

KITCHEN MINDER™

Training Session

INTRODUCTORY LEVEL - for everyone who runs a shift

Leader's Guide
June, 2009



TRAINING SESSION OVERVIEW



Purpose: The purpose of this module is to provide basic KITCHEN MINDER™ System training for everyone who runs a shift.

Location: In restaurant

Recommended time: 2 hours during slow time

Number of students: 4 – 6 maximum

Materials for Leader:

- ☐ KITCHEN MINDER™ Leader's Guide – Introductory Level (this Guide)
- ☐ KITCHEN MINDER™ Equipment Emphasis Guide (EEG)

Handouts (one per student):

- ☐ KITCHEN MINDER™ Participant's Workbook: Introductory Level







About this Leader's Guide: An answer key to the activities in the Participant's Workbook is located in the back of this Guide. You will be directed to read directly from workbook answer key so you and the students have the same script or steps.

Instructor / Trainer Tips:

Preparation: Complete 30 day prep and 5-7 day prep.

Type of session- Know your audience.

- New Install (Beginner)
- New Store Opening (Beginner)
- New Manager / Shift Leader Trainee (Beginner)
- Refresher
- For Beginner sessions, read the Leader's Guide as you lead the session to ensure all points are being delivered.
- For Refresher session, use the Leader's Guide as an outline to lead each topic. Depending on your audience, you may choose to read those sections needing more focus.
- It is important that you use your expertise to answer questions and provide examples, or supplement the points in the Leader's Guide.
- The script that is underlined is referencing the question answer for the participant workbook.
- When there is a checkbox in place of a bullet point, this requires demonstration or follow-up.

TRAINING SESSION OVERVIEW	
Graphic Cues	Meaning
	Question or Discussion: The Leader will pose question(s) to students and/or lead a discussion to measure level of understanding and gather ideas.
	Exercise or Activity: Students will participate in an interactive exercise as a group or individually. This exercise may be in the workbook, at the KITCHEN MINDER™, or the PC MINDER™ Program.
	Participant Workbook: Participants will refer to their workbook or other printed materials. Provide page number and encourage note taking.
	Facilitator Note: Special instructions or reference information for the facilitator. These are key points.
	Say Something Like: Suggested remarks on what the Leader can say in each section.
	Listen For: Listen to the responses from the participants.

Preparation - Before the Training Session



This preparation is crucial to the success of your training

30 Days Before the Training Session – Equipment Readiness

- ✓ Ensure functioning back-of-house computer (BOH) for PC MINDER™ Program in restaurant.
- ✓ Verify BACK OF THE HOUSE computer has working serial or USB port available (required) to allow data transfer from BOH to KITCHEN MINDER™.
- ✓ Determine method of data transfer to KITCHEN MINDER™.
 - Follow instructions on POS Compatibility Guide from ICC for the 3 potential scenarios:
 - Approved POS System
 - Unapproved POS System using ICC converter file
 - Unapproved POS System using PLS
- ✓ Complete pre-installation checklist (included in equipment quote) and return to ICC, via email or fax.
- ✓ Review KITCHEN MINDER™ Installation Guide found in equipment box or OPS Connect – provide to facility technician.
- ✓ Perform PHU diagnostic check prior to KITCHEN MINDER™ install. Timer bars must function properly prior to install.
 - ICC TIMER Diagnostic Check
 - Start LED test on left front side of PHU.
 - Press button #1. If LED was originally SOLID RED, it should turn SOLID GREEN.
 - Press button again and LED should turn back to SOLID RED.
 - Continue with Buttons 2 – 8 from left to right, the LEDs should react as described above.
 - Perform test on back keyboards, if installed.
 - Repeat test on all PHUs.

Preparation - Before the Training Session	
	<ul style="list-style-type: none"> ○ Prince Castle Diagnostic Check: <ul style="list-style-type: none"> ▪ Start LED test on left front side of PHU. ▪ Choose a Daypart menu that displays products in all 8 windows. All LEDs should be RED. ▪ Press Button # 1, LED should turn to SOLID GREEN. ▪ Press Button # 1 again, LED should turn back to SOLID RED. ▪ Continue with Buttons 2 – 8 from left to right, the LEDs should react as described above. ▪ Perform test on Back Keyboards, if installed. ▪ Repeat test on all PHUs. ✓ Schedule approximately 3 hours for installation of KITCHEN MINDER™ hardware and software during non business hours due to cable wiring which requires ceiling tile removal. This install should occur 7 – 10 days prior to the training session to verify system is working properly and allow for time to fix any issues. ✓ To troubleshoot issues, use KITCHEN MINDER™ Equipment Emphasis Guide and/or call ICC at 877-ICC-8788 for further support. <p><u>30 Days before the Training Session – People Readiness</u></p> <ul style="list-style-type: none"> ✓ Notify restaurant of KITCHEN MINDER™ installation date. ✓ Instruct Restaurant Manager to divide Team Members into training Teams led by Assistant Managers for “prior to installation training.” Add PHU timer bar light execution to Team Proficiency Chart. Have teams do the following: <ul style="list-style-type: none"> ○ Watch the KITCHEN MINDER™ Team Member DVD. ○ Execute the KITCHEN MINDER™ <i>WorkRight</i> Guide and quiz. ○ Practice PHU timer bar light execution and post proficiency on chart prior to Management training. <ul style="list-style-type: none"> ▪ Remind the Manager to bring the Proficiency Chart to the training session ✓ Read OPS Manual KITCHEN MINDER™ SECTION.

Preparation - Before the Training Session

- ✓ **Order KITCHEN MINDER™ Training by Role Guides and workbooks from Mimeo or Original Impressions. These can be downloaded from OPS Connect and printed locally, if preferred:**
 - **MUM Training by Role Kit (includes all leader guides, DVD, and participant workbooks). This will be your script to teach the in-restaurant session. Allow ample time to review the material and practice prior to teaching your own session.**
 - **For each restaurant, order an Introductory Level Participant workbook for anyone that runs a shift. Each shift runner must have their own workbook.**
 - **For each restaurant, order an additional workbook, Intermediate Level Training, for only the Senior Assistant Manager and Restaurant Manager. Each person must have their own workbook.**
- ✓ **Schedule 2 hours for the Introductory Level Training in – restaurant session for all the Management team.**
- ✓ **Schedule 4 more hours for the Intermediate Level Training in-restaurant session for only the Senior Assistant Manager and Restaurant Manager on a different day (recommended).**

	Preparation - Before the Training Session
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Day of Training Session – Your Certified Restaurant Trainer is your training partner.

Set up dining room for Manager “Classroom” training.

- Arrive a minimum of 2 hours prior to the training session.
- Determine best area to conduct training session in dining room.
- Have participant workbook available for each participant.
- Prepare restaurant Team for planned activities.

Set up office for PC MINDER™ & QES™ Training.

- QES™ "Grade Chart" & "Error Chart" printed from another restaurant or sample may be downloaded from OPS Connect (if new install or store opening)

Note: Charts cannot be printed at the install location since there is no history

- KITCHEN MINDER™ EEG

Review Set-up Responsibilities with Certified Restaurant Trainer (CRT):

- Set Up Training Materials in easel binder in Kitchen Area
- PHU & KITCHEN MINDER™ *WorkRight* Guides
- Set up Kitchen Equipment for training session

Be sure that:

- All KITCHEN MINDER™ cables/port/wiring clean & secure
- PHU light stickers above power switches on all PHUs
- PHU cavities labeled per PC MINDER™ diagram and product identified for dayparts 1, 2, & 3
- Forecast on PC MINDER™ ½ Hour Sales Tab – should be same day last week and sales should be similar at Manager's Command Station

Review Training Responsibilities with Certified Restaurant Trainer (CRT):

- Participate in dining room “Classroom” instruction in support of MUM
- Support completing page 14 of Introductory Level Training Workbook – “Demonstrate Your Skills” with Managers
- Ensure Managers can train Team execution of KITCHEN MINDER™ over the next week
- Teach how to cascade training to assigned Team over the next week

INTRODUCTION *(Approximately 5 minutes)*

Welcome participants: It's important to kick off the training session in a positive, upbeat tone. Inform participant that the workbook is for note taking and a personal reference guide later.

**Say something like:**

- Would you like to be more productive? Would you like to minimize waste and improve SPEED OF SERVICE? Would you like to see how well you are doing throughout the day? Would you like to make your job just a little easier?
- Well, that's what we are going to explore here today – how to do all of this and train your Team Members at the same time! Are you ready?
- We're going to do a little work out here in the dining room to start, but we'll
- spend most of the session "hands on" in the office and kitchen.
- The AGENDA for today is:
 - Role of Team Members with KITCHEN MINDER™ System
 - Role of Manager on duty in making KITCHEN MINDER™ System a success
 - Overview of KITCHEN MINDER™ System (components and functions)
 - PC MINDER™ Software - Opening Manager accountabilities
 - KITCHEN MINDER™ "Product Status" screen – key information
 - Monitoring the QES™ Grade (MAKIN' THE GRADE™ Sign)
 - Practice session
- Turn to page 2 of the workbook – "Why should I use the KITCHEN MINDER™ System"?

Today's agenda

Note: Each agenda item has a correlating **shaded bar** that begins that topic in this Guide.



Workbook
Page 2
*Why Should I
Use the
KITCHEN
MINDER™
SYSTEM*

Ask:

- So, why should we use the KITCHEN MINDER™ System? In the past, how did we know if we had product quality issues in our restaurants?

Listen for:

GUEST TRACSM (if available), customer complaints, OER

**Ask:**

- Wouldn't it be better if we could identify and correct issues before our Guests experienced poor quality products?

Say something like:

- The KITCHEN MINDER™ System is a tool that tells us exactly which product(s) to cook in advance of the next half hour of business (this is similar to the Production Schedule you use today). There is no more guessing how much to cook. The biggest difference is that as we use the product, the KITCHEN MINDER™ System will tell us what to replace. If we don't use a product prior to the hold time expiration, the PHU timer bar light will flash red as it does today and the KITCHEN MINDER™ will remind us to replace the product by cooking more, or to discard it.
- Think of the KITCHEN MINDER™ as a "Production Coordinator Robot." Instead of a person telling us how much product to cook, the KITCHEN MINDER™ does it for us.
- The KITCHEN MINDER™ System is like a giant calculator or brain that will help make your life easier – your shifts will run smoother, and hopefully, profitability will improve in your restaurant.
- The grading system of the KITCHEN MINDER™ System, the QUALITY EVALUATION SYSTEM™, helps us to see which Team Members are not following proper procedures. This tool also helps us to improve our performance. It provides an analysis of the day and gives us 45 days worth of data for review so we can plan for improvement. The grading system helps us identify quality opportunities in the kitchen. We can then be proactive and take corrective action prior to the Guest telling us.
- These four reasons highlighted are apparent immediately. There are two more reasons listed on page 2:
 - Helps reduce waste by using dayparts
 - Allows for sales adjustments and product mix
- These will become apparent as you become experienced in how to correctly use the KITCHEN MINDER™ System.
- As you progress through the workshop today, enter your own reason for using the KITCHEN MINDER™ System in the empty squares.
- As you can imagine, your Team has a huge role in the success of the KITCHEN MINDER™ System. Let's take a look at their role.

ROLE OF TEAM MEMBER - The Key to Successful KITCHEN MINDER™ Execution

The Importance of Team Member Training & Execution

Say something like: I want to start with a quick review of the PHU timer bar procedures because training your Team on PHU basics is so critical to the success of the KITCHEN MINDER™ System.

Check or review the following:

- ☐ **Verify that all participants and their Team Members have watched the KITCHEN MINDER™ CD/DVD.**
- ☐ **Review each Manager's Team Proficiency Chart to ensure Team Member training on the PHU timer bar lights has occurred.**
- ☐ **Administer the KITCHEN MINDER™ *TestRight* Guide located in the back of the Workbook. Review answers and ensure understanding prior to moving forward.**



Say something like:



- PHU timer bar light execution is critical for the KITCHEN MINDER™ System to function properly.
- The KITCHEN MINDER™ System is connected directly to the PHU timer bars.
- As Team Members interact with the timer bars, the KITCHEN MINDER™ System tracks their performance and displays a grade in the kitchen on the MAKIN' THE GRADE™ Sign, which is similar to our drive-thru timer display.
- This is why you were asked to review the PHU timer bar light execution prior to today's session. The timer bar lights tell the KITCHEN MINDER™ when something needs to be cooked or discarded. When the pan is empty, the employee must immediately push the button once and remove the pan.
- If more products are needed, the product and amount to cook is displayed on the KITCHEN MINDER™ Screen. Team Members must react to the instructions on the KITCHEN MINDER™ Screen, and either cook or discard products as instructed.



**Ask:**

- So, for the Team Member, what do you see that will be different for them to do?

**Listen For:**

Not much, very little, it's the same

**Say something like:**

- That's right. Their role is not much different than what they should already be doing. The only difference is that they should read the KITCHEN MINDER™ Screen and follow the instructions on how much to cook as opposed to using the Product Level System Production Schedules.

THE MANAGER'S ROLE – in Successful KITCHEN MINDER™ Implementation
(Approximately 5 minutes)**The Manager's Role****Say something like:**

- So far we've been talking about your Team Members. Let's now discuss YOUR role.
- Your role is: TRUST the System. Your role is to trust the KITCHEN MINDER™ System and ensure Team Members follow the instructions to cook and discard. It can be a little scary at first because it may instruct them to cook food even though your restaurant may seem slow or have no business at the time. As the leader, you need to reassure them that the KITCHEN MINDER™ System is forecasting product based on the next ½ hour sales and should be trusted.
- Making sure your Team understands and trusts the KITCHEN MINDER™ System is the key to success. In order to do that, YOU have to trust it.

**Ask:**

- How do you think the KITCHEN MINDER™ System knows the quantity of food to cook?

**Listen for:**

Similar to the way PLS charts were created, previous history, POS system, last week's sales, etc.

**Say something like:**

- Exactly - It has been preloaded with the projected sales and product mix for the day. The KITCHEN MINDER™ System knows what is coming up the next half hour and gives you time to cook the appropriate amount of food and have it ready in the PHUs before Guests arrive. This allows the Team to spend their time assembling sandwiches when Guests arrive, instead of cooking the products and then assembling sandwiches – which slows production down.
 - Having the food in the PHUs before Guests arrive can improve SPEED OF SERVICE (no waiting for products to cook) and helps to control waste if the System is followed properly. Often, Team Members will see few Guests in the restaurant and choose not to cook products displayed by the KITCHEN MINDER™. As a Manager, you can not let this happen. Trust the System and your Team Members will follow. Remember, you trust your calculators, right? This is a “Key Point” to successful KITCHEN MINDER™ operations.
 - Remember “Shadow of the Leader?” You have a huge impact on your Team. You are a role model. Be a positive one!
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Overview of the COMPONENTS AND FUNCTIONS of the KITCHEN MINDER™ System
(Approximately 5 minutes)

Functions of the KITCHEN MINDER™ System



Say something like: Now that we have covered the people aspect, let's move into the functions of the equipment itself. As a review of the functions of the KITCHEN MINDER™ System, turn to **page 3** of your workbook. Let's evaluate the true/false statement:



Page 3

*Functions of
the KITCHEN
MINDER™
System*

The KITCHEN MINDER™ System acts as an electronic Product Level System, replacing the Kitchen Production Schedules for all products held in a PHU.

Ask: Is this true or false? Circle your answer on page 3.

Listen for:

Yes, this is true – no more difficult paper schedule to read. It is now an “at a glance” screen.

Say something like:



There are 4 key functions of the KITCHEN MINDER™ System. Please write this on page 3 as I review them.

The KITCHEN MINDER™ System:

- First, it instructs the Team when to cook and discard.
- Second, it allows the Manager to adjust both sales and product projections accurately in real-time.
 - For the first time, it allows our Managers to adjust the sales and product mix projections throughout the day as needed, based upon the sales trends for that day
- Third, it measures and grades Team execution of cook/hold/discard procedures.
 - While the System provides real-time grading of product cook/hold/discard procedures, it also stores this information for future use

Overview of the COMPONENTS AND FUNCTIONS of the KITCHEN MINDER™ System
(Approximately 5 minutes)



- Last, it provides detailed information to assist in improving performance.
 - The QUALITY EVALUATION SYSTEM™ provides detailed, historical data on the back of house computer to review our performance



Page 3

Key Point

Review page 3 of the workbook. Ask someone to read what they wrote down as the four functions.

The key point to remember as referred on page 3:

It is critical that you trust the KITCHEN MINDER™ System as you would a calculator.
Cook the product level that it indicates, and your Team will follow your lead.

Components of the KITCHEN MINDER™ System



Say something like:

- Now, let's take a look at all of the components of the KITCHEN MINDER™ System and their functions. For the majority of this section we will be in the office and kitchen. We'll learn how to start the KITCHEN MINDER™ System and the opening accountabilities for the Manager with regard to PC MINDER™ Program.
- Let's take a look at **page 4** in your workbook. Here you will see graphics representing each of the components of the System as well as the PHU timer bars.



Page 4

*Components of
the System
Exercise*

Activity:



- **Let's review each of the following required components on Page 4 by taking turns reading each component description directly from the workbook.**
- **On page 4, the exercise asks us to draw a line connecting each component to the box below with the name and description. For some, this may be very easy, yet let us make sure we learn to call each component by the appropriate name.**



Page 4

*Team
Understands
PHU Timer Bar
Lights*

Overview of the COMPONENTS AND FUNCTIONS of the KITCHEN MINDER™ System
(Approximately 5 minutes)

- Let us complete the question at the bottom of page 4 in your workbook, the question asks “Why is it essential that Team Members understand, and correctly use the PHU Timer Bar lights prior to utilizing the KITCHEN MINDER™ System”? What do the timer bars have to do with the function of the KITCHEN MINDER™?



Answer: The time bar communicates to the KITCHEN MINDER™. This is why in preparation for this session we asked you to work with your Team Members on proper execution.

Transition from KITCHEN MINDER™ Components to Opening Manager Accountabilities. If install, new store opening, or new trainee, move participants to KITCHEN MINDER™ and review key components outlined in the workbook. If this is a refresher, move participants into the office for the PC MINDER™ Session.

PC MINDER™ - Opening Manager Accountabilities (Approximately 25 minutes)

Page 5
*Opening
Manager
Accountabili
es*



Turn to **page 5** in workbook to take notes.

In this introduction to PC MINDER™ Program, we'll answer some key questions in our workbook such as:

- Why are the Opening Manager tasks so critical?
- When should the opening tasks be completed?
- What should be done if the opening tasks were not completed before opening the restaurant?

Say something like:

As we review the first question,

- It is absolutely critical for the Opening Manager to perform the opening accountabilities accurately. In order for the KITCHEN MINDER™ System to forecast accurate data, a well thought-out forecast must be selected every day. If tasks are not done correctly, inaccurate forecasting causes food to not be ready on time or preparation of too much food.
- Remember, the KITCHEN MINDER™ System is simply a computer – ever hear of the phrase, “Bad Data Input = Bad Data Output” This applies to the KITCHEN MINDER™ System as well. The KITCHEN MINDER™ System DOES NOT speak directly to your POS system. It simply provides your Team with the forecast for the day. The forecast can ONLY be obtained by completing the daily steps in the PC MINDER™ Program at least 15 minutes before opening. Fill in the blank of the second question.
- The opening tasks take between three to five minutes to complete. If you forget to send the forecast, it can be done as soon as you remember. It is acceptable for the Restaurant Manager to adjust or change the forecast when he/she arrives. We will cover that in the Intermediate Level Training.



Page 5
*Daypart
Changeover*

PC MINDER™ - Opening Manager Accountabilities (Approximately 25 minutes)

- Each morning, it is CRITICAL that an appropriate forecast be chosen and sent from the back of house computer to the KITCHEN MINDER™ System. This ensures the accuracy of the KITCHEN MINDER™ sales and product projections. Should a forecast not be selected by the opening time of the restaurant, the restaurant's grade will immediately move to F and remain at F until a forecast has been sent to the KITCHEN MINDER™ System.
- For restaurants serving breakfast, it is also very important that the KITCHEN MINDER™ be adjusted from "Daypart 1" (breakfast) to "Daypart 2" (regular menu) at the proper time. The KITCHEN MINDER™ reminds you to do this 15 minutes prior to the scheduled changeover time to allow for proper batch cooking. If the restaurant does not adjust prior to the scheduled changeover time, the restaurant's QES™ grade will immediately move to F and remain at F until "Daypart 2" has been selected on the KITCHEN MINDER™ System.
- You must know how to open the PC MINDER™ Program to perform the opening tasks. Write on page 5 how to find the PC MINDER™ Program in your computer.
- The three opening tasks for PC MINDER™ Program are:
 1. Create the Manager Schedule
 2. Select appropriate forecast - Load proper sales/ product mix file (usually same day, last week)
 3. Send data to KITCHEN MINDER™ System
- Follow along and take notes in the workbook on page 6 as I demonstrate the following steps of the first task. Let us move to the office.



Page 6
Create
Manager's
Schedule

STEP 1: Creating the Manager's Schedule

Demonstrate this task using the following steps:

- ☐ Open the PC MINDER™ Program on the computer
- ☐ Notice the tabs at the top – Manager's Schedule tab is highlighted. This is the current open page

PC MINDER™ - Opening Manager Accountabilities *(Approximately 25 minutes)*

- ☐ The store hours can be adjusted for the current day if needed by clicking on the drop down box for “Open” or “Close.” The standard hours are set up when the System is installed
- ☐ The Managers for the day will need to be assigned by clicking on the box that says “Day Manager” first. When the System is set up, all Managers names are entered and a drop down box with their names will appear when you click on the “Day Manager” box. After selecting the Day Manager, click on the “End Time” box and select the time his/her shift ends from the drop down box
- ☐ Continue to choose Manager Names and ending shift times until the schedule for the day is complete, up to six managers per day

**Activity:**

On page 6, instruct participants to put these steps in order to create the Manager's schedule. Review answers.

**KEY POINT:**

Assigning Managers – Only one Manager can be assigned to a shift at any time. If there is overlap, you will need to identify who IS

RESPONSIBLE for the shift, and enter his/her name and shift end time.

The system forces this to ensure accountability and to track in the QES™ System (discussed later). If you do not see all Managers' names listed in the drop down box, inform the Restaurant Manager.

“What Do I Do Now” Feature: If unsure of steps at any time, use this help feature. It is located in the upper left corner of the screen on each tab of the PC MINDER™ Program. Watch as I demonstrate.



Page 6

*Provide
workbook
answers*



*Practice
Creating
Manager's
Schedule
Steps*

Activity:

Allow each participant to practice steps to Create Manager's Schedule. Ask questions to check for understanding.

- Let's turn to page 7 to take notes and follow along as I demonstrate the steps of the second task.

PC MINDER™ - Opening Manager Accountabilities (Approximately 25 minutes)



Page 7
Select
Appropriate
Forecast



Practicing
Steps



Show location
new product
addition

Step 2 – Selecting Appropriate Forecast

Demonstrate this task using the following steps:

- ☐ After completing the Manager's Schedule, load the sales and product mix file
- ☐ To load in the sales/product mix forecast for today, select "Forecast" on the menu bar. Then select the "Recall" button. The "Recall Forecast" window will open. Choose the day you wish to use by clicking the file name and selecting the "Recall" button
- ☐ We recommend using the same day from the previous week. The sales/mix forecast will load instantly

Activity:

On page 7, instruct participants to put the steps in order to select appropriate forecast. Then allow time for practicing steps in the PC MINDER™ Program. Ask questions to check understanding.

Say something like:

- The practiced steps are your normal routine when selecting a forecast. Additional steps will be asked of you when we are adding a new menu item or if the Restaurant Manager requests you to pull a "Special Day" forecast.
- If it is the first day of soft sell for a new product, follow the Daily Planner instructions provided by your Manager to properly enter the information.
- If a new product appears in the white area of the yellow box labeled "Update Product Mix" at the top of the page once you select a forecast date, you will need to click on the "Add", "Ignore" or "Replace" button before you proceed. If you know that the product is held in the PHU or timed by the optional FLEXI-TIMER™, click on the "Add" button. If the product does not meet the previous criteria or you are not selling the product, click the "Ignore" button. If you are not sure, click on the "Add" button. In all cases, make a note to inform the Manager when he/she arrives.

PC MINDER™ - Opening Manager Accountabilities (Approximately 25 minutes)**Recalling A “Special Day” File**

Demonstrate this feature using the following steps:

- Your Manager may request that you recall first of month, payday, a forecast from a special day, such as reoccurring special, school event, etc. Follow along as I demonstrate the steps:
 - Choose “Forecast” from the menu bar
 - Select “Recall”
 - Select “Special Days,” you will be prompted to enter the password - **admin**
 - Select the “Recall” button
 - Select the file you wish to recall
 - Select the “Recall” button. The selected file is now loaded in the PC MINDER™ Program and ready to transfer
- This does not occur often, so we will not practice the steps. Your Manager will provide guidance at the “Special Day” request load.
- Let’s turn to page 8 to take notes and follow along as I demonstrate the steps of the third task.



Page 8

*Send Data to
KITCHEN
MINDER™*

Step 3 – Send Data to the KITCHEN MINDER™ System

Now we’re ready to send the forecast to the KITCHEN MINDER™.

Demonstrate this task using the following steps:

- ☐ Click Send to KITCHEN MINDER™ Tab
- ☐ Select the ‘Send Forecast’ button
- ☐ You will hear the KITCHEN MINDER™ beeping
- ☐ Observe progression on the “Update Status Bar”
- ☐ When the process is complete, close the PC MINDER™ Program
- ☐ Remember to answer “Yes” when asked if you want to save changes to PC MINDER™ Program

Optional: You may wish to use the loaded ½ hourly sales page from the PC MINDER™ Program for the Command Station posting.

- To print, follow these steps in the PC MINDER™ Program:

PC MINDER™ - Opening Manager Accountabilities *(Approximately 25 minutes)*

*Practice the 3
Opening
Tasks*

- Select the Half Hour Sales tab
- Select the "Print" button

Activity:

On page 8, instruct participants to put the steps in order to send forecast. Then allow time for them to practice all three tasks including how to send to KITCHEN MINDER™.

Make sure each participant is able to demonstrate correct procedures for the following tasks on the PC MINDER™ Program:

- ☐ **Open PC MINDER™ Program and input the Manager's Schedule**
- ☐ **Load the sales/mix forecast for today's projection**
- ☐ **Send the data to the KITCHEN MINDER™ and close PC MINDER™ Program**
- ☐ **Optional: Print loaded ½ hour sales projection from the PC MINDER™ Program**

Ask questions to check participant understanding.

KITCHEN MINDER™ “PRODUCT STATUS” SCREEN (Approximately 25 minutes)



Page 9

Key Definitions

**KITCHEN MINDER™ “Key” Overview**

Move participants out of office and into the kitchen area away from production or to Team break area. Turn to page 9 and take turns reading the “Key” definitions directly from the workbook. Demonstrate key functions after page 12 when the restaurant is not busy.

Say something like:

Let's review the location and purpose of the KITCHEN MINDER™ Keys using the provided definitions on page 9 of the workbook. **As we take turns reading from the workbook, draws a line connecting the key with the definition in workbook.**

- Today, we will focus on three of the keys:
 - “Product Status” key
 - “Daypart” key
 - “Sales Level” key

Take notes beginning on **page 10** of the workbook. We'll review when finished to ensure everyone has the correct answers.



Page 10

Product Status
All Pans Full**“Product Status” Key:**

- The first key we will cover is the **“Product Status”** key. When selected, the “Product Status” key shows the view in displayed on page 10 or your workbook. This is the screen most often displayed in the kitchen. If it is not displayed, press the “Product Status” key. This screen displays the cooking/discarding information for the Team.
- When “All Pans Full” is displayed on the “Product Status” screen, the Team is caught up. On this screen, you see the current status, which is what? (FULL), and the time of day, which is what? (8:58). The KITCHEN MINDER™ “Product Status” display also shows the actual level that should be used for the heat chutes and the ½ HOURLY SALES projection for the current time period (\$99). “+000” should always be displayed at opening. I will show you how to adjust this in just a few minutes. DP1 stands for Daypart 1 which means you are on breakfast menu.

KITCHEN MINDER™ “PRODUCT STATUS” SCREEN (Approximately 25 minutes)



Page 10

Product Status

Cook

- When the “Product Status” screen displays “Cook,” as displayed on page 10, the KITCHEN MINDER™ is instructing how much product the Team Member should cook:

- Each line represents one pan

- “Cook” indicates the products that need to be cooked with the number of patties to be placed in the pan.
- According to the image on the screen in your workbook, what action should be taken? What product should be cooked?
- Listen for the following responses to write in the workbook:

Cook 3 FishCook 12 Burgers

- How can you tell when a product is in the process of being cooked by looking at the status screen?
- Listen for the following response to write in the workbook: There is a checkmark by the product.
- When multiple people are working in the kitchen, you should use the “Check Mark” feature to tell others when product has already started cooking.
- Steps to move the cursor (>) symbol are:
 - ☐ Use the “Up/Down Arrow” keys to move the cursor (>) symbol that is displayed next to the cook/discard message
 - ☐ When the cursor (>) symbol is next to the product that will be cooked, press the left “Function” key (small round key with an arrow that points to the check mark on the screen) to change the cursor (>) symbol to a check mark
 - ☐ When the product is placed in the PHU after cooking and the timer bar light key is pressed, the checked product message will disappear from the screen



Page 10

Product Status

Checkmark



Page 10

Product Status

Checkmark

Steps

- The check mark function is not required and is not graded – it is a “best practice” to avoid double cooking of product during busy periods.
- The timer bar lights communicate with this screen and causes items to appear on the list when product is needed or when product is expired.

KITCHEN MINDER™ “PRODUCT STATUS” SCREEN (Approximately 25 minutes)



Page 10

PHU Timer Bar
Lights Remove
Items

- Let's complete the “fill in the blank” in workbook on page 10:
 - RED SOLID – Product is needed
 - RED BLINK – Product expired
 - GREEN BLINK – Product is about to expire, use first
 - YELLOW BLINK – Product is about to expire
 - Lights off – No product needed
 - Items will appear on the “cook” or “discard” list if PHU timer bar indicates a red or blinking indicator. Team should then cook the product. The item is removed when new product is placed into cavity and timer bar light is pressed.

Check for understanding by reviewing answers on page 10 prior to moving to next key.

“Daypart” key:**Say something like:**

- Let's move to the “**Daypart**” **key** screen. Refer to your workbook on page 11. With the KITCHEN MINDER™ System, there are three dayparts.

Ask:

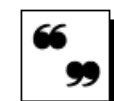
Who knows what the dayparts are?

Listen for:

- 1) Daypart 1 is at breakfast
- 2) Daypart 2 & 3 are regular menu.
- 3) Daypart 2 is used during normal business
- 4) Daypart 3 is used during slow sales period when we may want to “Cook to Order.”

Say something like:

- Fifteen minutes before Daypart 2 begins, the KITCHEN MINDER™ will automatically display “Get Ready for Lunch!” This is a reminder to press the “Daypart” key, which will reset the timers. The KITCHEN MINDER™ will then instruct Team Members to begin cooking product for lunch.



KITCHEN MINDER™ “PRODUCT STATUS” SCREEN (Approximately 25 minutes)

Page 11
True/False



Daypart 3
Display



Page 12
Sales Level

**Activity:**

Let's make sure we understand the actions to take at this time by completing the true/false statements on page 11, and then we'll review the answers.

- There will be times when you may need to manually change the screen by pressing the daypart key – to move to other dayparts. The “Product Status” screen will change to the screenshot at the bottom of page 11 when changing to daypart 3. This daypart is used during slow times. Moving to daypart 3 always requires a manual change. Your Restaurant Manager will provide direction on when to use this.

“Sales Level” key:**Say something like:**

- The last key to be discussed today is the “**Sales Level**” key which may need to be used once sales levels have been reviewed on the “Product Status” screen. The screenshot in your workbook on page 12 shows that the sales are at 0%. If the Manager from the previous evening had increased the sales level, it would have automatically reset to 0% the next morning. Moving this key up and down will be covered with the Restaurant Manager and Senior Assistant in Intermediate Training, but you need to know how to reset the key to 0% for today. Your Restaurant Manager will show how to calculate % increase/decrease later.

Activity:

Demonstrate how to bring back to 000 and guide participants to put the steps in order for adjusting the sales back to zero on page 12. Use your answer key if unsure of order. Review participant's workbook to make sure everyone has the correct answers. Answer any questions.

KITCHEN MINDER™ “PRODUCT STATUS” SCREEN *(Approximately 25 minutes)*



Activity:

Move participants over to the KITCHEN MINDER™ and demonstrate using the “Product Status,” “Daypart” and “Sales Level” keys.



By the end of this segment, Managers must be able to do the following with the KITCHEN MINDER™:

- ☐ Verify time of day is correct
- ☐ Check forecast date
- ☐ Check current daypart and move to different dayparts
- ☐ Increase/decrease sales level

Ask questions around the above items until you are satisfied that participants understand each item in this segment.

Allow participants to practice as time allows.

MAKIN' THE GRADE™ SIGN *(Approximately 15 minutes)*

MAKIN' THE GRADE™ Sign

If possible, bring participants to the closed side of the main board so there is access to a PHU timer bar to demonstrate the errors and to show the advantages of keeping pans out of PHUs when empty. Try to have the MAKIN' THE GRADE™ sign in view. Ask participants to turn to page 13.



Say something like:

- Let's look at another component of the KITCHEN MINDER™ System, the MAKIN' THE GRADE™ Sign, as well as the way in which restaurants are graded.
- The unique difference between the KITCHEN MINDER™ System and the PLS is that the QES™ provides rich feedback on how well we are doing and how we can improve.
- This MAKIN' THE GRADE™ Sign can help you run better shifts because it grades the Team Members on how well they are using the PHU timer bar lights and how well they are following the instructions displayed on the KITCHEN MINDER™.



Page 13 MAKING
THE GRADE™
sign results





- If you see the grade drop by a letter, it is a signal that you should conduct a travel path in the kitchen area to check on production and proper timer bar usage.
- For now, I would like for you to understand the Team behaviors that the System measures. Mistakes are associated with points, which in turn affect the grade.

Ensure participants that they can take notes in their workbooks on page 13. Give them time to take notes as you explain the point values of each error type and the team behaviors that cause the errors.



Page 13
3 Types of Errors

Three Types of Errors

- **Hold Time Extended Error** - On flashing red, the Team Member should immediately waste food by pulling the pan out, pushing the button once and discarding the product into the waste bucket. That pan should stay out of the PHU until it is refilled with fresh product. Pushing the button once tells the KITCHEN MINDER™ System that the pan is empty. Team Members choosing not to waste and pushing the PHU timer bar button again to give the product a whole new hold time cause a “Hold Time Extended Error” (double tapping), which deducts six points from the score. This is the heaviest penalty because this is usually intentional – the Team Member knows better. **And even more importantly, we’re serving a very poor quality product to our Guests!**
- **Overcook Error** - The next behavior expected of Team Members is to cook only what the KITCHEN MINDER™ instructs them to cook. Team Members choosing to cook more product by putting a PHU pan into a slot that is off (black) and turning the light on, causes an “Overcook Error,” which deducts three points from the score. This is often seen with Team Members who have been with us a while and feel they know how much product is needed. It is unacceptable to have a pan with food in a slot that does not have a red/green/yellow solid light. This can put your restaurant at risk because the hold time is not being monitored.



- **Cook/Discard Delay Error** – Another expected Team Member behavior is to follow the instruction of the KITCHEN MINDER™ to cook or discard the food in a timely manner. Failing to take action in a reasonable amount of time will cause an error called “Cook or Discard Delay” error, which deducts two points from the score. There is an ample buffer of time to allow Team Members to react to the direction so as not to penalize unnecessarily. Perfection is not the goal. We are going to have some errors throughout the day. The grading system is very reasonable. The sign is to alert you that there may be a problem in the kitchen and to check it out before it gets worse.

Say something like:

Team Member execution of properly using the PHU timer bar lights is critical to QES™ performance. Keeping the PHU pans pulled out of the PHU slots when empty helps you and the Team Members stay on top of quality.

Keeping pans out of slots allows for:

- The Manager to easily enforce a “No Light = No Pan” policy
- The Manager to know quickly and with certainty that there is little to no product left for production
- Preventing Team Members from continuing to use food with no hold time
- PHU pans lasting longer

(Demonstrate pulling the pans out and show how easy it is to check PHU food quality on a travel path)



Key Point:

There is room for many errors throughout the day. You could even potentially have 100 errors in a day and still be at an A or B! Don't be afraid of mistakes. They help us learn and improve! As a Manager, your job is to react to drops in the grade. Go back in the kitchen and find the bottleneck area.

Page 2
Reasons



Hopefully today I have shown you some great reasons why we should use KITCHEN MINDER™. I would like for us to go back to page 2 in our workbook and see if we can come up with two more reasons for using this System correctly



Allow group to share ideas. Ask them to write down reasons in the blank spaces. Use the transition below for summary of the day and set-up for hands-on demonstration of skills learned and discussion of their Team Member training plan. Allow a 10 minute break prior to demonstration.

Say something like:

- The last part of the training session is for you to demonstrate your skills using the guide on page 14 in the workbook.
- The group that starts with me will demonstrate the PC MINDER™ opening accountabilities (#1) as well as KITCHEN MINDER™ check (#3).
- The Restaurant Trainer's group will begin with PHU timer bar execution and the Team Member training plan (#2).
- We will then ask you to rotate to the other person and we'll ask you to practice your new skills in the other areas on the form.
- Each person will leave once they feel comfortable that they can perform the tasks and train Team Members on KITCHEN MINDER™ execution.
- Before we get started with "Demonstrate your Skills," let's take a 10 minute break.

PRACTICE SESSION FOR INTRODUCTORY LEVEL WITH RESTAURANT TRAINER*(approximate time 25 minutes)*

Have participants demonstrate the following key points for implementing KITCHEN MINDER™ System in their restaurants using the checklist on page 14 in the workbook to review expectations. Have each participant demonstrate:



Page 14

*Demonstrate
Your Skills*

1) PC MINDER™ Opening Accountabilities

- ☐ Opens program
- ☐ Assigns Managers for the day
- ☐ Selects to appropriate forecast
- ☐ Sends data to KITCHEN MINDER™



2) PHU Time Bar Execution

- ☐ Demonstrate PHU timer bar execution by following the cook/discard instructions of the KITCHEN MINDER™ and pulling pans out when empty.
- ☐ Demonstrate training a Team Member on taking instruction from the KITCHEN MINDER™ and reinforcing positive behaviors with PHU timer bar lights while the Restaurant Trainer observes.
- ☐ Each Manager will share with Restaurant Trainer the proficiency level of his/her individual Team Members on PHU execution and his/her plan on how and when KITCHEN MINDER™ and MAKIN' THE GRADE™ Sign will be trained.

3) KITCHEN MINDER™ "Product Status" screen checks:

- ☐ Current time
- ☐ Sales forecast accuracy
- ☐ Sales level adjustment accuracy
- ☐ Daypart setting accuracy

ON THE FOLLOWING PAGES YOU WILL FIND THE ANSWERS (IN ITALICS FONT) FOR THE PARTICIPANT'S WORKBOOK AND THE TESTRIGHT GUIDE AS WELL AS A COPY OF A PROFICIENCY CHART.