Wurst Haus German Deli & Restaurant

Prep Cook Training Manual

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Introduction

Congratulations on your employment as a Prep Cook at the Wurst Haus German Deli and Restaurant! We will provide you with the training you need to be successful. As a Prep Cook you'll be an important part of every meal we serve and each guest's experience in our restaurant. We take great pride in our quality food and clean, efficient kitchen. Our high standards can only be maintained through great people like you who share our values and desire to do the very best job possible for our guests every day.

The guidelines listed on the following pages have been established to help you in your effort to provide these qualities to our guests. Along with the hands-on training you will receive, this manual will provide answers to questions you may have regarding the operating procedures for the Wurst Haus German Deli and Restaurant.

Once again, welcome to the Wurst Haus German Deli and Restaurant Team!

Prep Cook Functions & Responsibilities

Your role as a Prep Cook at the Wurst Haus German Deli and Restaurant is extremely important to our success. You will be trained extensively on how to perform your job. Your speed and efficiency are imperative to the smooth operation of the kitchen. You need speed to successfully complete your tasks. Your efficiency and consistency will help assure 100% guest satisfaction. You will be provided with high quality products and the necessary tools and equipment to complete your daily duties.

General Job Guidelines And Responsibilities



- Always arrive at least 5 minutes before your scheduled time.
- Always come to work with a clean uniform.
- Check your duties for the day by reviewing prep list, cooler pull list, etc.
- Get organized and plan your day before beginning your work.
- Sanitize and clean your work area.
- Clean as you go maintain a clean station and work area THROUGH OUT THE DAY.
- Follow the recipes ensure the quality and consistency of every batch recipe that goes from our prep kitchen to the proper workstation on the line.
- Be a team player support and assist your fellow team members whenever possible.
- Ensure that all slicers, scales, refrigeration and cooking equipment are operating correctly and at the proper temperature.
- Report any broken or malfunctioning equipment to the kitchen manager or manager-on-duty.
- ALWAYS follow safe food handling practices.

- Maintain your daily and weekly sanitation and maintenance schedules.
- Never store raw poultry, meat or fish products above cooked or ready-to-eat products.
- Maintain a safe, clean and organized workstation and walk way in the prep areas.
- Use our product labeling system to label, date, rotate and store all food products.
- Prepare only what is on the Daily Prep List.
- Clean all equipment and workstations immediately after use.
- Do not work more than scheduled hours unless directed by manager-on-duty.
- Always check with Manager prior to checking out.

Prep Cook Job Functions

- 1. Clock in.
- 2. Get apron and towels.
- 3. Scrub hands.
- 4. Sanitize work area with sanitation-solution.
- 5. Get organized assemble your tools including cutting board, scale, knives, pans, measuring tools, etc.
- 6. Review Prep List prioritize, determine what products are needed to open.
- 7. Begin working on Prep List items.
- 8. Don't work on too many items at one time. Limit yourself to 2 products at once.

- 9. During lunch, provide backup for anything needed on the line.
- 10. Maintain a clean work area clean as you go.
- 11. Do not allow any products to remain in the danger zone (45-140 degrees F) for more than one hour before being prepared.
- 12. When all Prep List items are complete, have kitchen manager review and check out.
- 13. Cleanup -
 - Clean all utensils
 - □ Scrub and sanitize sinks and countertops
 - Clean walls around work areas
 - Put back all utensils, equipment and measuring tools in their storage places.
 - □ Sanitize all counters, sinks and equipment
 - □ Clean and organize coolers all products should be in their proper shelf location and in proper covered container.
 - Sweep and clean walk-in floor.
 - Sweep and clean dry storage area.
 - Dispose of apron, towels and any soiled linen in the appropriate dirty laundry bins.

Efficiency And Speed	A good Prep Cook must work quickly and efficiently to provide the quantity of products needed to keep up with our volume of business.
Organization And Focus	A good Prep Cook stays focused on one or two tasks at a time and completes those tasks before moving on to something else. The workstation is not cluttered, when one task is finished, utensils, tools and equipment are cleaned and put away if not needed.
Attention To Cleanliness And Sanitation	Much of a Prep Cook's job is involved with maintaining standards of cleanliness in the kitchen. A good Prep Cook must be aware of our cleaning and sanitation standards and must maintain them consistently.
Always a Team Player	A good Prep Cook is always aware of what's going on in the kitchen and is ready and willing to help others get the job done.

Qualities of a Good Prep Cook

Kitchen Closing Checklist

Prep Area

	Clean and organize under prep tables
	Clean, wipe and dry sinks
	Clean, wipe and dry walls
	Clean and sanitize countertops
	Empty and reline all trash cans
	Clean and organize dry storage area
	Sweep and mop prep area floor
Freezer	
	□ Verify that temperature is between 0 and 10 degrees F.
	Clear the floor
	□ Organize shelves
	Rotate products, oldest products in front, discard products that have exceeded their pull date
	Sweep and clean floor

Wurst Haus German Deli & Restaurant

Refrigerators

- Uverify that temperature is between 36 and 40 degrees F.
- □ Ensure that all products are covered and in the proper containers
- □ Organize shelves, ensure that all containers are (Daydot) labeled
- □ Rotate products, oldest products in front, discard products that have exceeded their pull date
- Clean and wipe racks from top to bottom
- Sweep, scrub and dry mop floor

Kitchen Sanitation & Cleanliness



The responsibility of management and staff to protect the public from food borne illness is fundamental. A food borne illness is simply a disease that is carried, or transmitted, to human beings by food.

Throughout your training, you will receive information concerning proper temperatures of food storage and serving, as well as, cleanliness standards, proper use of chemical cleaning, and disinfectant products. It is always our #1 objective to operate our restaurant at the highest level of sanitation and cleanliness for the benefit of our guests and employees.

Major causes of food borne illness

- Poor personal hygiene
- Employees with a infectious illness
- Improper food handling & storage
- Unsafe food holding temperatures. Food left in the danger zone of 40° to 140° for four or more hours.
- Unsafe reheating & cooling of foods
- Unsanitary dishware, utensils and equipment
- Cross contamination the transfer of harmful microorganisms from one food product to another
- Improper chemical storage

Personal Hygiene

Always wash your hands . . .

- 1. Before starting work
- 2. After . . .
 - ... using the restroom

- ...smoking or eating
- ...touching money, raw food, your face, hair or skin
- ...combing your hair, handle anything dirty
- ...you cough, sneeze, or blow your nose
- ...cleaning, talking our the garbage

How to wash hands properly

- 1. Use warm water
- 2. Use soap to build up good lather
- 3. Use nail brush to clean nails
- 4. Rinse and repeat
- 5. Dry hands with disposable towel or air dryer (never use your apron as a hand towel)

Personal Grooming

- Fingernails Keep your fingernails short and clean. Don't wear fingernail polish or false fingernails.
- Maintain clean teeth, hair, hands and body. Use deodorant.
- Do not wear rings or loose jewelry; it can cause injury by getting caught on sharp objects and equipment.
- Use cologne or cosmetics moderately.
- Hair Never touch your hair while handling food. Wear a hat or hairnet at all times.
- Do not eat, drink or chew gum while you are working.

Personal Health

- Stay at home if you have the flu, sore throat, fever, diarrhea, vomiting, headache or dizziness.
- Contact the restaurant and speak to a manager if you are sick and feel you need to say home.

Food Handling & Storage



Checking in products

Use thermometer to measure temperature of products. Reject products if the temperature is above the following amounts.

Product	Temperature
Fresh meat	40° F or lower
Fresh poultry	40° F or lower
Fresh fish	40° F or lower
Fresh lobster, shrimp and shellfish	45° F or lower
Milk & milk products	-40° F or lower
Ice cream	6° to 10° F
Liquid eggs	40° F or lower

- Reject cans that are dented, leak, contain rust or are missing labels
- Reject produce that has any signs of mold, spoilage or insect damage

Avoid cross contamination from one food item to another

- Keep separate cutting boards for raw and cooked foods.
- Never mix leftovers with fresh food.
- Store fresh raw meats, poultry, and fish on lowest racks.
- Sanitize thermometers after each use.

• When thawing raw foods in the refrigerator, place them on the lowest shelf.

Store foods and equipment properly

- Cover, label, and date foods in storage.
- Do not store food in open containers.
- Empty all canned products and store in proper containers.
- Always place raw food products below cooked or ready-to-eat products.
- Store new foods behind old ones so older products get used first.
- Always place food in clean containers or wrappers.
- Keep storage containers off the floor and away from the wall.
- Check temperatures of refrigerators and freezers daily.

Product	Temperature
Refrigerator air temperature	Between 35 - 38° F
Freezer air temperature	Between -10 - 0° F

- Defrost freezers as necessary. Frost build up causes freezers to warm up.
- Throw away any food that gets beyond its use-by or expiration date.
- Dry goods and storage areas should be cool and dry.
- Do not store food or equipment under exposed server lines.
- Keep storage areas clean.

- Store all equipment so that dust cannot settle on it.
- Store chemicals and pesticides separately from food.

Handle ice and tableware properly

- Use clean scoops or tongs to pick up ice; do not use hands or glass.
- Store scoops or tongs in a clean container, not in the ice.
- Do not store any food or beverage in the ice.
- Avoid touching food contact surface with dishes, utensils, etc.

Chemical handling & storage

- Always wash your hands thoroughly and change your uniform after handling chemicals
- Store away from food preparation, handling and storage areas.
- Keep chemicals in their original containers or another clearly labeled, sturdy container.
- Never allow chemical to come in contact with food.
 Immediately throw away any food that comes in contact with chemicals of any kind.
- Clean up chemical spills promptly, then wash your hands and change your uniform.
- Never place food in chemical containers or place chemicals in a food container.

Dispose of waste properly

• Take garbage out frequently.

- Keep garbage areas clean and sealed.
- Clean and sanitize garbage cans regularly.
- Store soiled linen in a laundry bag or non-absorbing container.

Keep insects and animals out by . . .

- Keeping doors closed.
- Taking garbage out frequently and keeping garbage areas clean.
- Report any holes where an animal can enter.
- Do not provide a free meal for any animals.

Kitchen Cleanliness

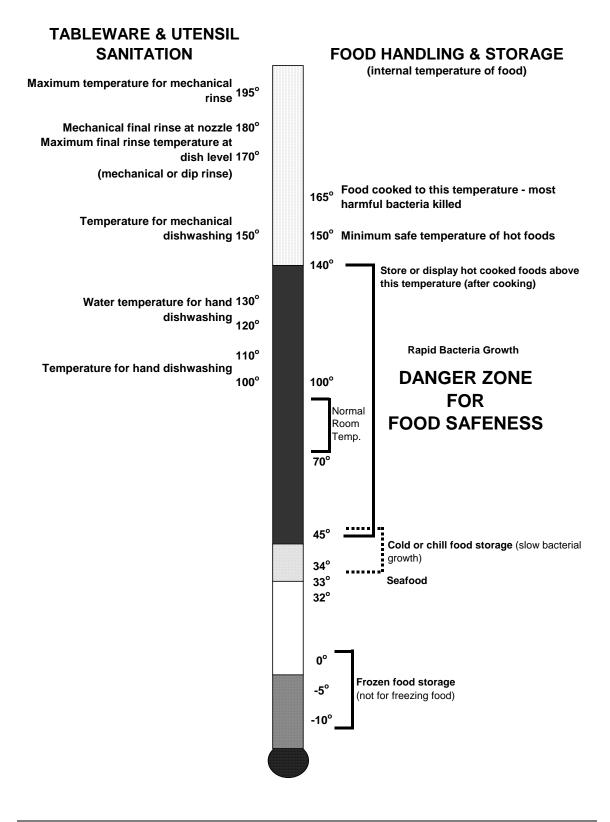
- Sanitation solution (spray) should be used on all food contact surfaces after they have been cleaned or when switching from one food product to another.
- Sanitation solution should be always being accessible in the kitchen. Frequently rinse all cloths used to wipe counters in this solution.
- Store all cleaning products, insecticides, poisons and chemicals AWAY FROM FOOD.
- Wash mops like brushes in hot water and hang to dry. Rinse mop buckets immediately and store after use.
- All employees should help maintain clean and organized walkin, freezer, dry storage and other storage areas.
- All pots and pans, food storage containers and trays should be inverted after cleaning.

- Maintain and clean kitchen equipment on a regular basis.
- Clean microwave oven door seals and cavities regularly.

Sanitation Solution and Spray

- Our sanitation solution is safe to use on all equipment and surfaces that come into contact with food products. It requires no rinsing or wipe down after use. It evaporates very quickly because it has a high bleach content.
- Use our sanitation solution spray frequently and generously.
- Plastic spray bottles should be used and accessible anywhere in the kitchen.
- After cleaning equipment and counters, spray generous amounts of sanitation solution.
- Clean towels should be available for use with sanitation solution.

Temperatures for Food Safeness



Kitchen Equipment & Terminology

Term	Description
Blanch	To immerse in boiling water or oil to loosen skins, partially cook and heighten color and flavor. (Example: our home-made fries)
Colander	A large bowl-looking utensil with many holes, used for draining, straining and washing food.
Chop	To cut into small pieces but much larger pieces than in mincing or dicing.
China Cap Strainer	Metal strainer with pointed, perforated tip.
Dice	To cut into small pieces, usually $1/8$ " x $1/8$ " or $1/4$ " x $1/4$ ".
''86''	Term used when kitchen is out of a particular item or when customer has requested that an item be withheld from an order (example: dinner salad but "86" the tomatoes).
Ice Bath	Steps used to cool down a hot product quickly before refrigerating.
Lexan	Durable, clear plastic container used for storing food.
Measuring Cups	Usually a set of 4 different sized cups used for measuring liquids and some solids. Cups have indentations for smaller quantities.
Pot Sinks	Deep sinks used for washing dirty pots and pans.

Term	Description
Prep Sinks	Deep basin used for food preparation only. Pots and pans are not to be washed in these sinks. Screens are placed over the drain openings and must not be removed.
Scales	Equipment used for weighing food.
Sheet Pans	Large pans used for food storage, cooking and baking
Shelf life	Term used to describe the length of time a product can be stored without the loss of quality.
Simmer	To heat liquid until just as it begins to steam, but does not come to a boil.
Slicer	Equipment used to slice cheese, meat and fruit. Useful in creating products of consistent appearance, size and weight.
Spatula	A rubber utensil used to scoop or scrape food from containers or cans. Also called a "rubber scrapper." Can also be a flat metal utensil used to flip burgers, pancakes or any other grilled product.
Strainers	Metal screens with long handles and hooks used to strain products.
Whip	To beat a product into a smooth consistency, usually with a wire whip or electric blender.
Measuring Spoons	Used to measure ingredients and spices. Consists of tablespoon, teaspoon, ¹ / ₂ teaspoon and ¹ / ₄ teaspoon.

Term	Description
Ladles	Stainless steel "bowls" of various ounce sizes attached to a long stainless handle. Ladles come in many sizes.
Perforated Spoons	Long-handled stainless spoons with holes in the bowl shaped end. Used to scoop and portion food without getting the juice.
Slotted Spoons	Long handled stainless spoon without holes or slots. Used as a portioning tool.

Kitchen Tools

Measuring& Portioning Tools (cups, spoons, scoops, ladles)



- Always use the "correct" measuring/portioning tools consistently.
- Always use level measurements.

Knives

- Sharpen regularly, usually daily.
- Clean and sanitize after each use.
- Hand wash only (never put through dish machine).
- Hang knives with blades down.

Recipe Books

- Don't think you can memorize. Always use the Recipe Book.
- Measure precisely, don't approximate.

Lexans and Cambros

- Used to store food
- Always date, label and rotate when holding food
- Always wash in dish area and store upside down

Scales

- Clean and sanitize after use
- Use consistently
- Calibrate regularly using a separate weight
- Always carry by base, never by platform

Sanitizing Solution & Spray Bottles

- Make available throughout kitchen in prep and line areas
- Use regularly on knives, utensils, counters, cutting boards and equipment

Kitchen Counters & Sinks

- Clean and sanitize regularly
- Use for food preparation only
- Do not use chemicals

Can Opener

- Clean after each use
- Located on prep table

Slicer

- Know proper settings for each product
- Never leave unattended
- Always keep hands away from blade
- Keep clean, sanitize after every use

Pots, Pans and Holding Containers

- Store in proper locations, always upside down
- Send through dishwasher

Cutting Boards

- Wash by hand only
- Clean and sanitize after each use
- When using, keep a damp towel underneath to keep from sliding

Utensils

- Serving spoons used for stirring or serving
- Ladles used for accurately portioning products
- Tongs long or short handles
- Perforated or slotted spoons used for stirring or serving
- Whips used to stir, whip or mix products

Cooling & Venting Products



After each evening shift there are hot products that must be properly cooled down and stored. Hot products must be covered and vented to prevent spoilage. Without proper venting, steam will continue to heat the product and it will take approximately twice as long to cool down. This causes the product to stay in the temperature danger zone (40-140 degrees F) too long and dramatically increases the chances of bacteria growth, contamination and spoilage.

Containers that are covered with foil can be vented by carefully placing a hole about the size of your thumb in the foil on each side of the pan. BE SURE that no foil comes in contact with the product. This can cause product to become discolored and possibly spoil. Products that are stored with lids can be vented by placing the lid in a crooked fashion across the top of the container.

In addition to venting hot products, also make sure there is enough cool air surrounding each container. There should be at least 2 inches of space between each container to allow cold, circulating air to surround all sides of the container and cool the product down in the shortest amount of time possible.

Cooling Down Large Batches/Quantities of Product

Large quantities of certain products such as soups, baked beans and chili will take a long period of time to cool down. Because of the density of these products, they will remain in their danger zone too long which increases the chances of spoilage, contamination and a decreased shelf life.

Additional steps must be taken to cool these products at a faster rate by using an ice bath. Fill a sink with ice and place the product in the largest and shallowest metal pan available. Put the pan on the ice for around 45 minutes while stirring occasionally. After the 45 minute period, remove from the ice, transfer to the proper storage container, then label, date and rotate and place in the walk-in.

Controlling Waste & Spoilage



In order for our restaurant to be successful, we not only have to serve great food and deliver outstanding service but we also have to control our costs. Controlling costs is everyone's business and responsibility.

Here are some of the ways you can help to control costs and reduce waste:

Rotation	Improper rotation is a double-edged sword. When product don't get dated or aren't rotated properly they are more often subject to spoilage. Even worse, improper rotation increases the risk that we might serve something less than fresh, high quality food, which could mean a dissatisfied (or even sick) guest. Always label, date and rotate!
Portioning &	Always use the correct portioning and
Measuring	measuring tools (scoops, ladles, spoons, cups,
Wiedsuring	
	scales). Don't over or under portion.
	Consistency is the name of the game!
Maximize Product	Always get as much as possible from all
Yields	produce, cans and jars. Be careful not to send
	good, usable product to the trashcan.
Product Storage	Always follow proper cool down procedures.
	Not cooling down products properly before
	placing them in the walk-in can cause spoilage.
	Cover products properly to keep them fresh
	and good tasting.
	and good tasting.
Scraping	Always use a rubber scraper (spatula) on cans,
	jars, containers, etc., to get it ALL! This is a
	low margin business and those small amounts
	of product worth pennies, nickels and dimes
	add up to big dollars over time.
	and up to big utilits over time.

Safety



In addition to a clean and sanitary environment, the Wurst Haus German Deli and Restaurant provides a safe environment. One of our primary goals here at the Wurst Haus German Deli and Restaurant is to operate an accident-free restaurant. A safe restaurant takes teamwork and effort on everyone's part. Everyone who works with cleaning chemicals will receive training on the use of those products, and will be tested following the guidelines of OSHA Hazard Communication Standard, Title 29 Code of Federal regulations 1910.1200.

Monthly safety meetings will also be held to review and reinforce information presented from the initial training and to discuss additional safety and security issues as necessary. Management's role is to provide the daily monitoring of safe work practices developed from these meetings.

Whenever you see a potential hazard, or something you notice as unsafe, notify a manager immediately. Safety begins with you.

Here are guidelines for safely procedures:

When Cleaning Stationary Equipment

- 1. Unplug equipment; make sure hands are dry.
- 2. Disassemble.
- 3. Wash removable parts in dish machine, or three-compartment sink.
- 4. Wash and rinse stationary parts.
- 5. Sanitize food contact surfaces with sanitizer.
- 6. Air dry before reassembling, without touching food contact surfaces.

Preventing Falls

- 1. Wipe up spills immediately.
- 2. Use "wet floor" signs.
- 3. Wear shoes with non-skid soles and heels.
- 4. Keep isles and stairs clear.
- 5. Walk; do not run.
- 6. Follow established traffic patterns.
- 7. Do not carry anything that blocks your vision.
- 8. Keep drawers closed.
- 9. Use ladders properly; never use chairs, tables or boxes. Do not stand on top of ladder, and do not over reach.
- 10. Use handrails on stairs.
- 11. Turn lights on to see.

Preventing Electric Shock

- 1. Never touch electrical equipment with wet hands, or while standing in water.
- 2. Unplug equipment before cleaning or disassembling, to avoid shock.
- 3. Do not yank plugs out by cord. This can cause damage to the cords, which may then cause shocks.
- 4. Report damaged and worn plugs and cords to your supervisor.

Lift Properly

- 1. Plan it. Do you need help? Could you use a cart? Where is it going? Which route is best?
- 2. Get ready. Spread feet apart, shoulder width. Put one food slightly in front of the other for a good support base. Squat down with back straight and head up. Do not bend over from the waist! Grip the object firmly with both hands. Keep elbows and arms close to body. Tuck in chin. If lifting a tray, squat down alongside the tray and slide the tray onto your shoulder and hand.
- 3. Lift it! Straighten your knees slowly and smoothly to a stand. Avoid doing this in a quick or jerky manner. Do not lift and twist at the same time.
- 4. Move it! Keep object close to you. To change position, move your feet and entire body. Do not twist from the waist. Look where you are going and call out "coming through" as needed.
- 5. Set it down! Bend your knees slowly and smoothly. Slide load into place; watch your fingers and toes.

Moving a Cart Properly

- 1. Push rather than pull.
- 2. Spread feet wide, one in front of the other with your front knee bent.
- 3. Keep back straight.
- 4. Slowly push into the cart with your body weight, using your leg muscles to do much of the pushing.
- 5. Push slowly and smoothly. Avoid sudden motions or twisting your back.

Preventing Cuts

- 1. Know how to operate equipment.
- 2. Pay attention when using sharp equipment. Never touch edges of sharp blades.
- 3. Use guards when provided on equipment.
- 4. Use tampers to push food into equipment.
- 5. Turn equipment off before adjusting.
- 6. No loose sleeves, ties, or dangling jewelry should be by equipment
- 7. Carry dishes and glassware carefully.
- 8. Sweep up broken glass; do not use your hands.
- 9. Use special container to dispose of broken glass, dishes, and other sharp objects.
- 10. Remove can lids entirely from cans, then dispose of them.

Knife Handling

- 1. Do not use knives or operate any cutting or mixing equipment without proper training.
- 2. Use the correct type of knife for the job. If you don't know, ask the Kitchen Manager or the Manager-on-Duty.
- 3. Never cut towards yourself always away from yourself and others
- 4. Use a cutting board. Place a damp towel under the cutting board to prevent slippage.
- 5. Use no-cut gloves when using a knife for slicing or dicing.
- 6. Carry knives down at your side when walking through the kitchen.
- 7. Let a dropped knife fall. Never try to catch a falling knife.

- 8. Clean and sanitize knife after each use.
- 9. Always return knife to proper storage location after use. Never place a knife in a sink.

Preventing Burns

- 1. Pay attention when working around hot equipment.
- Always alert other employees when carrying hot foods by saying, "HOT FOOD" or "BEHIND YOU."
- 3. Avoid overcrowding range tops.
- 4. Use dry potholders.
- 5. Keep pot handles turned in from the edge of the range and open flames.
- 6. Avoid overfilling containers with hot foods.
- 7. Get help lifting heavy pots of hot foods.
- 8. Open lids of pots and doors of streamers away from you, and do so slowly, to avoid a steam burn.
- 9. Stir foods with long-handled spoons.
- 10. Warn others of hot surfaces.
- 11. Let equipment cool before cleaning, and do not use wet rags.
- 12. Do not put icy frozen foods into the fryer. Put foods slowly into the fryer and stand back to avoid being splattered.
- 13. Strike match before turning on gas equipment, to avoid a flare-up.
- 14. Wear closed-toe and closed-heel shoes that do not absorb liquids.
- 15. Metal containers, foil or utensils should never be used in microwaves.
- 16. Warn guests of hot dishes.

Preventing Fires

- 1. Smoke only where allowed.
- 2. Do not turn your back on hot fat, as it may burst into flames.
- 3. Keep equipment and hoops from grease build up because grease causes many food service fires.
- 4. Do not set the fryer at too high a temperature.
- 5. Store matches in a covered container, away from heat.
- 6. Keep garbage in covered container, away from heat.
- 7. Store chemicals away from heat because many chemicals are flammable.

Safe Chemical Handling

Your will be trained on how to use and handle chemicals products in the restaurant. Here are rules and guidelines to always remember when handling chemicals -

- Read the labels of all products, before you use them.
- Follow the directions for proper storage, handling, and use for all chemicals you use.
- Ask the Kitchen Manager or manager-on-duty with any questions or concerns you may have about using a certain product.
- Know how to call for medical help, in case of an emergency.
- Never mix chemicals together.
- Do not store chemicals in unmarked containers.
- Do not store chemicals in or close to food storage, preparation, or serving areas.

- Do not leave aerosol spray containers near heat or spray close to an open flame.
- Do not dispose of any empty chemical container until you have checked on the label for how to do so.

Reading the MSDS (Material Safety Data Sheets)

- Read product name.
- Fire hazard explains if the product can catch fire or explode.
- Health hazards explains effects of over exposure and first aid procedures.
- Spill precautions explains steps to take in case of spills.
- Special protection describes any special measures, such as goggles and rubber gloves, used to decrease exposure and risk.

Read Chemical Product Labels

- Read name.
- Physical and health hazards.
- Instructions for storing, handling, and use.
- Instructions on what to do in case of an emergency.

Wear Appropriate Safety Equipment

- Gloves
- Face shield
- ► Shoes

The Guest



Never underestimate the importance of a guest!!!

- A guest is not dependent upon us -- we are dependent upon him (or her).
- A guest is NEVER an interruption of our work he is the purpose of it.
- A guest does us a favor when he comes here -- we are not doing him a favor by serving him.
- A guest is part of our business -- not an outsider.
- A guest is not a cold statistic -- he is a flesh and blood human being with feelings and emotions, like our own.
- A guest is a person who brings us his wants -- it is our job to fill those wants.
- A guest is deserving of the most courteous and attentive treatment we can give him.
- A guest is the lifeblood of the Wurst Haus German Deli and Restaurant.

Personal Appearance



Your overall image is our image. You make a distinct impression on each of our guests. The image you create can enhance or detract from our overall concept and the way our Restaurant is perceived in the minds of the guest. You are entrusted with handling our guests' needs and must, therefore, reflect cleanliness and wholesomeness at all times. Always remember . . .

- You are responsible for keeping your uniform neat and clean at all times. There is no excuse for reporting to work out of dress code.
- Do not wear scented lotion on your hands, as it clings to glassware.
- A smile is part of your dress code.
- At no time will employees chew gum or eat while in the public areas of our store.
- Do not report to work with previously mentioned items being adhered to.

Dress Code

When you walk through the front door of the Restaurant, "YOU ARE ON." You will be informed of the dress code requirements when you start with us. Your designated dress code also includes a CONTAGIOUS, ENTHUSIASTIC ATTITUDE. You are required to enter the building for your shift in FULL DRESS CODE. You are also required, when you leave the building, to be in FULL DRESS CODE.

Hours of Operation



In the general information book located at the Hostess stand, there is a list of operation specifications. These are subject to change, and will be updated from time to time. Currently, the hours of operation at the Wurst Haus German Deli and Restaurant are 11:00am to 9:00pm, Monday through Thursday; 11:00am – 10:00pm Friday and Saturday, The bar may stay open one hour later than the kitchen, and the Manager on duty will inform you of last call.

These times are subject to change. The Management team will keep you informed.

Lost and Found



All items found are turned into a Manager, or the Door personnel, and immediately listed in the Lost and Found Log. The Manager then places items in the Lost and Found area in the back office, as soon as possible.

During operating hours, any inquiries made by a guest, regarding lost items, should be directed to the front door. A Manager or Host\Hostess will list any guest with a report of a lost item, along with its description, in the Lost and Found Log. This log should be returned to the back office at the end of the night.

The log is kept in the office during the day, so that the Office Manager may answer phone inquiries. The opening Host/Hostess will pick up the log at the beginning of the shift, so that they may answer and record inquiries. Articles found in the facility are kept for two weeks, and not claimed, will then be donated to a charitable organization.

Performance Standards



- 1. We do not have "to go cups" for Alcohol under any circumstances. No one may take any bottle or glass outside of the building.
- 2. We do not keep purses or any personal belongings for the customers. This includes employees when they are in on their off nights.
- 3. Advise a Manager of any customer who appears to be intoxicated.
- 4. IF YOU ASK TO LEAVE...YOU CLOSE.
- 5. If you fail to show up for a shift, you will meet with the General Manager prior to your next scheduled shift.
- 6. Notify a Manager of anything out of the ordinary, or any possible problem.
- 7. A smile and friendly attitude are part of everyone's dress code and will increase your income.
- 8. All employees are required to have a telephone number where they can be reached.
- 9. If you notice anything in the Restaurant that is broken or damaged, notify a Manager.
- 10. Do not leave your station on break without checking with a Manager.
- 11. Do not eat, drink, or smoke while on the floor.
- 12. You must be in your station working in completed dress code at your scheduled time.
- 13. A Manager must approve all schedule changes.
- 14. If you wish to continue to have a break area, keep it clean. Do not leave glasses, napkins, etc., lying out.
- 15. You must clock in and out as scheduled. BE ON TIME!

- 16. Print a copy of your schedule each week. Do not call up to the Restaurant to find out your schedule. You are responsible for knowing your schedule.
- 17. You may not receive personal phone calls at the Restaurant, except in a real emergency. Please inform your friends and family.
- 18. Schedule requests are due by the Monday prior to the Thursday posting. Leave them in the designated area.
- 19. You may not come into the back of the house after you have been drinking. You may not take drinks into the break room.
- 20. If you want to return to the Restaurant after work and have a cocktail, maintain a very high standard of behavior and leave at last call.
- 21. If you have a suggestion on how to make the Restaurant run more efficiently, please give them to a Manager.
- 22. Remember to enjoy yourselves and have fun while you are here. Let the Managers handle all problems, big or small.
- 23. You will greet your guests with:
 - A smile
 - Your name
 - A welcome
 - Promotional information and specials

- 24. When your guests leave, you will thank them for coming and invite them back.
- 25. You will clean stations during your shift EVERYTHING from floor to ceiling.
- 26. Teamwork is ESSENTIAL.
- 27. Do not grab glasses from people's hands at last call. Find a Manager, and let them assist.

Front of the House Behavior

There is to be no yelling or arguing in the front of the house. If you have a problem with a customer, DO NOT ARGUE, keep calm, and get a manager. The same applies to employee relations. No yelling or arguing, - get a manager.

Eating or Drinking

There is to be no eating or drinking in the front of the house at any time. Food is only to be eaten during management approved breaks in appropriately designed areas.

After Shift Behavior

Employees may not sit with customers at a table or at the bar while on duty. If you are visiting the restaurant off duty, you are still a representative of Wurst Haus German Deli and Restaurant. For this and other reasons, we will appreciate you maintaining a very high standard of behavior.

Conclusion

There is a lot of information contained in this manual! Believe it or not, however, there is even more information that is not.

We have given you the basics, as we view them, and how we would like them to be conducted. There is no section in this manual concerning "Teamwork." The reason for this is that we feel this topic falls under the "Common Sense" category. We expect our staff at the Wurst Haus German Deli and Restaurant to possess this common sense from the word "GO."

We want you to use the service tips in the manual, along with your common sense, and above all, YOUR individuality, to help create an atmosphere that will encourage good times for our guests, and yourself. When this happens, you will be ensuring the success of not only the Wurst Haus German Deli and Restaurant, but also yourself.

GOOD LUCK!!!