

KITCHEN ORIENTATION

1. BASIC INTRODUCTION TO ALL STATIONS
2. HW ROOM, 4 WALK-INS, PREP ROOM
3. LOCATION OF BACKUPS IN WALK-INS AND HOT BOX
4. ROTATION OF FOOD, FIFO, ALWAYS USE CLEAN PANS
5. NEVER OVERSTOCK, STEAKS, SHRIMP, KID PATTIES OR BURGER PATTIES ON CHAR
6. EXPLAIN BARE HAND POLICY
7. BEFORE PUTTING ON GLOVES, ALWAYS WASH YOUR HANDS
8. NEVER EAT IN FOOD PREPERATION AREAS (KITCHEN OR PREP ROOM)
9. ALL DRINKS MUST HAVE A LID AND STRAW (PLACEMENT BESIDES OR UNDER FOOD)
10. TAKE CARE OF EQUIPMENT (KNIVES, PANS, PLATES, ETC...)
11. LINE SWEEPS
12. TEMPERATURE CHECKS
13. CUTWORK CARDS
14. KITCHEN TRAINING BY STATION
15. HOW TO COOK CHIPS
16. COOK 4 TUBS OF CHIPS
17. DURING YOUR SHIFT, KEEP STATIONS CLEAN
18. WHEN LEAVING OR TAKING A BREAK ALWAYS CLEAN AND RESTOCK YOUR STATION
19. CLEAN OUT INSIDE OF COOLERS EVERY MORNING, REPLACE EVERY PAN
20. 1 FREE WEST TEXAS KITCHEN MEAL PER SHIFT (1 HOUR BEFORE OR AFTER)
21. MUST ASK MANAGER ON DUTY TO TAKE YOUR MEAL TO GO, MUST LEAVE OUT FRONT DOOR

SHIFT LEADER RESPONSIBILITIES

ALWAYS ROTATE FOOD NEVER OVERSTOCK
NEVER STOCK ABOVE THE COLD LINE AND ALWAYS USE NEW PANS
ASSIGN THE TEMPERATURE CHECK SHEET TO BE COMPLETED TO MANY
EMPLOYEES
WHEN WASHING HANDS, YOU MUST FOLLOW THE CABOOSE BARE HAND
POLICY
BEFORE YOU PUT ON GLOVES, YOU MUST WASH YOUR HANDS

ENSURE OUTSTANDING QUALITY OF PRODUCT
ALWAYS COOK CHIPS PROPERLY AND MEASURE WITH 1/3 PAN
ALL FRIES SERVED SHOULD BE HOT AND CRISP (COOKED TO ORDER)
SET ALL EQUIPMENT TO THE PROPER TEMPERATURE FLAT GRILLS, CHAR GRILL,
AND FRYERS
EQUIPMENT SET TO HIGH WILL CAUSE MANY ISSUES
ADD WATER TO ALL SAUCES AND QUESO ALL DAY LONG

PLACE THE KITCHEN STAFF ON THE PROPER STATIONS FOR A SMOOTH SHIFT OR
ADEQUATE TRAINING (DON'T TAKE UNNECESSARY RISKS)
IF NECESSARY, MAKE STATION CHANGES TO ENSURE THAT WE EXCEED OUR
GUESTS EXPECTATIONS, SEND HELP TO STATIONS IF NEEDED (NO STRESS
TESTS)

MANAGE BREAKS FAIRLY AND INTELLIGENTLY, WITH MANAGER APPROVAL,
AND TO THE BENEFIT OF OUR GUESTS
BEFORE BREAKS, ALWAYS HAVE THEM RESTOCK AND LINE SWEEP
ASSIGN CUTWORK, USE CUTWORK CARDS AND UPDATE CARDS
CHECKOUT CUTWORK FAIRLY

SHIFT LEADER _____
MANAGER _____

Kitchen Training by Station

FLAT:

Toast all buns, hoagies and croissants well. All sandwiches taste better with toasted bread.

Also, light mayo on clubs

Cook catfish on small flat left of char, If small char flat is full cook catfish on right side of large flat

Cook Texas Phillies on right side of flat, place cooked chicken breasts on left side of large flat

Cook kid patties on left side of flat

Never press the hamburger, use spatula to put 3 holes in patties, flip them hamburger patties 4 times

If the flat grill is too hot, it will burn the burger patties when busy (if too hot, notify manager)

Set Grill temp on the correct settings. If the grill is too hot, product will burn

3 holes in burgers so they cook faster and more evenly, (Hot center).

3 or 4 pieces of turkey on club and turkey supreme and 1 piece of cheese

Cook Turkey supreme meat on left side of large flat grill

Chicken salad sandwich, toast hoagie well, serve open face with leaf lettuce and 3 tomatoes

Put French dip cheese on hoagie with meat on top

Don't over stock or over cook product, especially shrimp, patties, bacon and strips (use pan cold line)

3 pieces of bacon on bacon burger and add bacon only, 2 pieces on everything else

Make sure kid burgers are cooked all the way, no pink, serve kid burgers open face on a small plate.

Don't rush the chicken salad sandwich, leave the bread on the grill till called for so it stays fresh

Notify MOD if product on line is not up to par.

Grill (6 to 8 each) Texas Philly jalapeños well, Left side of flat. Do not burn, but hot to touch (temp)

Put hamburger buns on grill after you flip the hamburger, toast outside lightly

Toast the outside of the buns last, so it's the hottest when the customer touches it

Don't butter the croissant or any bread used for a club

Light mayo and mustard on all sandwiches. Don't lather it on heavy

Clean mayo and mustard; no foreign objects

Clean flat, no burnt product or grill debris on burgers, Philly meat, or veggies

Only wrap to go sandwiches 1/2 way, the bread will stay crisp

Don't use butter dishes without legs (it melts the butter brushes)

Use a butter dish with legs for the jalapenos

Communication:

Hot Fries on Everything, time the fries to be the hottest, cook ½ baskets of fries only

Don't hurry up and screw it up, be patient, never rush the process

No ear buds in during business hours, only one in while opening or closing

Safety and Sanitation:

Wash hands after phone use

When washing your hands, follow the Caboose bare hand policy wash hands 20 seconds twice, soap and hot water then use sanitizer, 2 layers of protection

Avoid cross contamination. Never handle raw meats then veggies without washing your hands.

Watch where you place your drinks on shelves, must be below food,

Kitchen PQ by Station

FRY:

Always use these timer times

Hot Fries 3:30

Fried cheese and sweet fries 1:30

Fajita veggies :45

Zucchini and Mushrooms 1:50

Chicken fry 2:30

All hand breaded strip, zingers and frozen strips 4:45

Hot wings 5:45

Always a basket on top of mushrooms, cook mushrooms an extra 15 seconds to make crispy

Always bump items after dropping. When working with two people, one drop and bump, another pull and organize. Communicate.

Press chicken fries well. Dip, flour, dip. Roll your fist on chicken fries. Breading mixed through the meat (1/2 of a large plate, not torn apart). Never put a basket on the chicken fry, let it float.

Onion rings flour, dip, flour (light breading, drop gently into fryer)

Use old fries for Texas fries. If slow, always cook to order (half baskets of fries cook faster and better)

Chicken strips/zingers: dip, flour, dip, flour

When cooking chicken fried chicken, press the chicken to flatten it, it will cook much better

Shake excess flour off over trash can or flour bin, not in the fryer

Pickles and japs are dip flour: hot and crispy, drain well, use paperless basket or change checkered paper to remove grease

Zucchini and Mush cooked, well done, golden brown, not soggy and breading falling off (dip, flour, dip, flour)

When placing appetizers in the window, always notify the finish cook

Fries only halfway full in a basket: crispy and hot, fluffy and white

Strain product well (no excess grease)

Make sure oil is at the correct level. Too low food will not cook properly, too high food will float over the top of baskets

Make sure plates are clean not greasy (use second plate not greasy)

Safety and Sanitation:

Wash hands before and after putting on or removing gloves, after touching phones/ear buds

When washing your hands, follow the Caboose bare hand policy

Use yellow tongs for handling raw chicken, use red tongs for raw beef and green tongs for raw fish

When restocking product, always use fresh pans and never stock above the cold line

Use the Timer for all product

Always stock zingers and strips below the cold line

Never stock meat in the bottom of fryer cooler. Stock fajita veggies only.

Communication:

No ear buds in during business hours, only 1 in while opening or closing

Cook sweet fries last. Hot and Fresh- Front line calls for it when ready, not on monitor

Fry duties: frozen/timer/pull raw product in order and breaded product

Bare hand policy wash hands 20 seconds twice, soap and hot water then use sanitizer

FRYER TIMES

STRIPS/ZINGERS 4:45

HOT WINGS 5:45

CHICKEN FRY 2:30

FRIED CHEESE 1:30

HOT FRIES 3:30

ZUCH/MUSHROOM 1:50

FAJITA VEGGIES :45

MEXICO OVEN TIMES

TOP OVEN: 400 degrees LEFT SIDE: 6:00 RIGHT SIDE: 2:15

BOTTOM OVEN: 445 degrees 3:45

Kitchen PQ by Station

CHAR:

Never burn the product on the char grill. If burning, turn it down or move it, watch out for hot spots
When cooking steaks, use a thermometer and temperature chart to verify cooking process
Do not overcook or burn product on grill. Make sure grill is not too hot
Don't smash the product with skillet--cover upside down
Cook fajita chicken well before flipping (white on top) grill marks look best this way and it doesn't fall apart from over flipping
Cook beef fajitas in piles on the char grill
Cook fajita veggies for :45
Use oil on the char before putting product on the grill, never spray product directly
Hot skillets for fajitas with brightly colored and medium fried fajita veggies
Place fajita veggies flat on the skillet, not piled on, meat shouldn't touch the skillet
On to go fajitas grill the fajita veggies with a touch of fajita marinade on the flat grill (:45) burn the oil off like a skillet would
Cook fajita meat to order

Communication:

No ear buds in during business hours, only 1 in while opening or closing
No Fajita backups

Safety and Sanitation:

How to check grilled cat: thermometer, or spatula, flaky and white
Restocked product gets a new pan every time; rotate old product to the front
Don't overstock product over the pan cold line
Never overstock patties (2 pans below the cold line)
Never overstock kid patties (3 bags)
Never overstock chicken breast (1 pan) or shrimp (1 pan)
Use the correct color tongs for the correct meats (green=fish/shrimp, red=beef, yellow=chicken, black=cooked product)) and wash utensils and change water **every 4 hours**
Use the hot water for cooked food silver tongs only (171 degrees)
Wash hands after touching phones and ear buds and before putting on gloves
Tossing product to Mexico; well wrapped in foil. Not burnt or wasted
Bare hand policy wash hands 20 seconds twice, soap and hot water then sanitize

Kitchen PQ by Station

MEXICO:

MEXICO TIMER:

Small fryer 1:00 or Large fryer 1:00 Relleno, chimichangas, flautas

Raw rellenos 2:15 chicken fry timer, Cook chips :60 seconds

Never have backup queso in the water unless almost out or extremely busy (none in the hot box)

No cheese under rellenos it will make them soggy

When busy, prep or batter 3 to 4 rellenos only on a plate (use the plate to transfer the rellenos to the fryer)

When slow, don't pre-prep fried rellenos. Fry them to order every time so they are fresh, crispy, and bright

Cook rellenos in small fryer (use timer) make sure the fryer temp is set at 340 degrees

Never have backup queso in water (brown and bubbly queso never tastes as good as fresh yellow queso)

When heated up to proper temperature, transfer chili to pan

Not too much product on rellenos and needs to be centered (see green pepper on outside) plump, juicy, green peppers. Not burnt. Strain rellenos before panning, don't sit in water bath

Not too much cheese on nachos, nacho chips must lay flat on plate, spread cheese to the edge of chips and chips to the edge of plate. Cheese only nachos need more cheese than combo or meat nachos.

Cheese is expensive; use it lightly on the nachos, quesadillas, and enchiladas. Because cheese is expensive always place cheese on nachos and enchiladas over cheese bin.

Don't turn the small flat up too high, it burns quesadillas and doesn't melt the cheese. Not efficient

Maintain consistency of the sauces throughout the entire shift and add appropriate water when needed.

Queso thin to medium, Ranchero and green sauce medium, Guisada, enchilada sauce and sour cream sauce thick

Place Guisada in center of stem table. Stays much hotter

Sauce must cover entire tortilla on enchiladas so tortillas don't burn, place sauce to the edge of the tortilla

If dry, add water to spicy chicken (dry chicken does not taste very good)

Strain ground beef for 30 seconds- Not too dry, stir often and don't let it get greasy

Cook or toast soft tacos like quesadillas. Should be crispy on outside

Use 3 tortillas to cook quesadillas, layer 6 pieces around edge of plate.

Don't cut quesadilla meat too small, should bite size pieces, about 10 to 12 pieces

Less cheese on quesadillas is better, too much cheese will make them greasy and soggy

Cover and seal all tortillas so they stay fresh and not stale. Always cover nacho chips for the same reason.

Clean out taco and tortilla storage bins and tubs that hold food bowls

Toast wraps medium well on the seal, 2 rolls of turkey (4 pieces) and 1 hand breaded strip, and half a clear

portion cup of sauce for buffalo chicken. Any more will ruin the product, put the extra on the side (if requested). On wraps place lettuce in the center of the wraps so it does not wilt. Also, let chicken cool before building wrap so the lettuce doesn't wilt.

Don't waste cheese on the floor when topping product. Place cheese on product over pan

Communication:

Place H2O in backups and stove top pans for heating beef/chicken.

Manage people that help. One ticket items/nachos or prep rellenos. Don't turn away help--it's not whether you can do it alone but rather is the customer's experience excellent

Don't prep too many enchilada tortillas. Almost never 1 bag at a time. 1/3rd or 1/2 of the bag

Safety and Sanitation:

New pans on all new products every time, take taco meat strainer to dish room every time

Never mix old and new product

Keep station clean/wiped down and swept.
All tortilla bags need to be closed: flour, corn, cooked, or raw

Kitchen PQ by Station

FRONT LINE:

Sell tickets missing only one or two dragging items
Constantly look for tickets to sell
Do not place ticket on queso
Fold ticket in half so the QT can see it
Be calm and professional. Do not raise voice. Speak to the cooks, not the wait station
If possible, return untouched mistakes to line
If untouched, reuse items, sell mistakes to servers or give food to a deserving busser
Wipe bowls and plates for spilled beans/queso with a single use brown towel
1.5 scoops of queso on faladas
Add H2O to product through the whole day--consistency among cooks/shifts
Dip wings/zingers/ribs last so they are hot/fresh and not soggy
Keep cold food up top, not under the heat lamp: salads, fruit, coleslaw
Check the water levels on the steam tables throughout the shift. Water touching bottom of pan
Learn location of recipes for sour cream sauce, gravy, and beer batter
Put queso on top of all to go fajitaladas
Put queso on side of all to go chimichangas
Ask for a heard response from other cooks

Safety and Sanitation:

Never mix old and new bakes. Make sure bake warmer is on (7)
Use fresh, hot water for sanitizing spatulas, knives, and tongs (171)
New pans when restocking fresh product

Communication:

Never more than one queso down: fresh, correct consistency, golden not grainy
Be calm and professional. Do not raise voice. Speak to the cooks, not the wait station
Call for tacos last: fresh and hot, not soggy
Dragging on fryers, ask for management help and or make a change
Keep a clean kitchen: line sweeps, stations wiped/stocked, top oven clean w/ smoke breaks
Send dinner breaks at appropriate times: check parties and with MOD
Don't panic when recooks come back. Doesn't matter who's fault
Acknowledgement from other stations "Heard" (not yelling)

Kitchen training by Station

SALAD:

Use a radio for better communication

Make scoops of guac look authentic: not flat but not like it came right out of a scoop (throw it softly)

Leave veggies, macc and cheese, ribs, and broccoli in bags till served

No finger prints on black salad bowls

Make sure microwave plates are cooking evenly. Notify if burnt or cold

Wraps:

Wraps toasted well, 2 roll of turkey (4 pieces) and 1 hand breaded strip, and half a clear portion cup of sauce for buffalo chicken. Any more will ruin the product, put the extra on the side (if requested)

1 piece of grilled chicken on grilled wraps

1 piece fried chicken on Buffalo wraps

Light Tabasco and BBQ wraps 1/3 clear portion cups

Grilled wrap on open side till crispy

More lettuce is better

Cincos 5 (½0 scoops of guac

Big head nachos 3 medium scoops of guac

3 salads take cucumbers tequila lime, Baja, Mediterranean

Don't use double quantity button to cook 2 ribs or macc and cheese

Safety and Sanitation:

New pans for restock

Never mix old and new product

Fresh sanitizer in correct spot: salad, char, and fryer. Change every 4 hours

Clean plates and restock, notify MOD if dirty

Chipped plates to the office.

Communication:

Use the correct setups. Pot pie , wrap, quesadilla, etc. Use tools: pictures and signs

Keep Ribs in back until needed

Use the correct bowl for the correct product: mac and cheese, tortilla soup, pot pie, au jus, etc.

Microwave times for: ribs 4, rice 5/5/3, mac and cheese 2.5, veggies 2, broccoli 2, pot pie 2, brownie 15sec, popper dip 1.5 (saran wrap off), spinach dip 1.5 (saran wrap on)

Knives and tongs in hot sanitizer water (171)

HOW TO COOK CHIPS.....

1. Set chip fryer temperature to 325 degrees
2. Make sure fryer is full of oil (right on the lip of fryer)
3. Thoroughly wash out chip tubs
4. Use a 4" 1/3 pan for measuring chip amount to be placed in fryer basket
5. Lightly stir and turn chips until golden brown :45 to :60
6. Let drain for 10 seconds
7. Place large chip basket in metal pan to drain
8. Move the chips to the clean food tubs on table next to pizza cooler and then lightly season them with season salt
9. Always keep chips and tortillas covered. Chip tubs with lids and tortillas wrapped in bags.