *Point of Sales* computer systems (P.O.S.) called Brink. These terminals are located in designated areas throughout the restaurant. Depending on the restaurant size, each restaurant will be equipped the proper number of terminals and printers. Please see your manager for the locations of these units.

As the Server rings in orders on the terminal, the computer routes the order directly to the appropriate department(s) and the computer processes and prints the food tickets. The ticket is pulled off the computer by the Cook or Salad person and mounted on the ticket holder. **It is against company policy to cook anything without computer ticket verification.**

The Kitchen Ticket

A fellow team member or manager will show you an actual printed ticket from the kitchen for you to observe. The kitchen computer ticket will indicate the following:

- The specific menu items ordered, the time the order is taken, and whether the order is: 1) Dine in 2) Take-out
- Typical requests made by the Guest that are already customized into the computer. These instructions or “modifiers” are listed directly under the item it refers. In some locations, they may be printed in red ink. Three sample modifications are: no lettuce, no bacon, hot/cold, dressing on the side.
- Non-typical requests made by the Guest that must be customized by the Server. If the modifier requires a lengthily description, is somewhat complex, and can not be expressed by a typical modifier, then the Server of that order will either use the *order note* function, typing in the exact details or they will indicate *see server* and will verbally explain the specifics to the Cook or Expediter. If the Server fails to do so, get the help of your manager.

IMPORTANT
Processing food tickets is a high priority.
Food must be served immediately to our Guests

Processing and Managing Food Tickets

Prompt and efficient processing and managing of food tickets is key to delivering quality food to our Guests. The Cook and Salad positions process and manage all the food tickets. Then, the Expediter coordinates the items to complete the order. As a Cook, here are the steps to follow when processing and managing food tickets:

1. Ticket pops up on KDS screen.
 2. Read the ticket carefully
 3. Be alert to special instructions and exact details noted on the ticket
 4. Call out primary items to be dropped
 5. Prepare the items according to the cooking specifications and food photos.
 6. First, prepare hot items using proper equipment (I.e. flattop, oven)
 7. While those are cooking, prepare cold items
 8. Lastly, transfer the ticket to the Expediter who will complete/dress the items with garnishes and plate the order
 9. The Expediter must double check the order to ensure all items are completed according to the ticket before notifying the Server for pick-up and/or delivery
- Please Note:** The Cook may perform the Expediter duty if there is not an Expediter scheduled.

Timing Food Tickets

Timing food is essential to the success of our operation. Our Guests should not have to wait long periods for their food. Always complete your assigned duties and work in an efficient manner to timely service our Guests and prevent breakdowns.

The Race

Working as a team is vital and every team member plays a key part in the “race” and the passing the baton. The “race” begins with the Prep person holding the baton and having all necessary food items stocked and prepared. Then, the baton is passed to the Server who is taking the Guest’s order. The order is entered into the P.O.S. computer and sent to the kitchen. After, the baton is passed to the Cooks, who prepare/cook the food items. Next, the baton is passed to the Expediter who coordinates the *individual* food items to complete the *entire* order and adds the accompaniments and plates the food prior to handing the baton back to the Server who delivers the completed food

item(s) to his/her Guests. The “race” ends when Guests are enjoying their complete meal that is well prepared in a timely fashion

Tips for Coordinating Ticket Timing

Learn the following areas when preparing/cooking food items to ensure orders are timely and efficiently delivered to our Guests:

- **Preparation/Cooking Time**

Become familiar with the length of time it takes to prepare/cook food items by learning the cooking and preparation methods. This will help properly time and coordinate an order. Remember that a well-done steak will take less time than a medium rare steak. Analyze the food items on each individual ticket. Determine whether the items are to be served hot or cold and whether they are to be grilled or fried, or if they come from a steam table or are pre-made. The promptness and efficiency of the Cook and Salad stations sets the pace for the entire restaurant and how well we serve our Guests.

- **Type of Order**

Become familiar with the type of order and whether it is 1) Dine in 2) Takeout. The majority of times the ticket with the earliest clock in time is prepared first unless a manager instructs otherwise. Once you have solid experience, you will better understand ticket prioritizing. Your manager will teach you how to prioritize orders so we meet each Guest’s expectations.

- **Business Peaks and Valleys**

Always keep on top of the flow of tickets into the kitchen and be prepared for high peak periods. Don’t assume because it has been slow for over an hour, that it will remain slow throughout your shift. While the dining room may appear busy, the kitchen may not be busy because Server’s are holding their orders and have not yet turned them into the kitchen. Alternately, the dining room may appear slow, but the kitchen may be busy processing orders. Therefore, staying alert throughout your shift is imperative.

The kitchen team behind the line must process orders as quickly as possible to ensure the Guest receives it within the specified time limit. If an item has exceeded an 8-minute ticket time or product quality is slipping, get help.

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 late food and remakes. 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 been served to a Guest**, but returned to the kitchen or rejected, are recorded in the re-make log—not the waste log. Track discarded items in the Waste Log by recording the following information:

- 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

2. Remake Log

Unlike the Waste Log, the Remake Log records items **that were served to the Guest and returned or rejected**. The actual returned items must be shown to a manager for approval.

Track returned items in the Remake Log by recording the following information:

- Server's name
- Table number/Guest's name (to identify where to deliver the newly made item)
- Name of the food item returned
- Time
- Requested Temperature (if applicable)
- Delivered Temperature (if applicable)
- Reason
- Check Column (check when delivered to Guest)

Here are some reasons for remakes:

- Improperly prepared using the incorrect ingredients
- Poor taste or flavor
- The preparation of the wrong menu item (misunderstanding of an order)

- Improper cooking procedure (i.e. over/under cooked item, an item that was *cooked* when it was supposed to be *cold*.)

Handling Special Circumstances

At Pincho, we try our best to provide Guests exactly what they ordered, however at times we may have to handle late food or items that have to be remade all together. Since incorrect orders delay our Guests, all of the below items must take **top priority**. The below information explains the various types of mishandled orders.

1. Late Food/High ticket times

We have established estimated cooking/preparation times for all our food items. This time is measured from the time an order is rung into the computer until it is plated/bagged and put on the counter for pick-up. At all times, stay alert to the flow of service.

Late tickets can result from various factors such as:

- Peak business
- Disorganization
- Inexperienced team members (new trainees)
- Computer system malfunctions or programming issues
- Server delaying to ring the item into the computer

When food is running late, follow the below tips:

- As soon as you find yourself getting behind, a ticket exceeds our ticket time standards, or an order remains in the pick-up window for longer than usual, notify a manager. Do not wait until it is too late and several late tickets have accumulated and other areas become backed-up. Your manager will speak with the Guest(s) and may perform the proper functions on the POS computer to account for the item and related cost controls. In rare cases, a manager may have to adjust a Guest check and/or offer the Guest a discount or coupon.
- Allow your manager to deliver all late items directly to our Guest as quickly as possible. If a late item becomes an inferior product and has to be remade, then, handle it as a *remake* (see below)
- Record the late item in the appropriate food log

2. Remake items

Sometimes an entire item will have to be remade and can result from various factors such as:

- Peak business
- Disorganization
- Inexperienced team members (new trainees)
- Computer system malfunctions or programming issues

- A Server failing to follow the proper order taking procedures

When a remake situation occurs, follow the below tips:

- If you find you are running behind and quality is slipping, get some management assistance right away
- Inform your manager and he/she will approve the item for remake. After approval, remake the item promptly. Your manager will speak with the Guest(s) and perform the proper functions on the POS computer to account for the item and related cost controls. In rare cases, a manager may have to adjust a Guest check and/or offer the Guest a discount or coupon
- If the remake item is an entrée, such as a steak, always:
 - Place the order on a fresh plate with a fresh garnish.
 - Include new side orders/accompaniments with the remake item whether or not the original side orders/accompaniments were returned.
- Ensure that all remake sandwiches receive a new sandwich set-up.
- Take pride to make sure all remakes are perfectly prepared and exactly as ordered.
- When the remake item is complete, allow your manager to deliver all remade items directly to our Guests as quickly as possible.

Communicating Effectively with Coworkers and Managers

Pincho's 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 on the Cook's line. 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

As a team, the entire kitchen staff must keep tight communication and stay in tune to one another.

Please Note: On the line, to prevent a slow down, always acknowledge/call-back any request/directive from your co-workers to confirm you have heard them. (I.e. *OK, got it, coming up, right on, heard,* or echo the specific menu item back).

Notifying Servers of Completed Orders

When the order is completed and plated, the Expediter places the ticket on with the food order and calls for the order to be picked up by a Food Runner. All takeout and delivery orders are to be placed in a container with the proper utensils and condiments. After the order is picked up, the ticket is to be placed on the spindle or discarded. All food must be picked up and delivered to the guests immediately.

Training and Guiding other Cooks as Requested by your Manager

On occasion, you may be asked to help train new employees. This experience can be rewarding and will increase your value in our company. Also, it 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 restaurants locations upon expansion.

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 Cook 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 you tasks you learn, the greater opportunity for receiving additional shifts/hours of work.

V. Closing Procedures

Listed below are some required duties you are to perform when closing your station. Although we *clean as we go*, you may start cleaning duties as soon as it slows down. However, we do not want the Guest to wait for anything. Therefore, all orders come first, before cleaning and closing duties. We accept orders right up until closing time.

Refill sauce bottles- Ranch, Caesar, Ketchup, Mustard, Mayo, BBQ, & Apple Butter
Re-stock Pico, Jalapenos, Mandarins, Relish, and Olives

Back up Cheeses

Cover pans with plastic film and store below sandwich prep unit

Discard pita chips

Remove separators and take to dish area

Remove all food particles that fell below and wipe down using sanitizer

Remove cutting board and take to dish area

Wipe down sandwich prep exterior

Remove rice from warmer

Empty water from warmer

Turn off warmer and wipe down

Re-stock paper bags and trays

Restock napkins

Restock soufflé cups and lids

Clean hand sink

Empty trash cans and replace bags

Sweep floors

Clean floors using wash n walk, scrub with hard bristle push broom, and wipe clean with squeegee.

KEEP ALERT

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

Cook's Closing Duties: (last shift of the day, when closing for the evening)

When closing your station, perform the following duties before leaving:

Maintaining, cleaning, assembling and disassembling equipment, 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. 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's 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

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!

Please review the recipe/prep procedures, food photos, cooking procedures, quality identifiers, and plate presentations for further training

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: 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 fries all day*")

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

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

Entree: An item served as the main course of a meal.

Runner: A person who delivers food to a table in her station or a co-worker's station.



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