

## KITCHEN TRAINING MANUAL

This section includes:

- **Introduction**
- **Safety and Sanitation**
- **Dish Area Operation**
- **Fryer Station**
- **Grill**
- **Steam Table**
- **Prep**
- **Equipment**
- **Hazcom and Right To Know**
- **Final Test**

Your life is about to get messy. You are about to experience the Shane's Rib Shack training program.

Shane's Rib Shack revolves around the love of food, friends, and family. Now that you have joined the family, you will be learning how to bring my passion for great BBQ to the people in our communities and bringing the heartfelt emotion into everything that we do here.

I am so excited to have you join the Shane's family and help us fulfill our vision of becoming everyone's favorite BBQ place! I am confident that you will receive everything you need so you can experience all that Shane's Rib Shack has to offer.

Thank you for wanting to be a part of this amazing journey and sharing in my dream.

Pork's up!

Shane Thompson  
Founder, Shane's Rib Shack

## HISTORY OF SHANE'S RIB SHACK

Shane Thompson built his business around hard work, family support and out-of-this-world food. He always gives people more than they pay for and treats everybody like family. Family comes first, but darn good BBQ is a close second. Shane quit his neck-tie-wearing corporate job, dusted off his grandfather's secret recipe and along with the support of wife Stacey, made his dream come true.

## BIG DAD

Shane has built a heck of a franchise business around hard work, family support and out-of-this-world food. He believes in giving people more than they paid for and treating them all like family. Coincidentally, he got both of those things (secret sauce, sense of family and community) from the same source: his grandfather, Big Dad.

Born in 1922, Dewey "Big Dad" Brown was an all-American boy: he played football for Clemson and later, professionally, for the LA Rangers, he served in the military as a physical trainer for the Air Force recruits during WWII, worked his tail off, and found a nice girl with whom to settle down.

Later, Big Dad and his bride, Peggy, returned to Georgia to start a family - the Avondale Estates area of Decatur, GA, to be precise, where Big Dad was the City Manager and Chief of Police. He had a simple credo: you only get a good reputation once, so you better make the most of it.

He passed that philosophy on to Shane, who spent summers with Big Dad and moved in for good at the age of 14. Shane had the opportunity (privilege, he would say) to see how a man could use his influence to help others, without taking anything in return.

## Where did the sauce come from?

Well, that's just incidental to this story. They spent a lot of time together, fishing, traveling, and cooking. Big Dad passed on the secret sauce just as he did a sense of integrity and his old fly reel.

Every family has a "secret sauce" that gets handed down from one generation to the next, sometimes tangible (like your Aunt's special pudding cake) and sometimes intangible (like your Father's way of telling a story). Spending time together over really good BBQ is one way to discover your family's secret sauce.

## The Shane's Kitchen

Let's take a look at your role...

### Eye Appeal

They say 50% of the meal is eye appeal, which means if the guest's meal looks good when it gets to the table, you're halfway there!

Pay special attention to:

- Color
- Quantity
- Food specifications
- Quality
- Overall appearance of the food

Put yourself in the shoes of the guest: Would you want to spend your money on it?

### Color

Specifically with vegetables:

- Make sure lettuce is bright green
- Tomatoes are bright red and not glassy or translucent
- In general, colors are not drab or dull

Color can also be an indication of the freshness of other food, ie., meat that is dark or has a green tinge to it. If you're ever in doubt, get the opinion of a manager BEFORE you use the product.

### Quantity

Always use the Recipe Book when you're preparing food, and make sure to weigh food out vs. estimating.

## Food Specifications

Once again, be sure to use the recipe book and to adhere exactly to the recipes when preparing food to ensure specs are correct.

- If you have a great idea for a new “twist” or a shortcut to preparing a menu item, we’d love to hear about it through the proper channels.
- Please do not take the liberty of making changes without our approval.

## Quality

You are one of the first of several quality checks on food items before they reach the table.

- You are the closest to it and will be the most knowledgeable about what’s leaving the kitchen.
- Make sure food is fresh and always use your senses. Sight, touch, smell, and if applicable and necessary, taste the food.
- Make sure vegetables are bright, crisp and fresh.
- Meats should be tender and smoked to perfection.
- Peach cobbler should be hot and fresh.

We know that we’re in the people business and therefore as hard as you may try, you can only do what’s within your control to make sure the guest’s experience is as they expected. Unfortunately there will be mistakes... It’s how you recover from those mistakes that makes the difference.

- If a team member brings food back and you are asked to remake it, treat it as a learning experience and an opportunity to understand the guest’s needs.
- You may believe you’ve prepared something to perfection and maybe you truly did, and the food item may still come back.
- If that happens, make sure you understand what needs to be done to make the guest happy and do what you can even if you believe you’re right.
- We all know the saying, “The Guest’s always right”. Well, remember... “The Guest is not always right, but they’re always the Guest!”
- Make sure you let the manager-on-duty know if a team member comes directly to you to ensure that he/she has been alerted and can check in with the guest to ensure that everything goes well the second time around.

## Uniform Standards

- A Shane's Rib Shack logo T-Shirt or polo
- Khaki or navy pants, blue jeans, or chef pants. No shorts...Period!
- Socks are to be worn with closed-toe, skid-resistant shoes, or boots
- Shane's Rib Shack logo hat (worn straight, not backwards, or crooked)
- Uniform must be clean, unwrinkled, and free of holes or tears
- Hair must be trimmed and neat (long hair must be pulled back into a ponytail and tucked in the hat)
- Facial hair must be trimmed and neat
- No rings
- No necklaces
- No earrings
- No tongue piercing or other visible piercings
- Fingernails must be trimmed and neat (no fingernail polish)
- All other uniform and appearance questions not specifically addressed in this section will be addressed by a manager and decided upon at their discretion

## The Kitchen Professional

What do we mean by the Kitchen Professional? Being professional doesn't mean being stuffy! A Kitchen Professional is mindful of the things we've discussed so far in this section:

- The quality of food.
- The appearance of the kitchen.
- Personal hygiene and appearance.
- Beyond that, it's also about being conscious of how you perform when you're on the job, your activities and habits, and the rapport you establish with your co-workers and managers.

## Performance

Each kitchen team member comes in with a different level of experience starting out. We recognize this and we know that when your training is complete, you will still be operating at a level that will hopefully be enhanced by the information you've received, but will still be unique to you.

- We don't expect everyone to be the same.
- What we do expect is that you give 100% every day that you come in to work.
- When you come in, you are there to work.
- This doesn't mean you're not allowed to talk with team mates or to enjoy yourself while you're there, but it does mean you will exert yourself to do the job you were brought in to do and do it well.
- When you clock in, you should be ready to begin work and should check for assignments, special duties and tasks to be completed by the end of your shift.

- You should have a pair of gloves and an apron on and while you're working, if there are any tools you need to do the job that are not accessible to you, make sure to let a manager know.
- If you need additional training, you should also make a manager aware so that he/she can know how to provide you the necessary help.
- Performance also means following procedure (spec, safety, food safety, cooking...), using the recipe book, and taking the care necessary to provide the best possible product to the Guest.

## Activities/Habits

As a Kitchen Professional, you recognize that your ultimate "boss" is the Guest and so you do everything you can to make them happy and to be aware of how you come across when interacting with them. That means more than what we've discussed so far in this section about the preparation of food for the guest. It means being mindful of what the guests' needs are even when it's outside of your normal responsibilities.

Examples:

- You're on your way through the dining room and a guest stops you and needs something. If you can take care of it yourself, by all means, do so! If you need to find a Front of House person or a manager to help, be sure to do so immediately.
- A guest sees you in the hallway on his way from the bathroom and lets you know the paper towels need to be restocked. Take care of this immediately.
- A guest stops you with a question. Treat him/her with the utmost respect and answer the question or find the answer for him/her.

You should also be mindful of what the guest sees you do, ie. when coming out of the restroom. Make sure as we mentioned before that your gloves and apron are off and use a paper towel to turn the door handle. Bring the paper towel out with you so it's obvious you've washed your hands and throw it in the trash in the kitchen (and then wash your hands again in your station).

## Rapport with fellow team members and managers

Being a professional means establishing a good relationship with team members and having RESPECT. You don't have to be "friends" with everyone you work with (although it's great if you do find friends at work!), but you must treat them with Respect.

Remember the **Golden Rule** with team members:  
"Treat others as you would want to be treated."

And there's the **Platinum Rule** with guests:  
"Treat Guests as THEY would want to be treated."

- Respect means helping out new members of the team vs. laughing behind their backs.
- Respect means not making fun of team members or singling them out because of characteristics such as race, color, age, gender, national origin, sexual preference, or religion.
- Respect means not sexually harassing team members.
- Respect means understanding what the team needs from you that day and doing whatever that is on the shift.
- Respect means doing your job to the best of your abilities and taking questions and concerns directly to your manager vs. complaining or being negative.

## **SAFETY AND SANITATION**

This section includes:

- **Providing Safe Food**
- **What is a Foodborne Illness?**
- **Clean vs. Sanitary**
- **Sanitation**
- **Food Safety Hazards**
- **Your Safety**
- **Back Safety**
- **Section Q&A**

## Providing Safe Food

According to the Center for Food Safety and Applied Nutrition:

- Foodborne illness often presents itself as flu-like symptoms such as nausea, vomiting, diarrhea, or fever, so many people may not recognize bacteria in food that cause the illness.
- Thousands of types of bacteria are naturally present in our environment. Not all bacteria causes disease in humans. For example, some bacteria are used beneficially in making cheese and yogurt.
- Bacteria that cause disease are called pathogens. When certain pathogens enter the food supply, they can cause foodborne illness. Millions of cases of foodborne illness occur each year. Most cases of foodborne illness can be prevented. Proper cooking or processing of food destroys bacteria.
- Age and physical condition place some persons at higher risk than others, no matter what type of bacteria is implicated. Very young children, pregnant women, the elderly, and people with compromised immune systems are at greatest risk from any pathogen. Some persons may become ill after ingesting only a few harmful bacteria; others may remain symptom free after ingesting thousands.
- Shane's Rib Shack takes sanitation and food safety very seriously. We expect you to follow to the highest level of all recommended sanitary and safe food handling guidelines.
- If you have any questions, visit the FDA website at <http://www.foodsafety.gov/>

## What is a Foodborne Illness?

A foodborne illness is a disease that is carried or transmitted to people by food. Most foodborne illnesses are caused by microorganisms such as bacteria, viruses, parasites, and fungi. Once the bacteria have been transmitted onto food, it can grow rapidly under ideal conditions such as high moisture, high protein, and low acidity.

Four main factors can cause food to become unsafe:

1. Poor Personal Hygiene
2. Cross-Contamination
3. Time-Temperature Abuse
4. Improper Cleaning and Sanitizing

**Let's take a look at each:**

## **1. Poor Personal Hygiene**

- Good employee personal hygiene can tremendously reduce the risk of foodborne illness.
- Good personal hygiene includes: hair, bodies, and clean uniforms.
- Fingernails are short and clean, no nail polish.
- Bathe daily.
- Deodorant must be used.
- Wash hands before, during, and after shift.
- Uniforms are to be kept clean and are not to be worn more than once before washing.
- Aprons and hair restraints are to be worn at all times.

## **Hand-Washing**

Good hand washing practices are the first line of defense in maintaining good personal hygiene. The most common way people contaminate food is through dirty hands and fingernails. Frequent hand washing can eliminate the chances of cross-contamination. Use the hand sink to wash your hands; this is the appropriate place for hand washing to take place.

Proper hand-washing steps:

- Turn on the water.
- Let water heat to 110 degrees Fahrenheit.
- Wet hands first and then apply soap.
- Rub hands together vigorously for at least 20 seconds. Lather up to the elbows.
- Rinse thoroughly.
- Dry with paper towels.

You should take enough time to sing "Happy Birthday" through twice to make sure you wash thoroughly.

Wash Hands:

- Before beginning work or beginning a new task
- After using the restroom– (Remember: TWICE in this case!)
- After handling raw foods
- After touching hair, face, body, eyes, nose, or mouth as well as shaking hands
- After sneezing, coughing, or blowing your nose
- After taking out garbage, cleaning, sweeping, or bussing tables
- Before and after eating or drinking
  - Note: Hand sanitizers are not a substitute for hand washing

- Additionally, it's important to bandage any cuts or burns you have that may spread bacteria to food. Bacteria loves a warm, moist environment and cuts and burns are a haven for them to reproduce! If you have cuts, burns, an illness or contagious disease, inform the manager. Skin damage must be covered during work.
- It's also important to use gloves while prepping food whenever and wherever possible:
  - Latex hygienic gloves for prepping (if you have a sensitivity to latex gloves, let your manager know and other gloves can be purchased.)
  - Mesh gloves for cutting.
  - Rubber gloves for dishwashing.
  - Disposable and/or plastic gloves for food handling.
  - Gloves provide an important barrier to the spread of bacteria. Just make sure you don't use them as a crutch! They are not a replacement for washing hands thoroughly and often and if they're not changed when they become contaminated, they are not effective.

## **Other habits that employees have can inadvertently contaminate food:**

### **Eating and Smoking:**

- All areas of Shane's Rib Shack are non smoking. No smoking is allowed while in uniform or on Shane's premises (not in front of the store). Don't forget to wash your hands and brush your teeth afterwards!
- Please eat in designated areas away from food preparation.
- Drinks are not allowed in the prep area.

### **Personal Item Storage:**

To avoid food contamination from employee belongings, a secure employee storage area away from food preparation will be set up.

### **Aprons and Towels:**

- Change aprons & towels when soiled,
- Use towels, not aprons, to clean hands.
- Keep wiping towels in sanitizing solution in a sanitary bucket.

Please avoid foodborne illnesses by maintaining good personal hygiene...

### **Solution:**

- Wash hands often and properly.
- Cover all cuts and wounds with a bandage.
- Wear Gloves when in contact with food

## **2. Cross-Contamination**

The second way food becomes unsafe is through cross-contamination. How does this happen? Harmful microorganisms are spread to food by not washing hands, improper cleaning and sanitizing, surfaces and utensils touching raw and ready-to-eat foods, and improperly storing raw foods over ready-to-eat foods.

## Solution:

- Follow proper sanitation guidelines.
- Use separate utensils and cutting boards for meat and produce.
- Do not touch raw and prepared food at the same time.
- Follow proper storage guidelines: cooked above raw; swim-walk-fly.

## Solution:

- Store dairy products away from foods that have a strong odor.
- Store produce away from raw foods such as meat.
- Keep floors free of debris, dirt, and water.
- Clean spills as they occur.
- Keep all food out of direct contact with water or ice.
- Store raw products on separate shelves apart from cooked items.
- Where space is a problem, store cooked foods above raw foods.
- Wear gloves to minimize barehand contact with ready-to-eat foods.
- Sanitize surfaces, equipment, and utensils between EVERY task.
- Stock each station with a sanitizer bucket of Quat Sanitizer at a ratio of 200ppm.
- Keep towels in bucket when not in use.
- Wash ALL produce before prepping.
- Only use designated sinks for designated tasks.
- Only use designated storage containers and utensils for designated food items.
- Do not eat or drink in food preparation areas. (Refer to Health Dept. for local guidelines).

## **Foods Most Likely to Become Contaminated**

All foods can be contaminated, but the most potentially hazardous foods where bacteria multiply rapidly is on moist, high protein foods. Foods that consist in whole or part of milk or milk products, shell eggs, meats, poultry, fish, shellfish, shrimp, lobster, crab, baked or boiled potatoes, tofu or other soy protein foods, garlic and oil mixtures, plant foods that have been heat treated (such as beans), raw seeds and sprouts, sliced melons, and synthetic ingredients (such as textured soy protein in Tofu supplement) are likely potentially hazardous foods.

## **3. Time-Temperature Abuse**

The third way foodborne illnesses are spread is through time and temperature abuse. Food that is allowed to remain in the temperature danger zone (41 – 135°F) can become potentially hazardous by allowing bacteria to multiply. Keeping hot foods hot and cold foods cold can prevent time-temperature abuse.

## **Time and Temperature Controls**

Keeping track of the temperature of the food that we serve is necessary for keeping it safe. Food that remains in the temperature danger zone, (see chart on the following page) for more than four cumulative hours is considered to be undergoing time-temperature abuse.

## Other Precautions:

- Storage temps should be consistent:
- Freezer 0°F or less
- Cooler 39°F or less
- Dry Storage 50-70°F

Do not overload shelves in cooler as this will cut into circulation of cold air.

- Thaw all frozen food items under refrigeration (maximum 39°F) and on a separate rack. Utilize designated Drip Pans. Never thaw food at room temperature.
- Cool foods properly in an ice bath after cooking.
- Reheat all foods to an internal temperature of 165°F for 15 seconds (within 2 hours) before reserving.
- Utilize proper and consistent labeling to ensure accurate rotation (see Proper Label Chart)
- Pay close attention to Shelf Life.

<b>Temperature Danger Zone:</b>	<b>41° - 135 F (5°-60°C)</b>
Maximum Temp. For Holding Cold Food	40°F / 4.4°C
Minimum Temp. For Holding Hot Food	135°F / 57.2°C
Reheated Food	165°F / 73.8°C

## Minimum internal temperature for cooking foods

<b>Specific Food</b>	<b>Temperature</b>	<b>Time</b>
Poultry, Stuffed Meats & Beans, Rice, Pasta	165°F	15 seconds
Ground or Flaked Meats	155°F	15 seconds
Pork, Fish, Eggs & Beef, Steaks (m/w)	145°F	15 seconds
Beef or Pork Roasts	145°F	4 minutes

Note: When temping food be sure to hold the thermometer in place for 15 seconds to get the most accurate reading.

## Food Thermometers

Using a thermometer often when prepping, storing, heating, cooling, and holding food is essential to ensure that you are maintaining the proper temperatures. Here are some guidelines to follow when using your thermometer:

- Sanitize the thermometer before each use to eliminate any contamination. Sanitizing solution or alcohol swabs appropriate for food contact surfaces may be used.
- Take the temperature of the food at the center of the thickest part. Allow 15 seconds after the indicator stops moving to get an accurate temperature reading.
- Recalibrate the bimetallic thermometer or verify the calibration on a digital thermometer on a shift-by-shift basis and any time you drop it.

To calibrate your thermometer there are two methods you may use:

- The ice point method – insert the probe of the thermometer into an ice water slush until the indicator stabilizes and adjust it to read 32°F.
- The boiling point method – insert the probe into boiling water until the indicator stabilizes and adjust it to read 212°F.

Note: The ice point method is the most reliable because at different altitudes, the boiling point is different.

## 4. Improper Cleaning and Sanitizing

The final of the four most common way foods are contaminated is when food contact surfaces are not cleaned and sanitized regularly.

Solution:

- Clean and sanitize all food contact surfaces.
- Clean and Sanitize all utensils and cutting boards after each use.

### Clean vs. Sanitary

Cleaning and disinfecting are not the same things. In most cases, cleaning with soap and water is adequate. It removes dirt and most of the germs. Daily cleaning lists are provided further on in this section. However, in other situations disinfecting provides an extra margin of safety.

You should disinfect areas where there are both high concentrations of dangerous germs and a possibility that they will be spread to others. That is because disinfectants, including solutions of household bleach, have ingredients that destroy bacteria and other germs. While surfaces may look clean, many infectious germs may be lurking around. Given the right conditions, some germs can live on surfaces for hours and even for days.

This information is provided via the Centers for Disease Control, <http://www.cdc.gov/ncidod/op/cleaning.html>

## Sanitation

Sanitizing Solution: Making a sanitizing solution is fairly simple. Use either one gallon of cool water and one ounce of chlorine (bleach), or an approved sanitizing solution.

- Always keep clean towels in sanitizing solution at station.
- Use test strip to check to make sure solution is not too strong or too weak (correct color will vary with type of test strip used).
- Follow the manufacturer's recommended safety directions and guidelines.
- Instruct all employees to ask the manager if they are ever in doubt about any chemical and it's usage.
- Never use a cleaning or sanitizing product that is not recommended by manufacturer (i.e. oven cleaner to clean brass or copper, etc.).
- Never mix chemicals (i.e. bleach and ammonia).

At this point we've reviewed foodborne illnesses, foods most likely to become contaminated, and how to avoid contamination. In addition to bacterial contamination of food, which is part of what we call biological hazards, there are 2 other ways that food can become contaminated: Chemical Hazards and Physical hazards.

## Food Safety Hazards

There are three main types of hazards that will cause contamination:

Biological Hazards	Bacteria, viruses, parasites, and fungi.
Chemical Hazards	Cleaning supplies, pesticides, food additives, preservatives and toxic metals.
Physical Hazards	Dirt, foreign objects, or other matter

We've discussed the first type of hazard, now let's look at the other two...

### Chemical Hazards:

Some chemicals are present in and on foods before they ever reach our doors. And some, such as additives and preservatives, are perfectly harmless to most people. But some people have sensitivities to specific additives and preservatives (ie. Monosodium Glutamate or MSG) so they may ask you if our food contains them.

**Where chemicals can be hazardous on food are in the case of pesticides, cleaning supplies contaminating food or metals leaching into food. These are things we CAN control.**

- Pesticides: be sure to wash fresh fruits and vegetables thoroughly under running water to ensure you are removing pesticides from product before using it.
- Cleaning Supplies: the following rules apply to chemicals in general, but your exposure to chemicals on the job should generally be to cleaning supplies.

Always handle chemicals with caution:

- Make sure you read the Material Safety Data Sheets (MSDS). The MSDS explains to you any hazards associated with the different types of chemicals and how you can protect yourself against injury.
- Chemicals should be stored in a separate area of dry storage where the temperature is controlled and there is free flow of air. Ideally, chemicals should be locked up when not in use.
- Always cover chemicals with a tight lid.
- Do not store chemicals too high where they could fall and spill.
- Do not use any chemical that you have not been trained on.
- Refer to the Hazcom & Right To Know section for more information. Locate your MSDS (Material Safety Data Sheet) log with your Trainer.
- Always make sure chemicals are labeled properly.

**Metals:** Did you know that food in metal containers can cause a chemical reaction to take place that transfers metals into food? In some cases, for example using cast iron skillets or cast iron griddles and grills to cook food, you are adding a desirable element to food (iron), but in other cases, you can transfer harmful metals to food. Take precautions to avoid this by using the proper containers for storing food. For example, do not store acidic foods in metal containers. The acid in the food can cause the metal to leach into the food.

### **Physical Hazards:**

Physical hazards are foreign objects that are found in food. Examples include:

- Toothpicks
- Deli paper
- Bandages
- Staples
- Rubber bands
- Gum
- Jewelry
- Glass

You might be surprised at the things that can make their way into food if you do not take precautions to ensure that they don't. Some simple things you can do to guard against this include:

- Adherence to uniform standards so that earrings, jewelry, or gum do not accidentally fall into food.
- Properly bandaging cuts and covering with gloves (if cut is on hands).
- Removing produce from boxes with staples and placing into an approved storage container.
- Carefully prepping food to ensure deli paper, rubber bands, etc. are not present when the food is presented.
- Storing picks or other small objects with lids and away from food prep areas when possible.

## Your Safety as a Shane's Kitchen Team Member:

A Shane's kitchen is a tight spot to be in. And while it's good for moving quickly and having things "right at your fingertips", you have to be really strong on communication to keep yourself and other kitchen team members safe when you're moving through with hot food, knives, and other things that can cause possible injury.

### **Most employee accidents in a restaurant occur in the kitchen and for 4 basic reasons:**

1. Improper Training
  - Never use equipment when you have not been given proper training.
2. Carelessness
  - Take your time with your work. Most cuts and burns occur when we are trying to hurry through our tasks.
3. Lack of Equipment Maintenance
  - A dull knife is more dangerous than a sharp one! Using excessive force with a dull knife can cause it to slip.

### **REPORT ALL MALFUNCTIONING EQUIPMENT TO YOUR MANAGER IMMEDIATELY!**

4. Improper lifting
  - ALWAYS get help if you cannot lift by yourself. Use your legs, not your back! More detailed instructions on proper lifting procedures can be found in this section.

ADDRESS ALL SAFETY HAZARDS IMMEDIATELY! SAFETY IN OUR RESTAURANTS IS EVERYONE'S RESPONSIBILITY. ANY AND ALL ACCIDENTS SHOULD BE REPORTED TO MANAGEMENT AT ONCE!

Being aware of some of the primary ways accidents happen in any restaurant kitchen as well as some preventative measures will ensure you have a long, strong, healthy, and happy career at Shane's Rib Shack.

## **CUTS AND LACERATIONS**

The knife is the cook's most versatile tool in the kitchen. It can be used for trimming, peeling, chopping, slicing, and dicing. As with other pieces of equipment, the knife must be used and maintained properly to be safe and effective.

Whenever you handle knives:

- Use sharp, not dull knives. Most accidents involving cuts occur with a dull knife.
- Use the right knife for the right job.
- Keep the guiding finger curled under, out of the blade's way.
- Cut away from yourself and others.
- Cut with clean, even pressure. Never force a cut.
- Carry knives with the blade pointed downward with blade side inward
- If a knife is dropped, stand back and let it fall, NEVER try to catch it.
- Never grab knife by blade. Grasp it firmly by the handle.
- When handing a knife to a fellow employee, place the handle toward them so they can grab it by the handle.
- Wash knives or sharp objects separately.
- Do not use the knife if you are not in a comfortable standing position.
- Do not use knives for anything other than what they are intended for, no opening cans, turning screws, prying lids, etc.
- The most important way to prevent cuts is to wear a safety cutting glove.

**NOTE:** In the event you get cut while using the knife, rinse the cut immediately and use a clean towel to dry it. Inform a manager so the appropriate action can be taken and an accident report completed.

## **PROPER KNIFE USE:**

The Grip: the proper grip gives the most control over the knife. It increases accuracy and speed. It also reduces the chances of an accident and prevents the knife from slipping. The type of grip depends on the knife and the job.

- Grasp the non-cutting edge (heel) of the blade on the knife, between the thumb and forefinger. This gives you good control. This grip is the one most often used for general cutting and slicing. Many chefs feel this gives them the greatest sense of control.
- Holding the knife may seem awkward at first but practice will make it easier.

The Guiding Hand: while one hand controls the knife, the other hand controls the product being cut. Proper positioning of this hand will do several things:

- Hold the item being cut firmly so it will not slip.
- Guide the knife. The knife blade will slide against the fingers. The position of the hand controls the cut.
- Protect the hand from being cut. Curl fingertips out of the way of the blade.

## **CUTTING TECHNIQUES:**

Slicing:

1. Start with the knife at a sharp angle and with tip of knife on the cutting board.
2. Then move the knife forward and down to slice through the product.
3. Finish the cut with the knife against the cutting board. For the second slice, raise the knife and pull backward. The tip of the knife should always be on the cutting board.

Dicing:

1. Cut the product into even slices of the desired thickness.
2. Stack the slices and slice across the stack in even pieces.
3. Stack the slices again and slice again.

Dicing an Onion:

1. Cut the peeled onion in half lengthwise through the root end. Place one half on the cutting board, cut side down.
2. With the root end away from you, make a series of vertical, lengthwise cuts. Do not cut through the root end. The closer together the cuts, the smaller the dice.
3. Holding the onion together, make a few horizontal cuts toward (but not through) the root end, which is holding the onion together.
4. Finally slice across the onion to separate it into diced pieces. The smaller the cuts the smaller the dice.
5. Continue making cuts until you almost reach the root end.

## **BROKEN GLASS**

- Never pick up broken glass with your bare hands. Always use a broom and dustpan.
- Never place broken glass in a bus tub with dirty dishes.
- Never push down on trash. Sharp objects may be hidden in the trash can.
- Never place broken glass in trash inside store. Take immediately to dumpster or approved waste container.

## **BURNS**

Grills, burners, ovens, and hot liquids can cause burns. Be aware of the following to protect yourself from burns:

- Keep traffic to a minimum in hot food areas and keep floors dry.
- Always wear insulated mittens when handling items from the oven.

## **SLIPS AND FALLS**

Slips and falls are usually caused by slick and wet floors and not wearing the proper shoes in the kitchen.

- Be careful when stacking objects or boxes. Store heavier boxes on the bottom shelves. Use a ladder to get any items that are out of reach.
- Do not stack boxes too high on top of each other.
- Clean up any spills or puddles on the floor with a clean mop. Be sure to use a “wet floor” sign.
- Wear non-slip soled shoes to prevent slipping and falling.
- Always notify a manager when a drain appears to be clogged.

## **BACK SAFETY**

Before lifting, take a moment to think about what you’re about to do. Examine the object for sharp corners, slippery spots or other potential hazards. Know your limit and don’t try to exceed it. Ask for help if needed, or if possible, divide the load to make it lighter. Know where you are going to set the item down and make sure it and your path are free of obstructions.

Then follow these steps:

1. Stand close to the load with your feet spread apart about shoulder width, with one foot slightly in front of the other for balance.
  2. Squat down bending at the knees (not your waist). Tuck your chin while keeping your back as vertical as possible.
  3. Get a firm grasp of the object before beginning the lift.
  4. Begin slowly lifting with your LEGS by straightening them. Never twist your body during this step.
  5. Once the lift is complete, keep the object as close to the body as possible. As the load’s center of gravity moves away from the body, there is a dramatic increase in stress to the lumbar region of the back.
- If you must turn while carrying the load, turn using your feet, not your torso.
  - To place the object below the level of your waist, follow the same procedures in reverse order. Remember, keep your back as vertical as possible and bend at the knees.

## Q &A: Safety and Sanitation

Time to see what you've learned! Please complete the following questions. If necessary, refer back to the section. Your trainer will go over the answers with you to make sure you have them 100% correct.

- 1) What is a foodborne illness?
- 2) Who is at the highest risk for contracting a foodborne illness?
- 3) Name two of the four main factors that can cause food to become unsafe.
- 4) How long does it take to effectively wash your hands?
- 5) What is cross-contamination?
- 6) What is the difference between clean and sanitary?
- 7) Describe the proper way to carry a knife in the kitchen.
- 8) What is the temperature danger zone? Why is it called this?
- 9) How often should you sanitize knives and cutting boards?
- 10) A key to back safety is to lift with what part of your body rather than your back?
- 11) T or F: Never twist your body when lifting.
- 12) Why should you keep items close to your body when carrying them?

## Q &A: Safety and Sanitation

### Answer Sheet

- 1) A disease that is carried or transmitted to people by food.
- 2) Young children, pregnant women, the elderly, and people with compromised immune systems
- 3) Poor personal hygiene, cross-contamination, time-temperature abuse, improper cleaning and sanitizing
- 4) 20 seconds. Sing happy birthday twice.
- 5) When harmful microorganisms are spread to food by not washing hands, improper cleaning and sanitizing, surfaces and utensils touching raw and ready to eat foods, and improperly storing raw foods over ready to eat foods.
- 6) Cleaning only removes dirt. While sanitizing kills dangerous germs that could live on that surface or be transferred to other food and surfaces.
- 7) With the tip pointed down and the blade facing inward.
- 8) 41F to 135F. Between these temperatures, there will be bacteria growth.
- 9) After every use.
- 10) Lift with your legs.
- 11) True.
- 12) It keeps the item's center of gravity close to you and reduces lumbar stress.

## DISH AREA

This section includes:

- **3-Compartment Sink Set-Up**
- **4-Compartment Sink Set-up**
- **Additional Dish Responsibilities**
- **Closing Responsibilities**
- **Section Q&A**

## Three-Compartment Sink

Although it may seem obvious how to correctly wash dishes, there are some important steps to properly washing dishes in a restaurant. The purpose of washing dishes is to clean dishes and more importantly, to sanitize dishes.

Tools needed:

- Three Compartment Sink
- Dish Soap
- Sanitizer Test Strips
- Scouring Pad
- Garbage Can

### **Three-Compartment Sink Set-Up**

1. The first sink is for washing
2. The center for rinsing
3. The third for sanitizing
4. The shelf at the end, after the third sink, is for air drying

### **Three-Compartment Sink Use**

- Clean and sanitize all three sinks.
- Scrape and rinse all dishes that require cleaning.
- Fill the first sink with a solution of detergent and hot water – at least 110° Fahrenheit.
- If required by your local health department, fill your center sink with 110° Fahrenheit water and rinse agent. This should only be done in jurisdictions that require immersion rinsing.
- Fill the third sink with at least 75° Fahrenheit water. Add the appropriate amount of chemical sanitizer.
- Use a chemical test strip to ensure proper chemical strength (200ppm).
- Change the water in the sinks frequently. When the soapy water in the wash sink becomes diluted, drain, and rinse the sink.
- Add fresh water and detergent.
- Change the sanitizing water in the third sink when the test strip indicates that the sanitizing solution is no longer at the appropriate strength.

## Four-Compartment Sink Set-Up

Follow the guidelines below for using a three-compartment sink.

1. The first sink is used for Rinsing or Soaking the dishes after you have scraped them, and before you wash them.
2. The second sink is for Washing.
3. The third is for Rinsing.
4. The fourth is for Sanitizing.
5. The shelf is for Air Drying.



### **This Should Go Without Saying...**

- There are items specifically meant to be submerged in the dish sink, the majority of which we've mentioned in this section (dishware, silverware, cups, cookware, and some non-electric parts of kitchen equipment)
- There are other items that are NOT meant to be submerged in dish water, ie:
  - Dish towels
  - Food items (remember there are chemicals in the dishwasher!!)
  - Kitchen Knives (ok, we can see how this one might happen...but don't do it, please!)
  - Electric equipment

### **Additional Dish Area Responsibilities**

- Clean all sinks in back kitchen
- Bring clean dishes to front when necessary or store in proper place in back kitchen
- Work other line/pit/prep positions
- Clean as you go, keep the kitchen in good shape:
  - Prep tables- tops and shelves underneath
  - Shelves
  - Floor- sweep and mop
  - Sinks
  - Storage areas- sweep, mop, and organize!
  - Clean back dock and dumpster area when necessary
- Any other cleaning duties as needed.

## Dish Area Closing Responsibilities

### Dishes

- All dishes should be cleaned, air dried, and put in place in the back kitchen or brought back to the dining room and/or the expo table.

### Dish Area

- Drain Sinks
- Clean and Sanitize Dish Sinks inside and out
- Clean floors beneath Dish Sinks

### Prep tables

- Clean tops
- Wipe down legs
- Wipe down shelving underneath

Floors should be spotless

### Storage areas

- Clean
- Organized
- Everything labeled and dated

### Shelves & walls

- Wipe down in back kitchen



## Dish Area Answers

- 1) First sink (shelf) for rinsing and soaking before washing  
Second sink for washing  
Third sink for rinsing  
Fourth is for sanitizing  
Fifth shelf is for air drying
  
- 2) For air drying dishes after they have been sanitized
  
- 3) Dish towels, food items, kitchen knives, electric equipment
  
- 4) Use a chemical test strip

## FRY STATION

This section includes:

- **Set-Up**
- **Shift Responsibilities**
- **Fryer Operation and Cleaning**
- **Closing Responsibilities**
- **Section Q&A**

## Set Up

Following are things to remember to get you set up for the shift:

- Arrive on time and in the proper Shane's uniform
- Gloves and apron
- Turn on the wing and tender fryer to 325°F
- The manager will do a prep list that will tell you the amount of wings and tenders that will need to be cooked for the day. Only prep the amount that he or she has asked for on the prep list.
  - First remove the wings from the cooler, rinse them off in the prep sink, and allow them to drain.
  - Place the wings in the fryer basket and carefully lower the basket into the hot wing fryer for 10 minutes at 325°F
  - Internal temperature should be 165°F or above
- While the wings are cooking you will prepare tenders. Get the tenders, milk and liquid eggs from the cooler and from dry storage. You will also need three full sized hotel pans:
  - The first pan will be for milk egg wash
  - The second pan will be for flour
  - The third pan will be for the breaded tenders
  - Place the tenders in the milk wash and flour as prescribed in the Shane's Rib Shack recipe book
  - Cook for 4 minutes at 325°F
- The tenders and wings will then be removed from the grease and drained of all excess grease.
- Place the wings and tenders on a sheet tray in a single layer, label with item name, date and time made, discard date and employee initial, and place in the cooler for cooling.
- Pre-portion enough okra for the day, stock the line cooler and place the rest in the freezer for later use.(4oz portions)
- Stock the line cooler with enough wings and tenders for the shift.
- The 2 fryers that have been used during prep will be filtered (see manager for filtering), turn all three fryers to 375°F.
- Prep large and side salads for the day (see salad recipe in Recipe Book).
- Fill the mild, medium, hot, Buff-Q, Teriyaki, Lemon Pepper, Original BBQ, spicy BBQ, Hot BBQ and mustard BBQ sauce bottles and bring to the line along with mixing bowls for the lunch shift.
- Fill one salt shaker with table salt. Have enough Shane's seasoning salt for shift.
- Sanitizing solution & towels: Is your area sanitized and ready?
- Serve lunch and give great food to all of our guests.

## Shift Responsibilities

- When an order is received, it will come to the Steam Table person, who will then coordinate Fry items with you. Don't forget to use the callback system to ensure you're communicating well. Repeat their calls back so that they know you heard them and that you are dropping what they asked for example: "4 tenders" followed by " 4 tenders heard."
- Keep your station stocked... wings, tenders, fries, okra, and any other fryer items.
- Clean as you go: keep your station wiped down, keep floors swept, change out sani-bucket, and replace towels as necessary.
- After lunch restock the line cooler with:
  - Wings
  - Tenders
  - Pre-portioned okra
  - French fries
- Refill and clean all wing sauce bottles and clean all mixing bowls.
- Filter all three fryers and clean the filter machine.
- Assist with cleaning and restocking all paper product.
- Check with the manager to inquire about additional projects that he or she needs you to do.

## Additional fryer position responsibilities

Following are some additional responsibilities you may be asked to help with as part of teamwork:

- Clean as you go, keep the kitchen in good shape:
  - Work tables
  - Shelves
  - Floor
  - Walls
  - Prep and Storage areas
- Any other cleaning duties as needed.

## The Fryers

### Throughout the day:

- Use fresh oil. When oil is dark and smoky, it needs to be filtered or changed if necessary. The taste of the food will be affected if fresh oil is not used. Test strips are the best way to measure.
- Shake excess flour/drain batter before lowering food into oil. Excess flour/batter will burn the oil.
- Skim the fryers when food particles are burning in the oil outside of the baskets. This will preserve the life of the oil for longer periods.
- Make sure fryer baskets are in good repair and keep them out of the oil when not in use. The metal on broken baskets will oxidize and burn the oil, affecting the life and the taste of the oil.
- Use designated fryers for food items. Food flavors can transfer in the oil (ie. French fries that taste like chicken)!

### Cleaning the Fryers:

- All stainless steel parts should be wiped regularly with hot soapy water during the day and with stainless steel cleaner at the end of the day.
- DO NOT use steel wool, abrasive cloths, cleansers, or powders to clean stainless surfaces!
- Follow manufacturer's instructions for filtering and cleaning the fryers.

## Closing responsibilities

As a member of a Shane's Kitchen, you'll also be responsible for the following closing duties at the end of the workday.

- Work tables
  - Clean tops and cutting boards.
  - Wipe down legs.
  - Wipe down shelving and/or drawers underneath.
  - Pull food out of line cooler and store any reusable product in walk-in cooler.  
Remember FIFO!
  - Wipe down gaskets and railing inside of line cooler.
- Turn off Fryers, break down, and clean
  - Start with the wing fryer first turn it off and filter it. Leave this fryer off. It will not be used for the rest of the day.
  - Then move on to the tender fryer and repeat the process as with the wing fryer.
  - If the oil in the first fryer you filtered is not up to the fill line, use oil from the second fryer to fill it. Only add new oil to the French fries fryer.
  - After the last guest has left for the day filter the last fryer and add oil if necessary.  
Clean and put the filter machine back together.
- Take all dirty dishes to the dish area for cleaning and storage. Wipe down all surfaces and sweep, mop, and clean all floors.
- Break down fry freezer: all pans changed out, perishable items brought back to walk-in, and cooler cleaned and organized.
- Floors should be spotless.
- Shelves and walls wiped down.
- Take out all trash from the shift. Remember to follow store safety guidelines for your store.
- Help with any other cleaning duties needed to close down kitchen area.
- Check with the night manager for other items that need to be taken care of for the day. If the manager gives you any task get them done immediately.

## Q &A: Fry Section

Time to see what you've learned! Please complete the following questions. If necessary, refer back to the section. Your trainer will go over the answers with you to make sure you have them 100% correct.

- 1) How long are wings cooked for in the fryer and at what temperature?
  
- 2) How are tenders breaded before being fried?
  
- 3) How long are tenders fried for and at what temperature?
  
- 4) What sauces do we carry?
  
- 5) What are three things you can do to preserve the life of the oil in the fryers?

## Q &A: Fry Section Answers

- 1) 10 minutes at 325°F
- 2) In mixture of milk and egg wash, then hand tossed in flour. Shake off excess flour before placing in fryer
- 3) 4 minutes at 325°F
- 4) Original BBQ, Mild, Medium, Hot, Buff-Q, Hot BBQ, Spicy BBQ, Mustard BBQ, Lemon Pepper, and Teriyaki
- 5) Filter the fryers 3 times a day, keep fry baskets out of the oil when not in use, and skim any loose particles off the top of the oil

## GRILL

This section includes:

- **Set-Up**
- **Grill Pointers**
- **Shift Responsibilities**
- **PM Shift Pointers**
- **Closing Responsibilities**
- **Section Q&A**

## Set Up

Following are things to remember to get you set up for the shift:

- Gloves and apron.
- Sanitizing solution & towels: Is your area sanitized and ready?
- Consult the daily prep list to see what is needed for the day's prep. Prep only what the manager has asked for and follow all recipe guidelines for each item.
- Turn on oven to 325°F degrees.
- Heat 3 double boilers by adding one gallon and a half of water in the bottom. Place the insert in the top. Fill 2 inserts with water half way. Fill the third with Original barbecue sauce. Turn them on to medium heat.
- Load smoked chicken tenders, half chickens, and smoked wings into the empty smoker. Follow recipe guidelines for preparation. \*Some pointers are provided in this section.
- Temp pork butts that have been cooked over night to insure 165°F degrees internal temperature has been reached and remove from the smoker.
- Reload the smoker with butts, chopped pork, and chopped chicken. \*Some pointers are provided in this section. **This needs to be completed by 9 a.m. each morning!**
- Restock Texas toast, 5 inch buns, and kid's bun for the shift.
- Turn the toaster on to 425°F degrees and fill with liquid butter (butter wheel does not need to be started until 11:00am).
- Sanitize the chopping table and set it up for the lunch shift.
- Wipe down all surfaces with sanitizer and a clean towel.
- Chop pork and chicken for the shift. \*Some pointers are provided in this section.
- Prepare smoked chicken salad if required (see the Prep list/ see Pointers).
- Set up and turn on grill.
- Grill chicken tenders and place into the walk-in to cool.
- Finish ribs and place in warmer. \*Some pointers are provided in this section.
- Stock all paper supplies.
- Get ready for Line Check.

## Pointers on Special Items:

### Half Chickens, Smoked Chicken Tenders, and Smoked Wings

The Smoker:

- Cover the bottom of the smoker with aluminum foil with a hole poked in the center for grease drainage.
- Place the side wall rack holders into the cabinet.

Pointers on preparing Half Chickens, Smoked Chicken Tenders, and Smoked Wings:

- The chicken halves should be loaded first and at the bottom of the smoker.
- The smoked wings should be loaded 2nd and above the half chickens.
- The chicken tenders should be loaded above the half chickens and smoked wings.
- We load the smoker in this manner due to the fact that the tenders cook for 45 minutes, the half chickens cook for 2 hours, and wings cook for 2 hours.
- Add hickory wood chips into the chip box located at the bottom of the smoker.
- Use aluminum foil to cover the top of this box which will make it easier to clean after you have finished cooking the chicken.
- Close the smoker door and lock both latches on the smoker door.
- Be sure there is an empty grease pan under the smoker to catch drippings.
- Follow the cooking time and temperature for the smoked tenders first.
- Once the tenders have reached an internal of 165°F degrees they may be removed and placed in to a full 4" inch hotel pan.
- The door to the smoker will then be reclosed, latched and reset (1 hour 15 min.) to finish cooking the chicken halves and smoked wings.
- After two hours of cooking the chicken halves and smoked wings should have reached an internal temperature of 165°F degrees.
- If the temperature has not reached 165°F degrees, close the smoker door and turn it back on until they have reached that temperature.
- Once the halves finish cooking, allow them to cool to internal temperature of 135°F degrees and loosely wrap in plastic wrap.
- Once the smoked wings have finished cooking, allow them to cool to internal temperature of 135°F degrees and loosely wrap in plastic wrap in groups of 10.
- We will now remove all foil, racks, and the side wall rack holders from the smoker and take these items to be washed.

## **Pork Cooling Procedures:**

- Cooling procedures are being adjusted to work with the larger Swift butt.
- Butts to be used the same day will be wrapped whole and held in warming cabinet or smoker at minimum 140°F.
- Butts for later use will be deboned, cut in half (2 pieces) while preserving equal fat cap parts for each half. After butts cool to 135°F degrees, each butt will be film wrapped and individually placed in an ice bag, then in ice bath, and stored in the walk-in cooler. Temperature should be checked and marked on temperature chart periodically to ensure product cools down to 70°F after 2 hours and 40°F after an additional 4 hours.
- Label with item name, date and time made, discard date, and employee initials.

## **BBQ Chicken Cooling Procedures:**

- For any chicken being chilled for later use, limit 3 lbs. of product per gallon size portion bag.
- Label with item name, date and time made, discard date, and employee initials.
- Store in walk-in cooler. Temperature should be checked and marked on temperature chart periodically to ensure product cools down to 70°F after 2 hours and 40°F after an additional 4 hours.

## **Ribs Cooling Procedures: St. Louis and Baby Back Ribs**

- When ribs have finished smoking, check internal temperature with thermometer to ensure the temperature is greater than or equal to 165°F degrees.
- Leave smoker door open and press start/stop to turn smoker to idle
- Allow ribs to cool for 30 minutes or until internal temperature has reached 135 degrees
- Remove all the smoker racks, place them in the speed rack (baker's rack) and put in walk-in cooler.
- Place a full size sheet tray under the speed rack to catch drippings.
- After 2 hours check the internal temperature. Must be equal to or below 70°F degrees.
- Check the temperature after an additional 4 hours to ensure the internal temperature is below 42°F degrees. Record temperature on chart.
- Remove ribs from speed rack, place in 6 inch hotel pan, and cover with plastic.
- Label pan  
-(# of racks in pan ) ribs, date and time cooling starts, discard date, and employee initials
- **-NOTE: cooling time does not start until internal temperature reaches 135°F degrees**
- Shelf life: 3 days after cooking

## **Weighing Pork Butts:**

- You will need: plastic wrap, a scale, and the Pork Yield Sheet.
- Remove each butt from the smoker and wrap it twice in plastic wrap.
- Weigh each butt individually and record the weight on the pork yield sheet.
- The weight and the date will also be recorded on a label that will be placed on the plastic wrap.
- The butts needed for today's shift will be placed back in to the smoker on a clean rack.

## **Reload the smoker with butts, chopped pork, and chopped chicken:**

- Remove left over butts from yesterday from the walk-in.
- Remove the butts from the tubs and take them out of the plastic ice bags, but leave them in plastic wrap.
- Load these butts into a clean smoker since it will be used as a holding cabinet.
- Load yesterday's pork on the bottom and today's pork above that.
- Load 6 butts per rack (see manager for number of butts need for the day's business).
- Now we will load any chopped chicken and chopped pork into the same smoker.
- Turn on to 295°F degrees for 2 hours with a holding temp of 165°F degrees.
- The smoker will reheat all products inside and will be ready to serve at 11:00 am when you open.
- **The above items need to be completed by 9:00 am every morning.**

## **Chopping pork for the shift:**

- Prepare station with:
  - red cutting board
  - chopping cleaver
  - scale
  - full hotel pan
- Record the weight of the butt you are going to chop on the Pork Yield Sheet. Record this by circling the weight on that sheet at this time.
- Now get a small waste bucket and remove the pork from the plastic. We will now chop the pork butt exactly the same way that Shane shows us to in the "Art of the Chop" video

- Remember to put all fat into the waste bucket so you can look through it a second time to find any meat you might have missed.
- After you have chopped each butt, press the pork down into the pan and add three (3)OZ of BBQ sauce on top to keep it moist and cover pan while chopping
- Fill the pan with 4 butts, weigh, and record this number on the Pork Yield Sheet. Place this weight in the “chopped pan weights” section.
- Move this pan to the steam table and add 1 cup of Shane’s Original BBQ sauce per butt that is in the pan (1 butt gets 1 cup and 4 butts get 4 cups).
- Repeat this process and place a back up pan of chopped pork in the warming cabinet that we used to reheat the butts from yesterday. Do not add a cup of sauce per butt as in the previous step, just add three (3)OZ of sauce on top of each butt that you chop.
- Remove the red cutting board and sanitize the work area.

### **Chopping chicken for the shift:**

- You will need: a yellow cutting board, a clean knife, and 2 1/3 size pans.
- Chop the smoked chicken tenders while hot into a rough cut, about 1/2 inch cubes.
- Chop one pan for the steam table and one as a back-up pan that will be placed in the warmer with the back-up pan of pork.
- The pan that goes to the line (steam table) will need to have 3/4 cup of Shane’s original BBQ added to it for every 3 pounds of chicken.
- Add 3 pounds of chicken to second pan WITHOUT sauce.
- Cover, label, and date. Place in smoker to hold.
- Place any remaining chopped chicken in a zip-loc bag in 3 pound portions. Label each bag accordingly and place in walk-in.

### **Preparing Smoked Chicken Salad:**

If the daily prep list states that smoked chicken salad be made:

- Put either 2 or 4 lbs. of unchopped chicken tenders aside. The amount will depend on what the manager has asked for on the prep sheet.
- Get the recipe book and follow the directions for Smoked Chicken Salad.

### **Finishing Ribs:**

- Remove ribs from the walk-in and place them bone side down on the grill.
- Grill bone-side down for about 6 minutes or until you see bubbles coming from then ends of the bones.

- Once you see bubbles, turn the ribs over and sauce the bone side.
- Let the Ribs cook for about 3 minutes on the meat side or until you see grill marks on the meat and bubbles coming from the meat side of the ribs.
- Turn the ribs back on to the bone side and sauce the meat side of the ribs.
- Let the ribs cook for about 1 minute and then turn back over for 1 more minute.
- Place into the warming cabinet until ordered.
- Remember to use the water spray bottle to add moisture to the ribs as they grill.
- Before you sauce the ribs, it is ok to apply water directly to the ribs, but after they have been sauced, only use water under and around the slabs to create steam (which will help them get up to temp quickly).

## Shift Responsibilities

- When an order is received, if a grill item is ordered, you will prepare it.
- Call back everything that the steam table person calls *“half rack”* reply as you put the rack back on the grill *“half rack heard”*.
- Chop pork and chicken as needed.
- Keep the steam table stocked with Texas Toast and buns.
- Finish grilled chicken tenders, smoked wings, half chickens, and ribs as needed and per the recipe book.
- Clean your section as you go.

### After Lunch:

- Clean the smoker that was used for smoking tenders and chicken halves.
- Smoke any ribs that have been asked for on the prep list (use the Recipe Book).
- Clean all surfaces with sanitizer.
- Restock all bread products.
- Help other stations with cleaning and restocking.

### PM Shift:

- At the beginning of the shift, check for par levels and restock anything necessary for the evening.
- Unload the rib smoker and place ribs into a 6” full size hotel pan and place pans in the walk-in. Label pans with item name, date and time made, discard date, and employee initials.
- Clean the rib smoker and prepare it for the next shift.

## Pointers for the PM Shift

### Smoking Butts:

- Check with the manager to see how many butts he or she wants to smoke tonight.
- Find the recipe book and the bag of butt rub seasoning.
- Season the butts.
- Load the butts from bottom to top and no more than six butts per rack.
- Place wood chips in the chip box and place aluminum foil on top of chip box.
- Place grease pan under smoker.
- Line bottom of smoker with foil.
- Get the manager so he/she can double check your work.
- The manager should close and latch smoker door and set the time and temp of the smoker.

## Closing Responsibilities

As a member of a Shane's Kitchen, you'll also be responsible for the following closing duties at the end of your shift.

- Break down your station.
- Place unused butts into an ice bag and into a tub with ice on top of it. These butts will need to go straight into the walk-in for use tomorrow.
- Remove all other items in the warmer and label/ date and place them in the walk-in with a "USE FIRST" sticker on them.
- Load smoker with butts (see Pointers in this section).
- Clean the prep area after seasoning the butts and clean your grill station.
- Work tables
  - Clean tops and cutting boards
  - Wipe down legs
  - Wipe down Shelving
  - Wipe down gaskets and railing inside of warming cabinet
- The grill needs to be broken down by removing any foiled surfaces and scrubbing grill grates.
- The grill should be recovered and put back together clean. Note: let the grill cool for about 30 minutes because it will be very hot.
- Take all utensils to the dish area for washing and help all other stations with restocking and clean all surfaces.
- Sweep, mop, and scrub all floors.
- Shelves and walls wiped down.
- Help with any other cleaning duties needed to close down back kitchen area.

## Q &A: Grill

Time to see what you've learned! Please complete the following questions. If necessary, refer back to the section. Your trainer will go over the answers with you to make sure you have them 100% correct.

When preparing half chickens and smoked tenders:

- 1) What gets loaded first and where?
  
- 2) What kind of wood chips are used to smoke the meat?
  
- 3) What temperature do the smoked tenders need to reach before they can be removed from the smoker? Half Chickens?
  
- 4) By what time do you need to have the smoker reloaded with pork butts, chopped pork, and chopped chicken?
  
- 5) Where do you record weight of pork butts?
  
- 6) What color cutting board is used to chop pork?
  
- 7) What should we reference to learn how to chop a pork butt correctly?
  
- 8) What color cutting board is used to chop chicken?
  
- 9) When grilling ribs, how do you know when to turn them?

## Q &A: Grill Answers

- 1) Half chickens are loaded first in the bottom of the smoker
- 2) Hickory
- 3) 165°F/ 165°F
- 4) 9 AM
- 5) Pork yield sheet
- 6) Red
- 7) Art of the Chop video
- 8) Yellow
- 9) Once the bone marrow begins to boil

## STEAM TABLE

This section includes:

- **Set-Up**
- **Shift Responsibilities**
- **In General**
- **Additional Responsibilities**
- **Closing Responsibilities**
- **Section Q&A**

## Set Up

Following are things to remember to get you set up for the shift:

- Gloves and apron.
- Fill all 5 compartments of steam table with water to about a quarter full.
- Get one bucket of Sanitizer from the dish sink. This red bucket should be filled about  $\frac{3}{4}$  full and also contain one clean towel.
- Turn on steam table knobs to 4 (may vary dependent upon model/see equipment operating manual for verification).
- Bring 3 double boilers to the stove and place on the four outside burners.
- Pour water into the bottom pot of the 3 double boilers. Add one gallon and a half of water to the bottom and place the top pot into the double boiler.
- The top pot of front double boilers on the right should be filled with Shane's Rib Shack original BBQ sauce. The stove should be set to medium heat.
- The top pot of the front and back double boilers on the left should be filled  $\frac{1}{2}$  full with clean water. These pots will be used to heat bags of macaroni and cheese and Brunswick stew.
- Place one bag of macaroni and cheese and one bag of Brunswick stew into each of the two double boilers on the left. The fire under the double boilers on the left containing the Stew and macaroni should be turned onto  $\frac{3}{4}$  heat. Heat to an internal temp of 165 degrees.
- The steam table person should then move on to prepping any green beans, baked beans, collard greens, and peach cobbler needed for the day as designated on the prep list. Items go into a 325 degree oven until an internal temp of 165 degrees is reached.
- Bring 2 white handled scoops, 5 green handle slotted spoodles, and one green handled non slotted spoodle to the steam table.
- Prep and portion coleslaw and potato salad and place into 6 oz white bowls for small and the 8oz white for medium portions. Place lids and stock in the line cooler with the proper day dot. Any extra portions can be placed on a sheet pan in the walk-in to be used later in the day.
- Cook corn.
- Prep hamburger sets and celery. Label with: Time it is set out and discard time (4hrs.)
- Stock line refrigerator, and all paper goods.
- Mop the floor by 10:30 am every morning.
- Get ready for line check.
- Sanitizing solution & Towels. **Is your area sanitized and ready?**

## Shift Responsibilities

\*Remember to use a callback system: you call an item to a station and they call it back to you to ensure they heard your call. If they do not call back to you, it's up to you to make sure they heard you.

- You will monitor the flow of the ticket through the kitchen, ensuring that each station is preparing all of the food that has been ordered and that timing is right. Just like with team sports, communication is key and you're the captain of this team!
- You will also need to be aware of ticket times to ensure that the kitchen is not getting behind. If ticket times begin to get longer than acceptable, you should notify the manager right away.
- As each station prepares an item, it will come to you and you will prepare the order, ensuring it's all there and add garnishes if necessary.

After Lunch:

- Clean and sanitize work surfaces.
- Restock cold items and paper supplies.
- Change out all pans in the steam table.
- Change out sanitizer.
- Perform a line check.

PM Shift:

- Upon arrival, make sure all items are stocked to par.
- Perform a line check.
- Check on peach cobbler. Cobbler takes 45 minutes to cook and should be out of the oven by 4:30 pm.
- Daily Cleaning project completed between 4 and 5 pm as assigned by the manager.
- Pay attention to orders coming in, don't get side-tracked by the cleaning project!

### IN GENERAL:

- Remember how important an eye for detail is in this position. Many of the products you are sending out of your station are "ready to eat" foods, and therefore pose a challenge on more than one level:

**Food safety-** there are many products that will not undergo any type of heating that would slow the growth of or kill any bacteria present in your station. So be especially mindful of the potential of cross-contamination. Keep raw meats away from salads, cobbler, etc. Make sure pans are changed out each night and new pans and drip sets are clean. Also, ensure that the general area and the equipment in the station are clean and frequently sanitized.

**Food Quality-** check produce often to ensure it's cold, crisp, and colorful. Make sure sauces and dressings are fresh and have not begun to break down.

**Portioning-** pay careful attention to recipe weights and measures and be sure to test yourself often by spot-weighing product. Consistency is key!

- Minimizing waste - we want to be careful not to send the message that you should “stretch” food past its shelf life or use product that is in any way questionable. What we do want you to consider is how to be proactive so that you can maximize the shelf life of food items:
  - Maintain required temperatures of food items so that they stay fresh as long as possible.
  - Keep back-up items in refrigeration as long as possible and make sure you’re rotating properly (FIFO).
  - Use appropriate storage containers for individual food items.
- You are also the final check on food quality for all foods, “ready-to-eat” and otherwise. Eye appeal has to be there, quantities should be checked, and quality is of the utmost importance.

**DO NOT SERVE FOOD OF QUESTIONABLE QUALITY TO OUR GUESTS!**

Always get the manager when you have any doubts.

- When an order is complete, you then need to “sell” that item. To “sell” an item, make sure it is picked up by any member of the team who can quickly deliver it to the guest who ordered it. The standard is to yell, “Pork’s Up!” so that runners know the food is ready.

## **ADDITIONAL POSITION RESPONSIBILITIES**

Following are some additional responsibilities you may be asked to help with as part of teamwork:

- clean as you go...keep the kitchen in good shape
- work table
- shelves
- floor
- walls
- prep and storage areas
- any other cleaning duties as needed

## **Closing Responsibilities**

As a member of a Shane’s Kitchen, you’ll also be responsible for the following closing duties at the end of your shift.

- Approximately 15 minutes before close, begin breaking down the station. Don’t put away any food until the last customer has been served.
- Work tables
  - Clean tops and cutting boards
  - Wipe down legs
  - Wipe down Shelving

# KITCHEN

- Pull food out of steam wells and store any reusable product in walk-in cooler.  
Remember FIFO!
- The collard greens, baked beans, Brunswick stew, and green beans should be put in to clean 1/3 pans and kept on the steam table until the last Guest is served for the day.
- Restock all supplies needed for the am shift. This includes 6oz, 8oz, 16oz cups and the lids used for all three, baskets, large and small to go clam shells.
- Break down cooler: all pans changed out, perishable items brought back to walk-in, and cooler cleaned and organized.
- Break down and clean any refrigerated equipment.
- Break down and clean steam table and place steam table items in the walk-in (labeled with: item name, date & time, discard date, employee initial and reheat).
- Take cutting board to dish area.
- The left over corn, cobbler, and any Mac and Cheese that is on the line should be thrown away at the end of every night.
- Floors should be spotless.
- All shelves and walls wiped down.
- Help with any other cleaning duties needed to close down back kitchen area.

## Q &A: Steam Table

Time to see what you've learned! Please complete the following questions. If necessary, refer back to the section. Your trainer will go over the answers with you to make sure you have them 100% correct.

- 1) What items go on the steam table?
- 2) The container we use for small sides is a \_\_\_\_\_ ounce container.
- 3) What do you say when an item is ready for the runner to pick it up?
- 4) What temperature should the items on the steam table be heated to prior to holding?
- 5) We do line checks if we suspect we may be missing something to open, but otherwise they are optional. True or False?
- 6) When do we wear gloves in the kitchen?
- 7) What are two (2) things you can do to ensure food safety in your station?
- 8) What are two (2) things you can do to ensure food quality in your station?

## Steam Table Answers

- 1) Chopped pork, BBQ chicken, baked beans, mac & cheese, brunswick stew, green beans, collard greens, corn
- 2) Six
- 3) Porks up!
- 4) 165°F
- 5) False. Every day, three times a day
- 6) At all times
- 7) Sanitize station throughout shift, practice good personal hygiene, wash hands often, wear gloves and change often, take the temperature of food throughout the day.
- 8) Perform line checks, temp food throughout the day, always use recipe book, use your senses... sight, smell, taste, and touch

## PREP

This section includes:

- **Prep Sheet Lingo**
- **Set-Up**
- **General Prep Procedures**
- **Pointers on Prep**
- **Quality Control**
- **Opening Procedures**
- **Proper Storage Procedures**
- **Additional Prep Responsibilities**
- **Closing Responsibilities**
- **Section Q&A**

## Prep Sheet Lingo

An important part of set up for prep is completing a prep sheet. This is how you know what you need to prep each day in order to set the kitchen up for success. It is your guide to what and how much prep food items are needed each day. Below is an example of a prep sheet.

	MON			TUES			WED		
ITEMS	PAR	OH	PREP	PAR	OH	PREP	PAR	OH	PREP
Smoked Ribs									
Smoked 1/2 Ck									
Smoked Tenders									
Grilled Tenders									
Smoked Wings									

PAR - the build-to level

OH - How much is on-hand

Be sure to fill out date

PAR - OH = prep

Your managers establish par levels. They do this by studying information that shows how much of each item the restaurant sells each day.

- To determine “inventory”, a physical count is completed in the morning. Your manager may ask you to take note of the dates on the previously prepared food to ensure quality and freshness.
- Let your manager know if something is out of date and needs to be discarded.
- You will check off and initial items as you complete prep.

## Set Up

Once you have reviewed the prep sheet, it's time to get prepped for prep! Tools you'll need:

- Recipe Book!
- Gloves
- Color-coded cutting Boards
- Knives
- Scales
- Storage containers
- Lids & Drip sets
- Labels & Day Dots
- Sanitizing solution & Towels
- Is your area sanitized and ready?

## General Prep Procedures

### Check Prep Sheet

- Check the Prep Sheet in the AM before prep for opening
- Recheck "Inventory" counts in the PM. Do you have enough to get through dinner without preparing more?

### During Prep

- Always use the Recipe Book
- Wear gloves while prepping. Change them often!
- **Start by prepping foods with the longest prep time or those that are a "must have". It is important to start the day preparing the items that are needed the most.**
- Be efficient. Only handle a product once.
- Don't cross-contaminate. Be sure to use sanitizing solution on your equipment and to wipe down your station, before and after use.
- Check off and initial items that have been completed on the Prep Sheet.
- Label and date the item before returning it to storage (information is provided in this section on our system for labeling and dating). Be sure to use a lid and also a drip set when necessary.

## Day Dot Chart

Use the corresponding DAY DOT for the day the item is made.

Check the RECIPE BOOK for SHELF LIFE or the shelf life chart.

MONDAY  
Black 

TUESDAY  
Orange 

WEDNESDAY  
Brown 

THURSDAY  
Blue 

FRIDAY  
Red 

SATURDAY  
Green 

SUNDAY  
Yellow 

## Other pointers on prep...

Remember, as part of the Shane's Rib Shack Kitchen Team, food is what we do best! Use your senses: sight, smell, touch, and taste to make sure the food is the best quality possible.

- If you notice food that you suspect is spoiled or damaged, let your manager know right away.
- Pay attention to yield. We want to get as much out of the food products as possible.
- It is very important to carefully cut, weigh, and portion the food products we serve. It is important that our guests get a quality product.
- At Shane's we believe you should prep less food, more often. It is OK to prep food more than once a day to ensure freshness. Pars will be set for prep accordingly so we come as close to running out of prepped food items each day as possible.

## The Waste Sheet (Example)

The WASTE SHEET should be used for EVERY item that is not able to be used, no matter what the reason. It is hard to know where food and other products are going without this type of accurate recording. As you can see on the example sheet below, there are many reasons why a product is unable to be used.

Sometimes, the Waste Sheet will point to opportunities for additional training. Below you will notice:

- On shifts when JD is working, there are a lot of wings being thrown away. He also had to throw out 5 orders of fries that were too cold to be served. This might indicate that JD needs to be a little more aware of what the need is for so much pre-cooking. He might be thinking that he's really doing a great job of planning ahead and being prepared for a rush.
- RS has dropped a half chicken and rack of ribs on the floor. He also spilled about a fourth of a bottle of wing sauce. He might be trying to rush because he's always moving and getting things done quickly, and becomes careless.
- GL has undercooked tenders twice. This could be that he's not paying attention to cooking times, the tenders are larger than normal, the fryers not set to the proper temperature or not holding the temperature and in need of calibration, or some other factor. We don't want anyone becoming sick from undercooked foods. He also served several orders of cold fries. Make sure the fries in the warmer will be okay to serve when the other foods are ready. Plan ahead, but not too far ahead.
- Sometimes the Waste Sheet shows us opportunities to improve our cooking skills and other times, items are past their shelf life and must be discarded. This is still good information, it may educate management as to areas where adjustments need to be made in ordering.

Date	Initials	Quantity	Item	Cost	Reason
9/15/10	JD	30	wings	8.50	not sold
9/16/10	RS	1	half chicken	1.65	dropped on floor
9/17/10	GL	4	tenders	1.25	under cooked
9/17/10	JD	5 orders	fries	1.25	cold
9/17/10	RS	1	full rack	1.60	dropped on floor
9/20/10	BR	1 lb.	potato salad	1.30	past shelf life
9/20/10	GL	10	tenders	2.75	under cooked
9/23/10	JD	10	wings	2.25	not sold
9/25/10	GL	3 orders	fries	.75	not sold

## Quality Control during Prep:

### Sauces

- Refill sauces after lunch for dinner shift.
- Change containers of sauces everyday.

### Meats

- All MEATS must be checked, weighed, and matched against bill for correct amount. Contact manager with any discrepancies.
- All MEATS should be placed in the Walk-In in their original boxes, rotated, and correctly labeled.
- All MEATS should be covered with plastic and labeled with item name, date & time opened, discard date, and employee initial after they have been opened and/or prepped.

### Produce

All fresh produce must be checked in upon delivery for the following:

- Freshness
- Bruises
- Mold
- Firmness or Softness
- Weight/Count applicable
- No wilt or brown spots
- Color
- Smell
- Taste if necessary

## Kitchen Prep by Time

Shift Leader: \_\_\_\_\_ Date: \_\_\_\_\_

### Complete by 8:00

- Turn on all equipment (stove, steam table, fryers, grill, toaster, and convection oven)
- Thaw and smoke ribs as needed (check with manager for amounts)
- Get 3 double boilers heating on stovetop
- Take out pork butts from previous night and properly wrap and cool
- Put cold butts in smoker for 1 hour @ 295°F degrees  
(Check temps, may require additional time)
- Smoke Chicken (Wings, ½ Chickens, Tenders (as needed for Chicken Salad, BBQ Chicken)

### Complete by 9:00

- Begin to reheat all previous days food
- Chop Pork
- Fry wings and tenders
- Make baked beans
- Add stew and mac to double boilers
- Heat BBQ sauce

### Complete by 9:30

- Chop Smoked Tenders for BBQ Chicken
- Make salads
- Portion slaw
- Make chicken salad if needed
- Sit out wing sauces (fill if necessary)
- Get out tossing bowls for wings and tenders

### Complete by 10:00

- Make peach cobbler
- Reheat ½ Chickens and Smoke wings
- Portion okra, fries, pickles, nacho chips, and sweet potato fries

### Complete by 10:30

- Grill tenders
- Remove ribs from cooler and reheat for lunch
- Restock bread product
- Fill Toaster wheel pan with butter

### At 10:30 do a complete LINE CHECK!

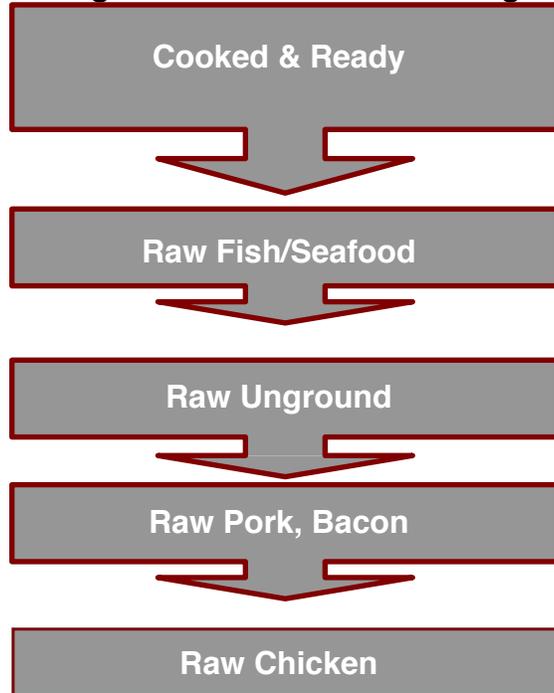
Taste all products to ensure quality!

## Storage of Product in the Walk-in:

- Temperature must remain between 34 and 40 degrees Fahrenheit.
  - If the temperature fluctuates severely it must be reported to your supervisor.
- All food packaged in containers must abide by the following:
  - The lid must fit securely or must be wrapped tightly with plastic wrap.
  - Labeled with item name, date & time, discard date, and employee initials
- Any perishable item that is to be refrigerated must be properly cooled then stored as follows:
  - Must be placed into containers no deeper than six (6) or nine (9) inches.
  - Lid must fit securely and item must be labeled with item name, date & time, discard date, and employee initials
  - No items may be stored directly on the floor.
- All shelving must be plastic coated and at least six (6) inches off the ground to provide adequate room for sweeping and mopping.
- Any non-perishable item (cut vegetables, etc...) may be put into any size or shape container.
  - The container must be labeled with item name, date & time, discard date, and employee initials
- Food Products (Meat, Dairy, Produce, etc...) must be kept in their proper places in the refrigerator, and kept properly organized.
- Do not combine raw meat with cooked meat.**
- Always place cooked food on a higher shelf than raw food**  
(see the Guidelines on the following page for more detail).
- Do not combine different kinds of raw meat on the same sheet tray**  
**(Ex: poultry with pork or beef).**
- All food items must be rotated upon delivery.
- Deck Brushing will be done as follows: After Lunch, after dinner and whenever needed.

## Storage of Product in the Walk-in:

Storage on shelves should be organized according to these guidelines:



An Easy way to remember how shelves are organized (top down) is:

SWIM– 135° final temp

WALK– 155° final temp

FLY– 165° final temp

•Pre-Cooked foods or fresh items (aka “Ready to Eat Foods”) that will not go through any further cooking should always be stored above raw product to avoid cross-contamination

•All other products are stored according to final cooking temperature, raw chicken has the highest final cooking temperature (165°F) so it is stored on the bottom shelf.

**NOTE: At Shane’s we cook all food to an internal temperature of 165°F.**

## Storage of Product in the Freezer:

- Temperature 10°F to (-10°F). If temperature fluctuates severely it must be reported to your supervisor.
- All food packaged in containers must contain the following:
  - Lid, must fit securely or must be wrapped tightly with plastic wrap.
  - Labeled with item name, date & time, discard date, and employee initials
- When removing frozen items from freezer for thawing, the following procedure must be followed:
  - Item must be placed directly into Walk-In Refrigerator for 2-3 days for thawing.
  - Place item in sink with cool running water (70 degrees Fahrenheit or below) until item is thawed.
- Only single serving items may be placed directly into cooking process from the frozen state. No whole poultry, beef, or pork may be cooked from the frozen state, as there is the potential for food poisoning.
- Freezer must be cleaned every day.

## Additional Prep Responsibilities

Following are some additional responsibilities you may be asked to help with as part of teamwork:

- Restock the line when needed and/or help out on the line during busy times.
- Prep for Shift Change:
  - Make specialty BBQ sauces or wing sauces, such as Lemon Pepper or Buf-Q
  - Make coleslaw
  - Portion potato salad
- Clean as you go, keep the kitchen in good shape:
  - Prep tables
  - Shelves
  - Floor
  - Sinks
- Any other cleaning duties as needed.

## Closing Responsibilities

As a member of a Shane's Kitchen, you'll also be responsible for the following closing duties at the end of your shift.

- Prep tables
  - Clean tops.
  - Wipe down legs.
  - Wipe down shelving.
- Floors should be spotless.
- Storage areas
  - Clean
  - Organized
  - Everything labeled and dated.
- Shelves & walls
  - Wipe down in prep area.
- Prep Sink
- Recheck all food product
  - Are they labeled?
  - Are they dated?
  - Are they being stored properly?
- Clean all sinks in kitchen.
- Restock the line as need.

## Q &A: Prep

Time to see what you've learned! Please complete the following questions. If necessary, refer back to the section. Your trainer will go over the answers with you to make sure you have them 100% correct.

- 1) How do you calculate how much of an item to prep on the Prep Sheet?
- 2) What should you do if you discover items that are damaged or spoiled during prep?
- 3) How are foods organized in the walk-in?
- 4) When do we write a prep list?  
Every morning at least  
Every Monday  
When the prep people have less than two weeks experience  
It's optional
- 5) At what temperature do we smoke butts?
- 6) At what temperature do we smoke tenders?
- 7) How long are tenders smoked?
- 8) At what temperature do we smoke ½ chickens?
- 9) How long do we smoke ½ chickens?
- 10) What type of chicken do we use to make the Chicken Salad?
- 11) What type of chicken do we use for the BBQ chicken?
- 12) What is the seasoning we use for the grilled tenders?
- 13) What is in the butt rub mixture?
- 14) When pre-cooking wings, what temp is used?
- 15) When pre-cooking wings, how long are they cooked?
- 16) When wings are ordered we cook them at \_\_\_\_\_ degrees.
- 17) Milk wash for the tenders has ½ cup of \_\_\_\_\_ and ½ cup of \_\_\_\_\_
- 18) How many cans of Peaches go into the Peach Cobbler?
- 19) Describe the cobbler topping:
- 20) What do we add to the corn when we put it in the steam table?

## Q &A: Prep Answers

- 1) Subtract your On Hand from your Par (PAR-OH=PREP)
- 2) Let your manager know the items are damaged or spoiled
- 3) Cooked food always stored above raw food, raw beef stored above raw pork, and raw pork above raw chicken. All items should be rotated upon delivery (FIFIO)
- 4) Every morning at least
- 5) 225°F
- 6) 275°F
- 7) 45 minutes or until internal temperature reaches 165°F and promptly remove from smoker
- 8) 275°F
- 9) 2 hours or until internal temperature is 165°F
- 10) Smoked tenders, hand shredded
- 11) Smoked tenders, chopping into 1/2 cubes
- 12) Shane's Rib and Chicken 3:1 seasoning
- 13) Shane's seasoning salt, black pepper, Lawry's seasoned salt
- 14) 325°F
- 15) 10 minutes
- 16) 375°F
- 17) whole milk, liquid egg
- 18) 1 #10 can
- 19) Mixture of 3 cups flour, 3 cups white sugar, and 1 1/2 cups liquid margarine - creates a sweet crust
- 20) Water to completely cover corn

## EQUIPMENT

This section includes:

- **Walk-in Cooler**
- **Line Cooler**
- **Freezer**
- **Ice Machine**
- **Steam Table**
- **Fryers**
- **Filter Machine**
- **Stove Top**
- **Smokers**
- **Rib Smoker**
- **Grill**
- **Heat Lamp**
- **Exhaust Hood**
- **Toaster**

## **Walk-in Cooler: American Panel**

### Description:

- The Walk-in is a large refrigerator where all cold food items are stored.
- All meats will be stored in the coldest part nearest the refrigeration unit.
- See the Walk-in schematic for your location for the recommended positioning of all stored product in this unit.

### Position and Use:

All Kitchen positions are responsible for the organization and cleanliness of the Walk-In as they are going in and out throughout the day.

### Maintenance:

- The Walk-in floor should be cleaned daily by using a deck brush and a squeegee.
- The shelving should remain clean and free of any debris.
- All products should remain organized and rotated like you would see in a grocery store.
- All perishable products should be dated and rotated accordingly. (FIFO)
- The “use first” stickers should be utilized at all times.
- It is important to leave the door closed at all times.

### Items:

All produce, dressings, sauces, meats, and dairy will be stored in the Walk-in.

## **Line Cooler: Victory #UR-48-SST Under Counter Refrigerator**

### Description:

The Line Cooler is a small refrigerator that is positioned next to the line (Steam Table). Cold food is stored here to expedite the cook's preparation of tickets.

### Position and Use:

The Steam Table position and the Fryer position will be responsible for the Line Cooler. It is to be kept stocked and clean throughout the day.

### Maintenance:

- Shelves should remain clean of any debris.
- Rotation is critical. (FIFO)
- Always use the day dot chart to mark product.
- The gasket, or seal around the door, should also be wiped and cleaned daily.
- The outside is Stainless Steel, and it should remain shiny and clean.
- The door should remain closed as often as possible when not in use.

### Items:

Portioned slaw and potato salad, prepped large and regular salads, pre-portioned okra, sliced cheese, prepped wings and tenders, chicken salad, sweet potato fries, and French fries will be kept in the line cooler.

**Freezer: Victory #VF-2 Double Door Freezer****Description:**

This is a large side-by-side freezer where all frozen foods are kept.

**Position and Use:**

Mostly used by the Steam Table and Fryer position for storage. Items to be used for a meal shift are taken out of the Freezer and moved to the Line Cooler.

**Maintenance:**

- Food and debris should be cleaned off of the shelves daily.
- Rotate all frozen product. (FIFO)
- The outside should also remain clean and shiny.
- The door's seal should also be kept clean of any debris.
- Both doors should remain closed when not in use.

Items: French fries, sweet potato fries, fried okra, cheesesticks, and corn are kept frozen in the freezer.

**Ice Machine: Hoshizaki #450MAH-C****Description:**

This unit makes ice to be used for the cooling of food and to back-up your ice machine out front, for the guests, in the case of shortages or a failure.

**Position and Use:**

This is used mostly by the Steam Table and Grill positions. Ice is used to keep produce and dressings cool on the line, and ice is needed for rapidly cooling hot foods.

**Maintenance:**

- The outside should remain clean at all times.
- The door should never be left open as this can allow the opportunity for contamination.
- Nothing should be left in the ice to include ice scoops.
- Scoops should be stored on the outside.

**Steam Table: Supreme Metal #SW-4E-208M Steam Table****Description:**

The Steam Table is found on the line, and it is where most food is being served.

**Position and Use:**

- The Steam Table is utilized by the Steam Table Position.
- It heats water to create steam, which then maintains food stored in separate pans and compartments at appropriate temperatures.
- The Steam Table should NEVER be used to heat food, it is only used to maintain heat once the food is hot.

**Maintenance:**

- Water is filled every morning, and then drained every evening from the Steam Table.
- Clean pans should always be utilized, pans should be replaced after the lunch period.
- It should be shiny and clean including the dials.

- All Steam Tables are different and must be set differently to maintain safe serving temperatures.
- Once the proper setting in each well has been determined the dial for that well should be marked. (White out or finger nail polish works well for this purpose).

#### Items:

Chopped pork, chopped chicken, chopped beef brisket, Brunswick stew, baked beans, collard greens, mac-n-cheese, corn, and green beans are kept warm in the steam table.

#### **Fryers: Imperial #IFS40 Fryer**

##### Description:

All three fryers will be utilized daily. They are used to prep and finish all fried foods.

##### Position and Use:

- The Fryers are utilized and maintained by the Fryer position.
- They are used for both prepping and finishing all fried foods, so the temperature and time must be monitored at all times.
- There should be plenty of timers available at the fryers.

##### Maintenance:

- The outside of all fryers and all baskets should remain clean.
- All fryers should be filtered and cleaned three times daily; after prep, after lunch, and at close.
- The Filter Machine is used to service the Fryers.

#### Items:

French Fries, sweet potato fries, fried okra, cheesesticks, wings, and tenders are cooked using the fryers.

#### **Filter Machine: Pitco #P I 4 Mobile Filter Unit**

##### Description:

The Filter Machine is a small unit on wheels that is used to service and clean the Fryers.

##### Position and Use:

The Filter Machine is utilized by the Fryer position. All fryers should be filtered and cleaned three times daily; after prep, after lunch, and at close.

##### Maintenance:

- Extra care should be taken when filtering fryers, as the oil is very hot.
- It is important to let the unit cool before changing the filter paper and cleaning, which should be done after every use.
- This machine should never be left running without supervision.

**Stove Top: Imperial #IR-4-G 1 2-C Range with Oven Base**

Description: The Stove has gas burners used for heating food.

**Position and Use:**

The Stove is used by the Steam Table position for heating food, and by the Grill position for heating BBQ sauce.

**Maintenance:**

The stove should be wiped clean after it has cooled. It is important to monitor the heat to prevent damage to food and equipment, and to conserve energy.

Items: Corn, Brunswick stew, mac and cheese, and BBQ sauce are prepped on the stove.

**Oven: Imperial #IR-4-G 1 2-C Range with Oven Base**

Description:

The Oven is used for baking and reheating food.

Position and Use: The oven is primarily used by the Steam Table position for cooking.

**Maintenance:**

The oven should be cleaned daily, and a thorough cleaning should be done at least once a week to include the detailing of the interior. It is important to utilize timers, and to turn the Oven off when it is not needed.

Items: Baked beans, peach cobbler, collard greens, and green beans are all baked in the oven. It may also be used to reheat many items including the proteins.

**Smokers: Southern Pride #SC-200-SM with Flat Racks**

Description:

These two smokers are time and temperature driven to produce and adds smoke to the cooking process for added flavor.

**Position and Use:**

- These Smokers are used by the Grill position for smoking all smoked proteins other than the ribs by adding hickory wood chips to a heating element.
- They are also used as a warming cabinet to hold warm food.

**Maintenance:**

- The Smokers should be cleaned at least once daily, after the smoking has been completed.
- Cleaning includes the disposal of any grease in the drip pans, and wiping down the entire unit including the gaskets.
- It is helpful for cleaning to use aluminum foil to cover the chip housing and the bottom of the smoker (Remember to punch a hole in the bottom to allow grease to drip into drip pan).

Items: Pork Butts, half chickens, chicken tenders, and beef brisket are smoked in these smokers. It is also used as a holding cabinet to keep items warm.

## **Rib Smoker: Southern Pride #DH65**

### Description:

This Smoker is used for smoking ribs as it also adds steam to cooking in addition to smoke. The DH-65 is menu driven.

### Position and Use:

- This smoker is also used by the Grill position.
- Both chips and water are added to separate heating elements when smoking.
- In addition to smoking ribs, it can be utilized to heat or store food if necessary.

### Maintenance:

- The Smokers should be cleaned at least once daily, after the smoking has been completed.
- Cleaning includes the disposal of any grease in the drip pans, and wiping down the entire unit including the gaskets.
- It is helpful for cleaning to use aluminum foil to cover the top of the chip housing, top of the water pan cover, and the bottom of the smoker (Remember to punch a hole in the bottom to allow grease to drip down into the drip pan).

### Items:

This smoker is used for smoking ribs.

## **Grill: Imperial #IRB-36 Char-grill**

### Description:

This is a gas grill and is used for both prepping and finishing grilled and smoked items.

### Position and Use:

The Grill is used by the Grill position throughout the day. It should be between the stove (for BBQ sauce), and a smoker (Holding Cabinet).

### Maintenance:

- Extra Care should be taken when cleaning this unit as it will remain hot after turning the gas off.
- It should be cleaned with a grill brush throughout the day to remain free of food and sauce.
- At close, the entire grill should be cleaned. The gas should be turned off when not in use to include any slow periods.

### Items:

The grill is used to prep grilled tenders, reheat and finish ribs, and cook burgers.

## **Heat Lamp: APW Wyott #DW I A**

### Description:

The Heat Lamp will be located on a table next to the fryers.

### Position and Use:

- The Fryer position will use and clean the Heat Lamp.
- It helps keep French fries fresh during the busy periods.

### Maintenance:

- The Lamp should be wiped clean after each meal period.
- It should only be turned on during the busy meal periods.

### Items:

Mostly used for French fries, but it might also be used if fried tenders or okra are accidently finished.

## **Exhaust Hood: Captive Aire**

### Description:

The Exhaust Hood is located above the fryers, stove, grill, and smokers. It lets smoke and heat escape to keep from filling the kitchen.

### Position and Use:

The Fryer and Grill positions use the Exhaust Hood, and both are responsible for keeping their filters clean, and having the Hood wiped clean.

### Maintenance:

- The Exhaust Hood should be on at all times.
- The only time it would be turned off is if nothing is being smoked overnight, and it should be very rare that this would occur.
- Aside from the Hood being wiped clean, the filters should be taken down, soaked, cleaned, dried, and replaced daily as needed.

## **Toaster: APW Wyott #M-95-2 Conveyor Toaster**

### Description:

This table top Toaster is used for toasting bread.

### Position and Use:

The Toaster is used by the Grill position for toasting Texas Toast and buns.

### Maintenance:

- Extra care should be taken when cleaning this unit as it becomes very hot.
- After it has cooled at close, the butter wheel, and cover should be disassembled, and the entire toaster should be cleaned.
- The wheel should only be left running during busy periods.

Items: Texas Toast and buns are toasted using the Toaster.

## HAZ-COM AND RIGHT TO KNOW INFORMATION

This section includes:

- **Right to Know Training Program**
- **Chemical Warning Labels**
- **Material Safety Data Sheets**
- **Section Q & A**

## Right to Know Training Program

Shane's Rib Shack has an employee Hazard Communication Program and Bloodborne Pathogen Program. The purpose is to ensure each employee knows and understands the hazards of chemicals they may come in contact with in the workplace. This training is as follows:

Employees have the right to:

- Have access to the Company's written Hazard Communication Program.
- Request and receive information on hazardous substances which they work with or which they may come in contact with.
- Be informed and trained about hazardous chemicals used and how to protect themselves.

What is a Hazardous Material?

Type	Symptom
Irritant	Itching, sneezing, coughing
Corrosive	Causes permanent damage to skin, eyes, or tissues
Flammable	Catches fire at less than 100 degrees such as gasoline or alcohol.
Combustible	Catches fire at over 100 degrees such as mineral oil or kerosene.
Toxic	If swallowed, inhaled, or absorbed through the skin, you may become seriously ill or die.
Sensitizers	Can cause allergic reactions
Carcinogens	Cancer causing

## Chemical Warning Label

### The purpose of labeling

The warning label provides important information about a chemical and is attached to the container itself. While you can get the same information (and more) from the MSDS, only a warning label can tell you exactly which chemical is inside that particular container.

When you transfer a hazardous chemical, the label you put on the new container protects others who may use the chemical in the future, including YOU!

Labels must list basic information such as:

- Product Name
- Manufacturer, and manufacturer information
- Major Hazards
- Hazardous Chemical name
- First Aid Procedures

Labeling is the FIRST, EASIEST, and BEST source of information. The most dangerous chemical is the one WITHOUT a label. Never handle a chemical until it is known what it is and it is labeled appropriately.

## Material Safety Data Sheets Key to Chemical Safety

### Know what's on an MSDS

MSDS's are printed pages which give you all the critical information you need to know about how to use, transport, and store chemicals in order to protect yourself, as well as what to do in case of an emergency. We are required to keep an MSDS sheet on every chemical in use in the restaurant. The area in which we keep the MSDS is considered "The Right to Know Station". Our chemical company normally will supply them for us.

### Know Where the MSDS is Kept

It's the Law that MSDS's be readily accessible to employees. It is also the law that there is an MSDS sheet on every chemical that is in use in the restaurant from Bleach to glass cleaner.

## Reading Material Safety Data Sheets

### Section one

Chemical Name – Lists the identity of the substance (the name on the label), date the MSDS was prepared, the name and address of the manufacturer, and usually a phone number for emergencies and for more information.

### Section two

Hazardous ingredients/Chemical Identity – Includes names of substances in the chemical that might be dangerous and safe exposure limits. Also lists common names for the chemicals.

### Section three

Physical Characteristics – Describes many physical qualities of the chemical, and lets you know what is usual or safe. For example: How the chemical looks and smells, boiling and melting temperature (important in case a chemical might become a gas you could breathe), evaporation rate, how easy the chemical dissolves, and how heavy it is (this will tell you if will sink, float or dissolve in water).

## **Section four**

Fire and Explosion Data – Tells you the lowest temperature at which the chemical could catch fire (“Flash Point”). Lets you know if it is flammable (catches fire below 100°F) or combustible (catches fire at above 100° F). Lists the best way to put out a fire that involves that chemical.

## **Section five**

Reactivity – Describes what happens if the chemical comes in contact with air, water, or other chemicals. Describes conditions like heat, or materials like water, that can cause the chemical to react by burning, exploding, or releasing dangerous vapors. The chemical will be called “incompatible” or “unstable” under these conditions.

## **Section six**

Health Hazards – Lists ways the chemical might enter your body, like splashing on your skin or being breathed in as a vapor, as well as possible symptoms of overexposure. Lets you know if overexposure might make existing medical conditions worse, and describes emergency first aid procedures.

## **Section seven**

Usage, Handling, and Storage – Describes how to clean up a spill, leak, or release, including special procedures. Tells you how to handle, store, and dispose of chemicals safely. Remember if there is an accident notify the manager immediately.

## **Section eight**

Special Protection and Precautions – Explains special Personal Protection Equipment (PPE) and other equipment to use when dealing with the chemical, special procedures, extra health or safety information, signs that should be posted.

## Q &A: HazCom and Right to Know

Time to see what you've learned! Please complete the following questions. If necessary, refer back to the section. Your trainer will go over the answers with you to make sure you have them 100% correct.

- 1) Which type of Hazardous Material causes Itching, Sneezing, and Coughing?
  
- 2) Which type of Hazardous material catches fire at less than 100 degrees?
  - 2b) Which catches fire at over 100 degrees?
  
- 3) What does MSDS stand for?
  
- 4) Where can you find MSDS sheets in your restaurant?
  
- 5) Where are chemicals properly stored in your restaurant?
  
- 6) What does "P.P.E." stand for?

## HazCom and Right to Know Answers

- 1) Irritant
  
- 2) Flammable
  
- 2b) Combustible
  
- 3) Material Safety Data Sheets
  
- 4) “The Right to Know Station” (in designated chemical area)
  
- 5) Only in a designated area away from food products
  
- 6) Personal Protection Equipment

## KITCHEN FINAL EXAM

**Note: This is to be taken after all training is complete, to include On-the-Job Training. Some of the answers will be learned on-the-job vs. in this book!**

## Q &A: Final Test

- 1) The Big Dad Pork sandwich has \_\_\_\_\_ oz. of pork?
- 2) The Big Dad is served on untoasted or toasted Texas Toast?
- 3) The Smothered Pork sandwich has \_\_\_\_\_ oz. of pork and \_\_\_\_\_ oz. of cole slaw?
- 4) The Smothered Pork sandwich is on a toasted bun or toasted texas toast?
- 5) The Chicken Tender sandwich comes with \_\_\_\_\_ tenders on toasted Texas Toast.
- 6) Under the meat only section, no bread comes with these items.  
True or False
- 7) A Full Rack Plate comes with a full rack, 2 small sides, and 2 slices of toast.  
True or False
- 8) The Half Chicken plate comes with a half chicken, 2 small sides, and 1 slice of Texas Toast.  
True or False
- 9) The BBQ Chicken sandwich comes with a 6 oz chicken breast on Texas Toast.  
True or False
- 10) Our salads all come with lettuce, tomato, carrots, cabbage, cucumbers, cheese, and croutons.  
True or False
- 11) When do we write a prep list?  
Every morning at least  
Every Monday  
When the prep people have less than two weeks experience.  
It's optional
- 12) At what temperature do we smoke butts?
- 13) At what temperature do we smoke tenders?
- 14) How long are tenders smoked?
- 15) At what temperature do we smoke ½ chickens?

- 16) How long do we smoke ½ chickens?
- 17) What is added to the bag of Mac & Cheese?
- 18) How is the Brunswick Stew made?
- 19) What type of chicken do we use to make chopped BBQ chicken?
- 20) What's in the Butt Rub?
- 21) How many cans of peaches are used in the peach cobbler?
- 22) What do we add to the corn when we put it in the steam table?
- 23) Name the products we hold on the steam table
- 24) All the dials on the steam table should be set on the number 3.  
True or False
- 25) How many ounces of product go in the small side?
- 26) How many ounces of product go in the medium side?
- 27) Do we always wrap the corn before we serve it?
- 28) When do we wrap sandwiches?
- 29) When do we a line check?  
When we want to  
At least 3 times a week  
Before each meal period
- 30) We can test new products in our stores as long as:  
Our GM knows about it  
The franchise owner knows about it  
If a guest request we do so  
If we have approval from corporate

- 31) We should prep fried tenders once at 10:30am for the entire day.  
True or False
- 32) When do we wear gloves in the kitchen?
- 33) How many tenders come on the salads?
- 34) What temperature do we set the fryer on for finishing tenders?
- 35) How many days of shelf life from the pack date do we have on pork butts?
- 36) How many days of shelf life from the pack date do we have on chicken?
- 37) What does FIFO stand for?
- 38) Describe the cobbler topping
- 39) What is in the 3 in 1 seasoning? (and how much)
- 40) How long do we cook fries?
- 41) What are the ingredients in the Collard Greens?
- 42) How long are the ½ chickens smoked?
- 43) Who is always right?  
My boss  
Shane  
The guest  
My franchise support person

- 1) 8oz
- 2) Toasted
- 3) 6oz and 4oz
- 4) Toasted Bun
- 5) 3
- 6) False (bread come with all meat only items)
- 7) False (2 medium sides)
- 8) True
- 9) False (toasted bun)
- 10) False (garlic toast, cut into 4 triangles)
- 11) Every morning at least
- 12) 225°F
- 13) 275°F
- 14) 45 minutes or until internal temperature reaches 165°F
- 15) 275°F
- 16) 2 hours or until internal temperature reaches 165°F
- 17) 2 cups shredded cheese and 1 cup whole milk
- 18) Boil in bag until internal temperature reaches 165°F. When moving to steam table add 2 lbs of pork and 2 cups of Shane's Original BBQ sauce
- 19) Smoked Tenders - chopped into 1/2 inch cubes
- 20) Shane's seasoning salt, black pepper, Lawry's Seasoning Salt
- 21) 1 #10 can
- 22) Water - completely cover corn
- 23) Chopped pork, chopped BBQ chicken, Brunswick Stew, Mac & Cheese, baked beans, corn, green beans, collard greens
- 24) False
- 25) 5-6oz
- 26) 7-8oz
- 27) yes
- 28) only if it is take-out
- 29) Before each meal period
- 30) If we have approval from corporate
- 31) False (prep for meal period only)
- 32) At all times
- 33) Three - chopped into 1/2 inch cubes
- 34) 375°F
- 35) 21 days from pack date
- 36) 14 days from pack date
- 37) First in, First out
- 38) Mixture of 3 cups flour, 3 cups white sugar & 1 1/2 cup liquid margarine to create sweet crust
- 39) 3 cups Shane's seasoning salt and 1 cup black pepper
- 40) 3 minutes 30 seconds
- 41) 1 #10 can of collard greens, 1/2 cup white sugar, 2 table spoons Lawry's Seasoning Salt, 3oz bacon rendering
- 42) 2 hours or until internal temperature reaches 165°F