



////AGENDA

The CORE Purpose

- What is CORE?
- Why is it important?

Tools to Score on CORE

- AM/PM Walk
- Weekly Pest Walk
- MIC Walk
- CORE Evaluation
- Self Scoring Tool
- TRED
- OWN Your ZONE

The BIG 8

- How to ACE the 8's

Elevate Your CORE

- Level up your store







THE CORE PURPOSE

////////////////////



OPERATIONS & FOOD SAFETY
SYSTEMS & TOOLS TO CONSISTENTLY
DELIVER A SUCCESSFUL SHIFT & GREAT
GUEST EXPERIENCE



CORE Overview

- What does CORE stand for?

Customer

Operations

Restaurant

Evaluation

- CORE is a program that keeps us focused on most to our customers; delivering a world class, consistent, customer experience in every restaurant from coast to coast
- It's a scoring platform utilized by TACO Bell Corporate to ensure we are aligned with brand health, safety & corporate standards
- It's how we consistently execute excellent food & service
- Drive's focus around the fundamentals
- CORE consists of TWO categories: **Operations & Food Safety**

CORE WINS

Manager Wins

Keeps your store ready for Steritech visits
Keeps your team aligned on standards
You Earn Mas (CORE Bonus)

Customer Wins

Ensures a great customer experience
Keeps our brand standards consistent
Safe food in a clean environment



CORE Values



SERVING UP MAS

*"We passionately **serve each other**. We feed people's lives with más by delivering fast service, and delicious food with smiling faces."*



KITCHEN 101

"And the Best Back of House award goes to..."

*"It's no secret, our cult icons are made in the kitchen. As we continue to grow as a category of one, for everyone, **this starts in our Back of House.**"*



RIGHT PEOPLE, RIGHT TEAM

"Leading and Feeding. We thrive on paving the way, breeding culture, with creative and confident team members, empowered to surprise and delight our guests and put heart into everything we do."



IT'S ALL ABOUT THE BRAND EXPERIENCE

*"Best on block is not only a motto, **it's our passion**. We pave the way. It's our block. We set the stage and provide experiences where people want to work and be a part of."*



CORE Prep

How often do you need to be ready for CORE?

CORE Ready

ALL DAY ERR DAY

Talk Bonus To Me



CORE BONUS PROGRAM

CORE OPS BONUS CRITERIA

Not awarded for Re-evaluations. Store does not qualify for this bonus if Food Safety Evaluation is a fail.

Overall Score of 0-3:

- Restaurant General Manager \$1,000
- Assistant General Manager / Shift Lead . . \$500 working / \$250 not working during audit
- Team Member / Team Leader: \$150 working / \$75 not working during audit

Overall Score of 4-7:

- Restaurant General Manager: \$750
- Assistant General Manager / Shift Lead: . . \$300 working / \$150 not working during audit
- Team Member / Team Leader: \$100 working / \$50 not working during audit

Overall Score of 8-11:

- Restaurant General Manager: \$500
- Assistant General Manager / Shift Lead: . . . \$150 working / \$75 not working during audit
- Team Member / Team Leader: \$75 working during audit

Overall Score of 12-15:

- Restaurant General Manager: \$200
- Assistant General Manager / Shift Lead: . . . \$75 working / \$50 not working during audit
- Team Member / Team Leader: \$50 working during audit

CORE FSA BONUS CRITERIA

Not awarded for Re-evaluations. Store does not qualify for this bonus if CORE OPS Evaluation is a fail (26 or more).

Overall Score of 0:

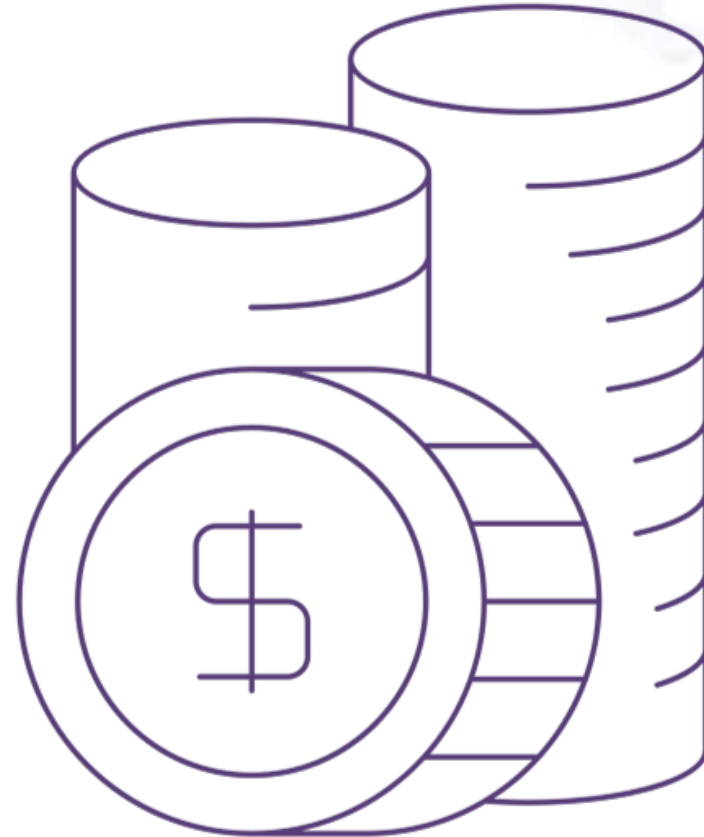
- Restaurant General Manager \$1,000
- Assistant General Manager / Shift Lead . . \$500 working / \$250 not working during audit
- Team Member / Team Leader: \$150 working / \$75 not working during audit

It is possible for a store's team to earn bonuses for both the FSA and CORE Ops simultaneously if the above criteria are met.

Please note that the above proposed bonuses are **in addition** to the CORE OPS bonus kicker (for those stores with a CORE OPS score of 15 or below) awarded as part of the Earn Mas Bonus Program.

The above bonus program and related criteria would be effective for Round 1 CORE OPS and Food Safety Evaluations conducted beginning January 1, 2022. The program does **not** apply to evaluations conducted prior to January 1, 2022.

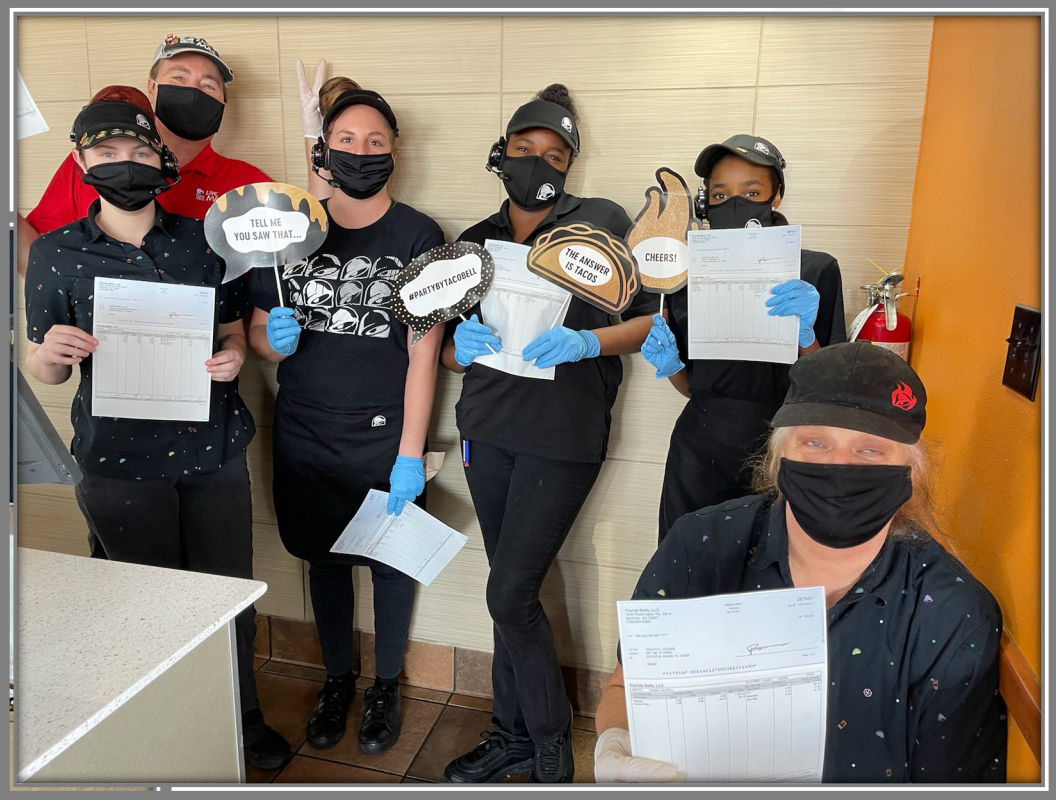
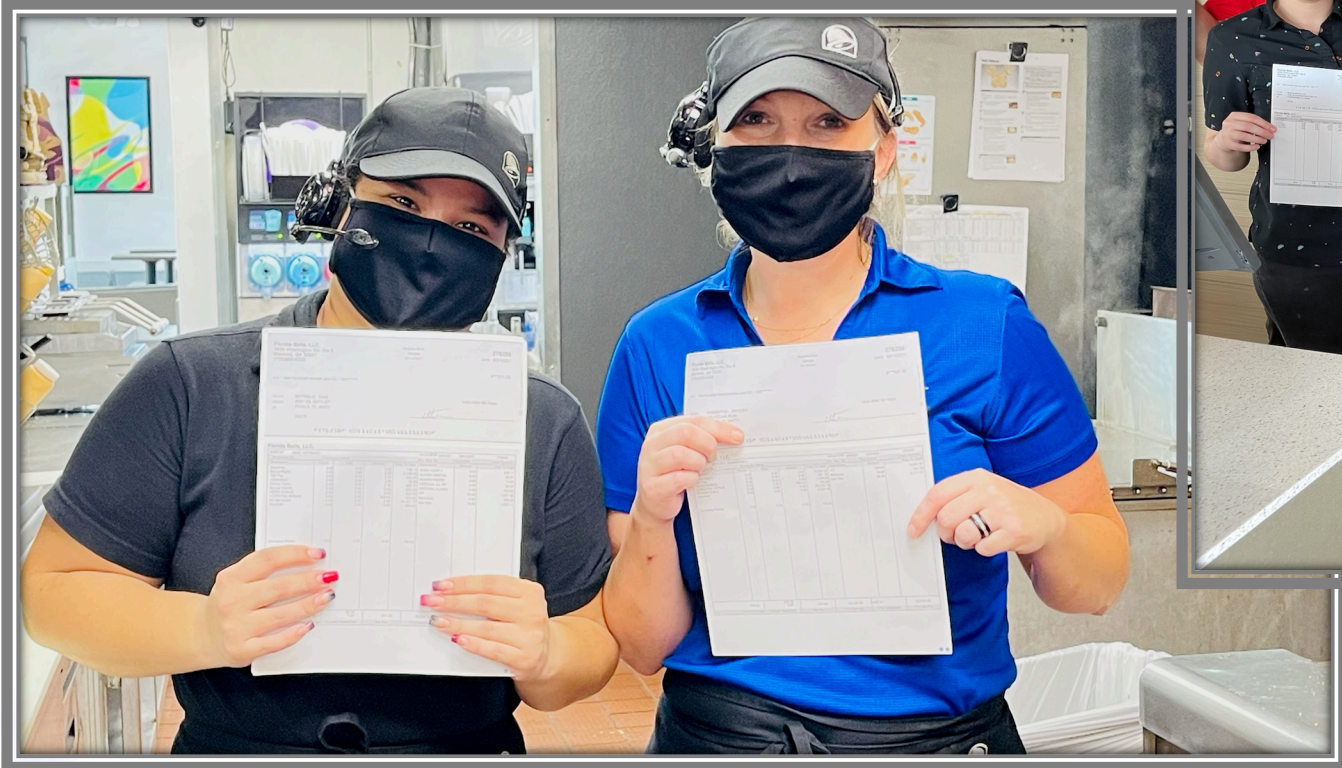
LEGAL TALK: The CORE Bonus Program is not intended to, and does not, create a contract of employment. Additionally, the Company reserves the right to amend, alter, or terminate the CORE Bonus Program at any time and for any reason, including but not limited to an unexpected downturn in sales, profitability, or other financial targets.



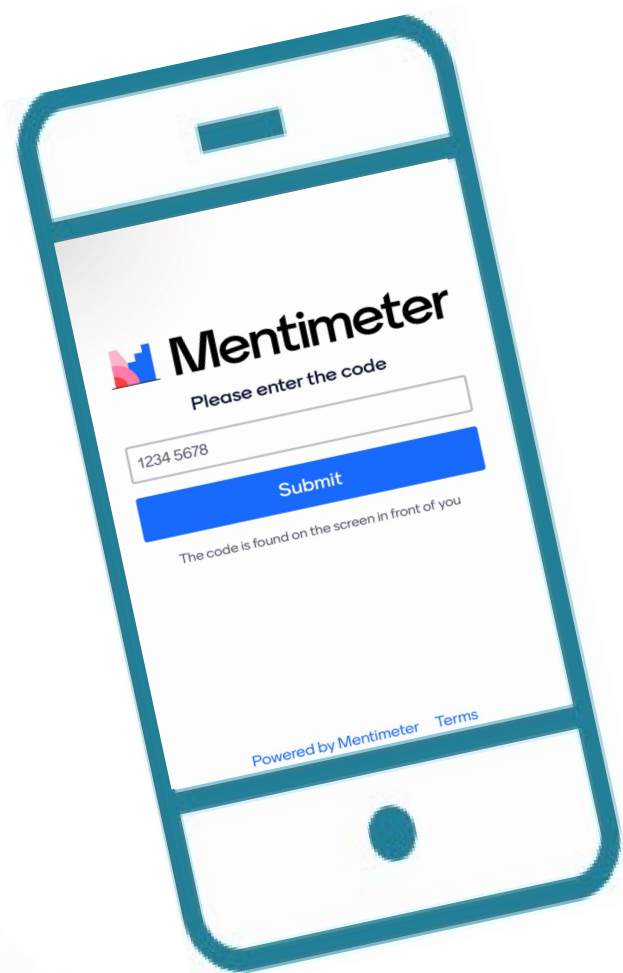
Make That Scratch

Store 26455

Store 26475



GAME ON!



POP QUIZ!

- 1. Grab your phone**
- 2. Go to your web browser**
- 3. Type in Menti.com**
- 4. Enter Code On the Screen**



TOOLS TO SCORE ON CORE





ITEMS YOU SHOULD HAVE ON HAND

**OWN YOUR ZONE
CARDS**

**DAILY RESTAURANT
SAFETY CHECKLIST
ZENPUT PRE-
LUNCH/DINNER**

**WEEKLY PEST
CHECKLIST
ZENPUT**

**SQUARE ONE
CARDS- CLEANING
CHECKLISTS**

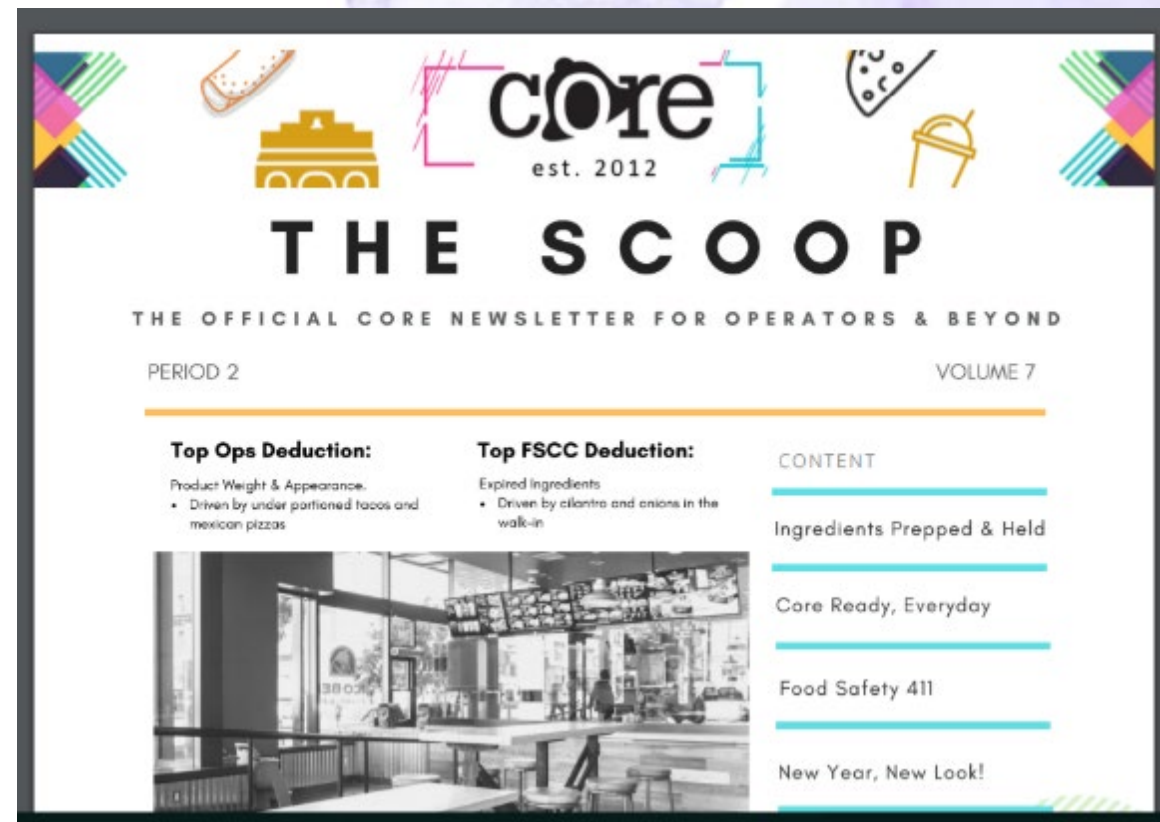
**STANDARDS &
BUILD CARDS**

**NEW HIRE TRAINING
PLANS**

Tools for Success



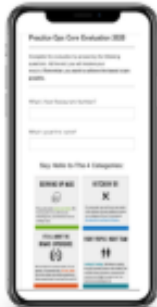
General Manager Pocketbook
99462



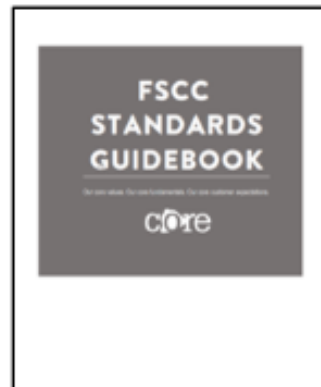
OPS GUIDE



OPS SELF SCORING FORM



FOOD SAFETY GUIDE



FSCC SELF SCORING FORM



ONE SOURCE

NEW HIRE TRAINING PLANS

**FOOD CHAMPION
NEW HIRE BOOK**

**SERVICE CHAMPION
NEW HIRE BOOK**

**SHIFT LEAD
BOOK**

**COVID-19
TRAINING TOOLKIT**

FOOD CHAMPION TRAINING PLAN



OVERVIEW: All courses and OTJs must be completed for Team Members to be certified in their roles. The schedule below is based on 4 shifts worked per week and should be used for an at a glance view of your training for you and your GM. For more details about your training, check out your digital Team Member Book on OneSource.

WEEK 1

SHIFT 1

- Orientation Part 1 Course
- Orientation Part 2 Course
- Food Safety Course
- Food Safety OTJ
- Washing Your Hands Course
- Washing Your Hands OTJ
- Shadow all Roles

SHIFT 2

- Brand Soul Course
- Brand Champion Course
- Orientation OTJ
- Safety & Security Course
- Safety & Security OTJ
- Living with Más Course
- Living with Más OTJ
- Shadow all Roles

SHIFT 3

- The Make Up Course
- The Make Up OTJ
- Cleaning the Restaurant Course
- Cleaning the Restaurant OTJ
- The Top 12 Course
- The Top 12 OTJ
- Shadow all Roles

SHIFT 4

- Mild Exam

WEEK 2

SHIFT 1

- Equipment and Temperatures Course
- Equipment and Temperatures OTJ
- Product Quality Course
- Product Quality OTJ
- Prepping Ingredients Course
- Prepping Ingredients OTJ
- Shadow Prepping

SHIFT 2

- Oil Management Course
- Oil Management OTJ
- Getting to Know the Menu Course
- Getting to Know the Menu OTJ
- Shadow Fry
- Practice Prepping

SHIFT 3


- Starter Course
- Starter OTJ
- Open/Close Food Champion Course
- Open/Close Food Champion OTJ
- Shadow Starter
- Practice Fry

SHIFT 4

- Work Prep/Fry

CORE Audit Scenario #1

What went wrong here?

Steritech		Taco Bell OPS		TACO BELL	
CM212 Men's restroom walls, floors, fixtures, ceilings in good repair				+1	
Issue	Location	Details	Extra details		
<input checked="" type="checkbox"/> Sink(s) observed damaged	Men's Restroom	Area damaged: Sink(s)	Type of damage: Minor peeling		
Photos					
					
CM212					

What tools do we have to help avoid these CORE points?

MANAGER-IN-CHARGE (OWN YOUR SHIFT)



PRIMARY TASKS

EXECUTE THE FUNDAMENTALS

- During rush, be in the MIC Zone (~80% of the time)
- Execute zone walks (other side of card)
- Owning Your Shift starts with Team Members Owning their Zones

AT SHIFT CHANGE:

(Check these when you take over your shift)

- Complete BOH shift change
- Complete assessment of each zone
- Review deployment chart
- Plan and assign breaks
- Review and schedule training plans
- Complete Food Safety checklist
- Post daily goals and use SWS form
- All dishes cleaned

SECONDARY TASKS AND FOLLOW-UP

(Continually check these during shift and when transferring a shift)

PEOPLE:

- Follow TRED and identify bottlenecks
- Coach and redeploy to meet standards
- Communicate goals during shift huddles
- Review and adjust schedules based on sales
- Initiate and complete training plans
- Build team culture (recognition and accountability)
- _____
- _____

FOOD:

- Prep procedures followed per standards card
- Check ingredient levels and prep as needed
- Food Champions constantly communicating
- Team executing slide deploy correctly
- Teams washing hands per standards
- Ingredients held at temperature, discarded when expired
- _____
- _____

SERVICE:

- Drawers are stocked and dropped
- Dining room cleaned and stocked
- Visit dining room and interact with customers
- Headsets being worn and batteries charging
- Customer complaints resolved using The Make Up process
- Customers greeted within 5 seconds
- Have two registers open to be able to slide assist when needed
- _____

CLEANING:

- Ensure SquareOne daily, weekly, and monthly cleaning tasks are completed
- PowerSoak always on, cycling dishes

AM/PM Food Safety & MIC Walk

10:33 AM Sat Jun 12 21%

My Submissions

Search

Pre-Lunch Taco Bell Daily Restaurant Safety Checklist Restaurant 34148	Sat, Jun 12 10:32 am
Pre-Dinner Taco Bell Daily Restaurant Safety Checklist Restaurant 34148	Fri, Jun 11 3:02 pm
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Pre-Dinner Taco Bell Daily Restaurant Safety Checklist Restaurant 34148	Tue, Jun 8 3:41 pm
Pre-Lunch Taco Bell Daily Restaurant Safety Checklist Restaurant 34148	Tue, Jun 8

8:42 PM Fri Oct 15 39%

MIC Walk

Info Comments

Location *

Name *

Front Counter/Host

How to set up the Front Counter (PDF attached)

How to set up the Host Area (PDF attached)

Review these primary tasks (see picture)

Is the POS clean? *

Take a photo of the empty women's restroom. *

Is the women's restroom clean and restocked? *

8:43 PM Fri Oct 15 39%


MIC Walk

Info Comments

Drive-Thru Station

Parking lot free of debris and litter? * Yes No

Take a picture of the drive-thru lane. *



Note or caption

Drive-thru is free of debris and litter? * Yes No

Is menu-board cleaned and flipped? * Yes No

Is the confirmation board cleaned and flipped? * Yes No

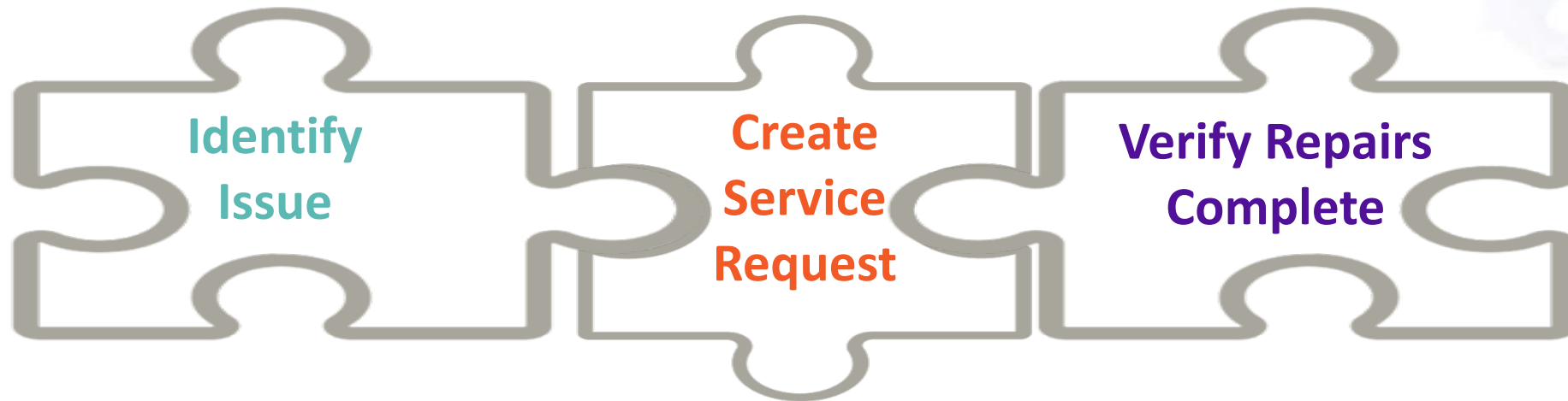
Is the speaker on and working? * Yes No

Is the dumpster area neat, not overflowing, and free of litter surrounding it? * Yes No

Required Complete

How do get this issue fixed?

Follow EcoTrak Best Practices



- **Avoid “workplace blind spots”**
 - i.e., ignoring or overlooking issues that never get fixed, including broken equipment, broken tile, HVAC issues, potholes, OCB, menu boards
- **By completing regular Facility Walks, you can help to identify unnoticed issues and help to resolve them**

1. **Open EcoTrak, select the “Service Request” option**
2. **Select Store #**
3. **Find the asset that needs maintenance or repair**
4. **Select problem & describe issue**
5. **Choose service provider**
6. **Add photos**
7. **Enter First / Last name**
8. **Click Submit**

- **After the vendor has made their repairs, make sure to check to confirm they are complete and are fully repaired**
- **Inform your Above-Store Leader that the vendor has completed the repairs satisfactorily**

CORE AUDIT SCENARIO #2

What went wrong here?

Steritech **Taco Bell OPS** **TACO BELL**

Serving Up Mas

MS108 Order delivered fast- 28 Day Trend	+5
<i>Issue</i>	
× Total order to delivery time: 344 seconds	

What tools do we have to help avoid these CORE points?

MANAGER-IN-CHARGE (OWN YOUR SHIFT)



PRIMARY TASKS

EXECUTE THE FUNDAMENTALS

- During rush, be in the MIC Zone (~80% of the time)
- Execute zone walks (other side of card)
- Owning Your Shift starts with Team Members Owning their Zones

AT SHIFT CHANGE:

(Check these when you take over your shift)

- Complete BOH shift change
- Complete assessment of each zone
- Review deployment chart
- Plan and assign breaks
- Review and schedule training plans
- Complete Food Safety checklist
- Post daily goals and use SWS form
- All dishes cleaned

SECONDARY TASKS AND FOLLOW-UP

(Continually check these during shift and when transferring a shift)

PEOPLE:

- Follow TRED and identify bottlenecks
- Coach and redeploy to meet standards
- Communicate goals during shift huddles
- Review and adjust schedules based on sales

- Initiate and complete training plans
- Build team culture (recognition and accountability)
- _____
- _____

FOOD:

- Prep procedures followed per standards card
- Check ingredient levels and prep as needed
- Food Champions constantly communicating
- Team executing slide deploy correctly

- Teams washing hands per standards
- Ingredients held at temperature, discarded when expired
- _____
- _____

SERVICE:

- Drawers are stocked and dropped
- Dining room cleaned and stocked
- Visit dining room and interact with customers
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- Customers greeted within 5 seconds
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- _____



CLEANING:

- Ensure SquareOne daily, weekly, and monthly cleaning tasks are completed
- PowerSoak always on, cycling dishes



CORE AUDIT SCENARIO #3

What went wrong here?

Steritech		Taco Bell OPS		TACO BELL	
Kitchen 101					
PR106 Ingredients prepped and held the right way					
Issue	Item	Location	Details	Extra details	
 Prepped Products are Expired	Ingredient/product: Multiple products on the production line had missing/expired time markings	Drive-thru hot well	Labeled by handwritten time tag	Expiration Time: 11:00am Observed At: 11:48am	

What tools do we have to help avoid these CORE points?

ON THE LINE (STARTER AND FINISHER)



PRIMARY TASKS

EXECUTE THE FUNDAMENTALS

- Ensure safety and quality standards are met
- Attention to customer orders
- Headsets on Drive-Thru line
- Keep the line clean
- Proper portioning tools being used
- Assist the Expediter (2 part close)

SOMETHING TO TALK ABOUT

- Communicate customized orders
- Mark customizations using current procedures
- Food and packaging levels
- Completion of each order
- Hand off: Confirm number of items in bag/order

SECONDARY TASKS [Check these hourly]

INGREDIENTS

- Check hold times / temperatures
 - EvO Tower
 - Hot line (between 160°F - 185°F)
 - Cold line (below 40°F)
 - Reach-in
- Refresh ingredients on the line
- Monitor ingredient levels on the line
- _____
- _____
- _____

If temperature does not meet quality standards, tell MIC.

CLEANING

- Equipment/Production lines
 - GTO Grill
 - Clamshell Grill
 - Melter
- Taco rail and crumb tray
- Pans/Tools/Smallwares
- _____
- _____

STOCKING

- Flat/Pocket wraps
- Soufflé Cups/Lids
- Trays/Bowls/Lids
- Paper bags
- Big box/Fiesta Taco Salad box
- _____
- Holsters
- _____

MANAGER-IN-CHARGE (OWN YOUR SHIFT)



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(Check these when you take over your shift)

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- All dishes cleaned

SECONDARY TASKS AND FOLLOW-UP

(Continually check these during shift and when transferring a shift)

PEOPLE:

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- _____

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CLEANING:

- Ensure SquareOne daily, weekly, and monthly cleaning tasks are completed
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GAME ON!



POP QUIZ!

- 1. Grab your phone**
- 2. Go to your web browser**
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- 4. Enter Code On the Screen**

CORE AUDIT SCENARIO #4

Steritech		Taco Bell OPS		TACO BELL	
PR113 On-The-Line Fundamentals				+5	
Issue	Item	Details	Extra details		
✗ Ingredients not evenly spread	Beefy 5-Layer Burrito	Ingredient(s): Sour Cream;	Sour cream observed missing from a portion of the burrito.		
<p>Photos</p>  <p>PR113</p> <p style="font-size: 2em; color: orange; text-align: center;"><u>What went wrong here?</u></p>					
✗ Product was not cut properly	Chicken Quesadilla		Pieces of the Chicken Quesadilla observed not cut into equal pieces.		
<p>Photos</p>  <p>PR113</p> <p style="font-size: 2em; color: orange; text-align: center;">What tools do we have to help avoid these CORE points?</p>					
✓	Product met weight standards.	Chicken Quesadilla	Weighed: 209.00 g (7.37 oz)		
✗	Product did not meet weight standards.	Bean Burrito	Weighed: 170.00 g (6.00 oz)		

MANAGER-IN-CHARGE (OWN YOUR SHIFT)



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MANAGER-IN-CHARGE (OWN YOUR SHIFT)



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CLEANING:

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FOOD CHAMPION TRAINING PLAN



WEEK 3

SHIFT 1

- Starter Builds Course
- Shadow Starter

SHIFT 2

- Practice Starter
- Work Prep/Fry

SHIFT 3

- Practice Starter

SHIFT 4

- Work Starter

WEEK 4

SHIFT 1

- Finisher Course
- Finisher OTJ
- Shadow Finisher
- Work Starter

SHIFT 2

- Finisher Builds Course
- Shadow Finisher
- Work Dine In/Drive-Thru

SHIFT 3

- Practice Finisher
- Work Dine In/Drive-Thru

SHIFT 4

- Practice Finisher
- Work Starter

WEEK 5

SHIFT 1

- Work Finisher

SHIFT 2

- Expeditor Course
- Expeditor OTJ
- Shadow Expeditor
- Work Finisher

SHIFT 3


- Practice Expeditor
- Work Starter

SHIFT 4

- Work Expeditor

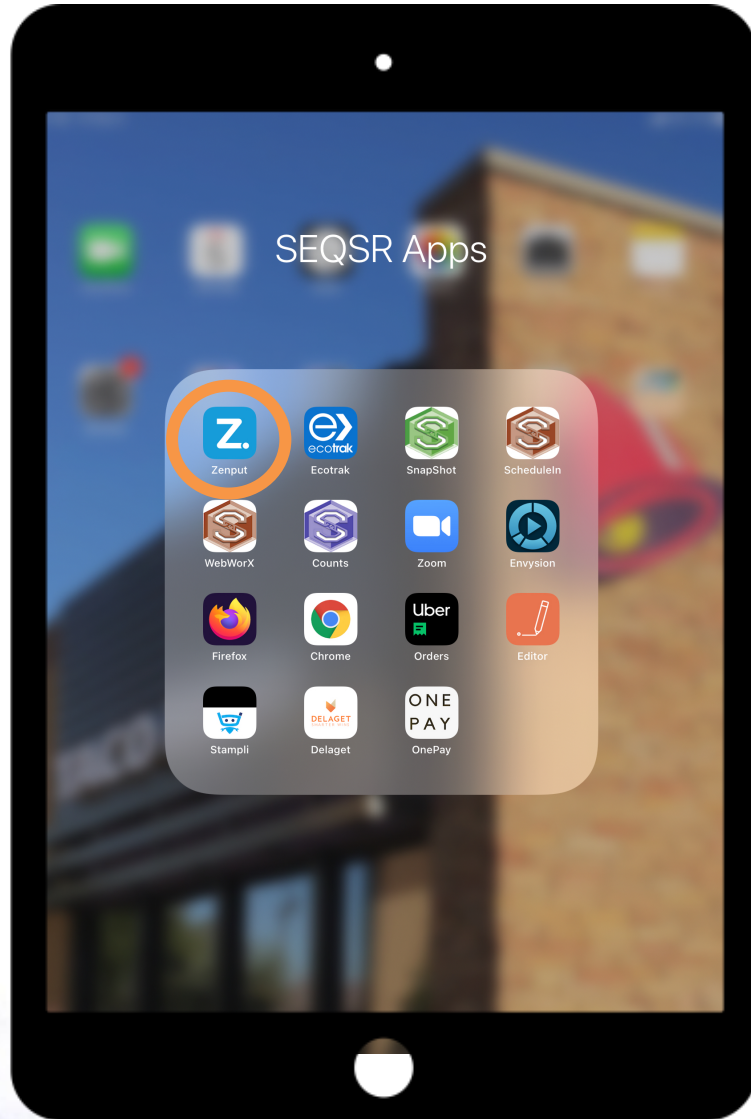
CORE AUDIT SCENARIO #5

What went wrong here?

Steritech		Taco Bell FSCC		TACO BELL		
Significant			9.1 Pest Activity not present.		9. Pest Control	+1
Issue	Item	Details	Extra details	Location		
(Significant) More than 9 live flies; maggots/larve anywhere in the facility	Quantity: 11	Life stage: Adult	Large flies	Dry storage area; Prep area; Production line; Office		
Photos						
						
9.1						

What tools do we have to help avoid these CORE points?

Utilize Zenput – Weekly Pest Walks & AM/PM Walks



8:41 PM Fri Oct 15 40%

← Weekly Pest Walk Checklist

Info Comments

Prior Pest Control Reports and Weekly Pest Walks

Did you review Past 3 month's Pest Control Report (Invoices) and the prior week's Pest Walk. Make sure all issues, including structural, sanitation, and pest evidence have been corrected. Please escalate any recurring issues.

Required Complete

Walking Inside

Look in all of the following places for the different types of pest activity: 1) Wall/Floor Perimeter, 2) Traps, 3) Any hard to reach shadowy, tight, places, 4) Under and around equipment including sinks, 5) Around packaging material on shelving, 6) Behind wall mounted equipment.

A) Pest Evidence

1. Any live or dead pests seen? (Rats, mice, cockroaches, ants, etc.) *

2. Any evidence of pest activity: Droppings, nesting (materials used to create a shelter for pests to live); chew marks, pest evidence in traps/glue boards. *

3. Other evidence suggesting pest activity? (Please give details below in Finding section.) *

10:33 AM Sat Jun 12 21%

My Submissions

Search




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Pre-Lunch Taco Bell Daily Restaurant Safety Checklist Restaurant 34148	Tue, Jun 8





CORE AUDIT SCENARIO #6

What went wrong here?

Steritech	Taco Bell FSCC	 TACO BELL		
Significant		4. Protection from Contamination		
4.1 Food and packaging are properly stored and in good condition; damaged or donated products are segregated; Team Member food/medication segregated.		+1		
Issue	Item	Location	Details	Extra details
 Non-RTE foods/ingredient not covered in storage	Cinnabon Delights	Reach-in freezer		
Photos				
				
4.1				

What tools do we have to help avoid these CORE points?

FRYING & PREP (STARTER AND FINISHER)



PRIMARY TASKS

EXECUTE THE FUNDAMENTALS

- Follow Prep Guide
- Follow First In First Out (FIFO) procedure
- Communication with production line
- Follow ingredient preparation procedures
- Keep prep areas clean/swept
- Hot foods above 165°F [out of Fryer/Rethermalizer]
- Keep prep areas and BOH organized

FRYER

- Use proper frying times
- Skim fryer oil for food crumbs

RETHERMALIZER

- Use proper cook times
- Use wire racks, when applicable

SOMETHING TO TALK ABOUT

- Communicate when to slide-to-fry
- Rethermalizer leaks water/will not heat
- Fryer leaks oil/will not heat
- Walk-in/Heated Cabinet does not reach right temperature

SECONDARY TASKS (Check these hourly)

INGREDIENTS

- Check Exp. Times/Temperatures
 - Dry Storage Shelf
 - Freezer
 - Heated cabinets
- Refresh ingredients on the line & cabinets
- Check oil level/quality
- _____
- _____

CLEANING

- Fryer/Prep area
 - AM/PM filtering
 - Frequent oil skimming
 - Replace filter paper
 - Clean crumb tray & oil JIB
- Heated cabinets/gaskets/shelves
- Freezer gaskets/shelves
- Wall behind fryer
- Hood vents/drip pan/enclosure
- Oil disposal cart/pan

STOCKING

- Pull/Thaw frozen ingredients
- Label/Date frozen ingredients
- Dry storage shelves/fryer freezer
- Cinnamon Sugar/Flatbread
- _____
- _____

MANAGER-IN-CHARGE (OWN YOUR SHIFT)



PRIMARY TASKS

EXECUTE THE FUNDAMENTALS

- During rush, be in the MIC Zone (~80% of the time)
- Execute zone walks (other side of card)
- Owning Your Shift starts with Team Members Owning their Zones

AT SHIFT CHANGE:

(Check these when you take over your shift)

- Complete BOH shift change
- Complete assessment of each zone
- Review deployment chart
- Plan and assign breaks
- Review and schedule training plans
- Complete Food Safety checklist
- Post daily goals and use SWS form
- All dishes cleaned

SECONDARY TASKS AND FOLLOW-UP

(Continually check these during shift and when transferring a shift)

PEOPLE:

- Follow TRED and identify bottlenecks
- Coach and redeploy to meet standards
- Communicate goals during shift huddles
- Review and adjust schedules based on sales
- Initiate and complete training plans
- Build team culture (recognition and accountability)
- _____
- _____

FOOD:

- Prep procedures followed per standards card
- Check ingredient levels and prep as needed
- Food Champions constantly communicating
- Team executing slide deploy correctly
- Teams washing hands per standards
- Ingredients held at temperature, discarded when expired
- _____
- _____

SERVICE:

- Drawers are stocked and dropped
- Customer complaints resolved using The Make-It process

Complete Food Safety checklist

CLEANING:

- Ensure SquareOne daily, weekly, and monthly cleaning tasks are completed
- PowerSoak always on, cycling dishes

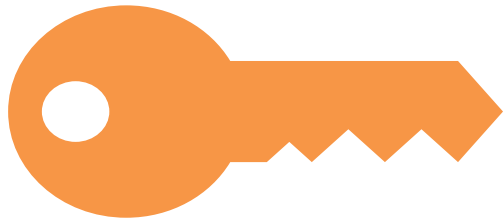
GAME ON!



POP QUIZ!

- 1. Grab your phone**
- 2. Go to your web browser**
- 3. Type in Menti.com**
- 4. Enter Code On the Screen**

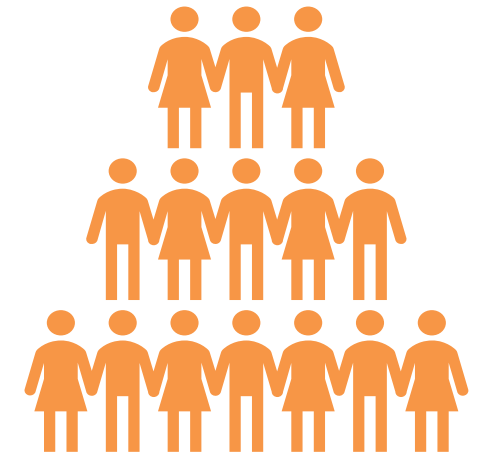
RECAP



WHAT ARE YOUR KEY TAKE-AWAYS?



WHAT ARE TWO THINGS YOU ARE COMMITTED TO DOING DIFFERENTLY AND WHY?



WHAT IS SOMETHING YOU NEED FROM YOUR RGM/AC TO ENSURE YOU "OWN YOUR SHIFT"



LUNCH TIME







THE BIG 8



The Big Eight

- ❖ As Taco Bell's business and customer needs evolve, CORE continues to modernize the program
- ❖ Being a master of CORE makes you a Modern, Engaged & Relevant Leader in this organization
- ❖ Continually focusing on the 8 BIG buckets of CORE will ensure you are always CORE ready
- ❖ Preparing you for the BIG 8 is fundamental to your success

The Customer Experience

THE BIG 8



Click on any of the line items below to be taken directly to that standard.

- [1 SPEED TREND](#)
- [2 FRIENDLY 2 PART CLOSE](#)
- [3 FOOD FUNDAMENTALS](#)
- [4 MIC LEADING THE SHIFT](#)
- [5 CUSTOMER RECEIVES WHAT THEY ORDERED \(X2\)](#)
- [6 KITCHEN SIGHTLINES](#)
- [7 GM/MIC CERTIFIED IN ROLE](#)
- [8 TM CERTIFIED IN ROLE](#)



#1 Speed Trend

1. ORDER DELIVERED FAST-28 DAY TREND.

- Your Steritech Specialist will have a report that has your previous 4 fiscal week's Drive-thru Order to Delivery speed trend.
- Steritech Specialist will measure OTD Times.
 - OTD <4:00- zero points lost
 - If 4:01- 4:15- loss of 1 point
 - If >4:15- loss of 3 points
 - If 28-day speed trend > 5:00, 5 points will be lost



#2 Friendly 2 Part Close

CUSTOMER GREETED WITHIN 5 SECONDS

If a customer asked to wait, they must be re-greeted in 10 seconds

FRIENDLY GREETING

Customer receives a friendly greeting using key words such as:
"Hi! How are you?"; "Hello! Welcome to Taco Bell!"

ORDER IS REPEATED OR CONFIRMED ON OCB WITH TOTAL

OCB confirmation or repeated back to customer

FRIENDLY 2 PART CLOSING WITH EYE CONTACT

Customer receives a proper goodbye using key words such as:
"Thank You, See you next time."

SAUCE OFFERED AT OCB OR WINDOW

MOBILE ORDER PAYMENT NOT COLLECTED OR ASKED FOR AT WINDOW

Service Champion Taco-Tastic Service

In order to set ourselves apart from our competitors we need to deliver a WOW service experience to every Customer every time. Use this outline to set the tone for the Customer experience. Just a reminder every up sell you make helps you **EARN MAS!**



Greet

- Be the best you, positivity is infectious!
- Give a genuine smile, when you're genuine respond with the same energy
- Greet customers within 5 seconds of walk in. *"Bell, how can I help you today?"*
- If a customer asks how you are, take the opportunity to use a WOW word. *"taco-tastic, thank you!"*
- Use a WOW tone! Be energetic and proud to work for Taco Bell. Your voice can be heard and speak clearly
- Stand up straight and tall, don't lean on the counter



Take the Order

- Indecisive customer? Offer suggestions: *"Would you like to try our new items?"* if they aren't interested, then say *"My personal fav is XXX"*
- Offer sauces and ask how many
- Offer one upsell – it's easy to ask if they would like to **double the beef for just 50 cent more.** (this will help YOU EARN MAS)
- Always repeat the order for accuracy and confirmation
- If no drink was ordered: *"Would like an ice-cold drink?"*
- If drink was ordered: *"Want to try a delicious cinnamon twist?"*
- Customer has a drink & dessert? Say: *"How about a side of chips and salsa?"*
- Ask customer for a name for the order (creates a personal experience for customer)
- Give total: *Your total is \$X.XX please. Thank you, please pull forward.*
- Call out name, make eye contact & give a friendly goodbye. *XXX, thank you for coming in and have a great day!*



Tell the Bell

- During non-peak hours ask if your customer would like to win \$500* after they place their order
- During peak time DO NOT ask during the order process
- *If mobile order, payment is not collected



Drive Through Taco-Tastic Service

In order to set ourselves apart from our competitors we need to deliver a WOW service experience to every Customer every time. Use this outline to set the tone for the Customer experience. Just a reminder every up sell you make helps you **EARN MAS!**



Greet

- Greet customer within FIVE seconds of arriving at speaker – speed is key!
- Say: *"Hi, welcome to Taco Bell, how can I help you today?"*
- If a customer asks how you are, take the opportunity to use a WOW word. *"I'm taco-rocking, thank you!"*
- Use a WOW tone! Be energetic and proud to work for Taco Bell.
- Use the right volume, make sure you can be heard and speak clearly
- Be the best you, positivity is infectious!
- Be genuinely happy see customer they will respond with the same energy



Take the Order

- Indecisive customer? Offer suggestions: *"Let me tell you about our featured items."* if they aren't interested, then say *"My personal fav is XXX"*
- Offer sauces and ask how many
- Offer one upsell – it's easy to ask if they would like to **double the beef for just 50 cent more** (This will help YOU EARN MAS)
- If no drink was ordered: *"Would like an ice-cold drink?"*
- If drink was ordered: *"Want to try a delicious cinnamon twist?"*
- Customer has a drink & dessert? Say: *"How about a side of chips and salsa?"*
- Repeat the order for accuracy and suggest and ask if everything is correct on the screen, give total: *Your total is \$X.XX please. Thank you, please pull forward.*



Deliver the Order

- Greet customer at the window with a big smile and enthusiastic greeting *"Hello, hope you're having a burrito-ful day!"*
- Maintain eye contact as much as possible & keep your smile on the whole time
- Collect payment as you hand out the first bag or drink
- Include napkins and utensils and don't forget the straw!



Tell the Bell

- Include a receipt and Tell The Bell VOC Survey slip with each order
- Say *"If you call in for our survey you have a chance to win \$500 and tell us how much you loved your visit"*
- Close with a friendly goodbye and use a WOW word *"Thank you, have a sauce-some day!"* (make sure to close – this is required by CORE)



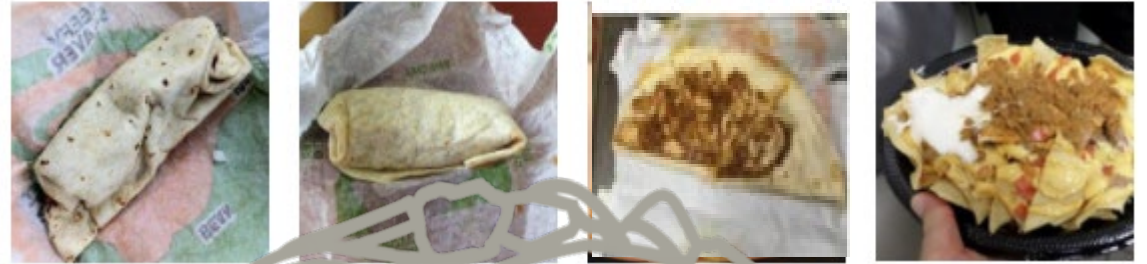
Food Fundamentals

- FOOD MEETS APPEARANCE STANDARDS, LOOKS FULL, CORRECT WEIGHTS & FINISHED THE RIGHT WAY

MADE WELL



NOT MADE WELL



- **CUSTOMER RECEIVES WHAT THEY ORDERED**

- Complete accurate order received.
- No missing or wrong items.
- No missing or wrong ingredients.

- **CUSTOMER GETS THE EXTRAS WITH THEIR ORDER**

- Napkins and utensils where appropriate, provided.
 - If food item requires a lid, utensils should be provided.
- Sauces (correct type) and condiments provided if requested.
- If applicable, provide straws with beverages.



TACO TIP!

Triple check... it's a given! Check that KDS, and as a best practice, let your Team Member's know it is OK to stage napkins and sauces! Also, did you know you can add sauces to an order on the POS??



MIC Leading The Shift

Your role is to support your GM by running great shifts in a self-sufficient manner. This means taking ownership of safety, deployment, providing feedback, and so much more! Your Team will look to you for guidance as the Manager-In-Charge, and it's your job to be willing to provide help and guidance.

Taking care of our great people is at the heart of what we do. As you strive for excellence, always keep people in mind by placing your customers and Team Members as your highest priority. Make sure Team Members complete assigned tasks and serve safe, quality food in a friendly manner.

YOUR RESPONSIBILITIES DURING EACH SHIFT

- Ensure safety and quality standards are met
- Effective Team Member communication - coaching through conflicts
- Be the role model and coach teams to deliver standards
- Hold Team Members accountable for "Own Your Zone" tasks
- Right people - good balance of Food and Service Champions
- Verify Team Members are washing hands correctly, and to standards



GAME ON!



POP QUIZ!

- 1. Grab your phone**
- 2. Go to your web browser**
- 3. Type in Menti.com**
- 4. Enter Code On the Screen**

Customer Receives What they Ordered X2

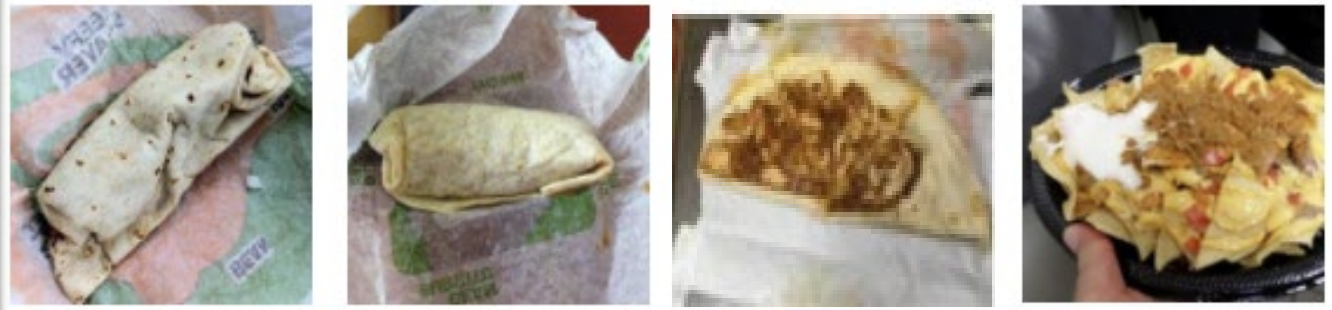
1 FOOD MEETS APPEARANCE STANDARDS, LOOKS FULL, AND THE RIGHT WAY

MADE WELL



orn, damaged, irregular in shape

NOT MADE WELL



- ❖ Quesadillas cut with quesadilla cutter using...
- ❖ Mexican Pizza cut with Mexican Pizza cutter
- ❖ Crunchwraps have 6 corners, hole no larger t...
- ❖ Burritos/Grillers folded correctly (without wi...
- ❖ Full melt & grill cycles used (using button wit...
- ❖ Proper use of kitchen utensils to portion ingre...
- ❖ Proper portioning method for cheese, lettuce
- ❖ "Z" portioning followed for appropriate items



Kitchen Sightlines 11 Steps to Success

1 ON-THE-LINE FUNDAMENTALS (*NEW)

- Ingredients are spread evenly over the food
- Taco/Chalupa/Mexican Pizza/Salad shell not cracked, burnt, torn, damaged, irregular in space
- Outside of wrap is not messy
- Proper use of kitchen utensils to portion ingredients
- Proper portioning method for cheese, lettuce, tomatoes, sauce and cheese pump
- "Z" portioning followed for appropriate items
- Quesadilla cut with quesadilla cutter using Rock and Roll method (4 equal, separate pieces)
- Mexican Pizza cut with Mexican Pizza Cutter (4 equal pieces), cheese melted
- Crunchwraps have 6 corners, hole no larger than a quarter
- Burritos/Griller folded correctly (without wings and gaps)
- Full melt and grill cycles used (using button with correct time)
- Tortillas and Flatbread grilled on GTO 5 seconds each side
- Flatbread on GTO 10/20 seconds
- No stacking of tortillas

#6

Kitchen Sightlines 11 Steps to Success

2 *What is wrong with this picture?*
KITCHEN SIGHTLINES/ COUNTER CLEAN AND MAINTAINED.



#6

Kitchen Sightlines 11 Steps to Success

What is wrong with this picture?

3

CHEESE AND DRESSING BINS WORKING



4 ING

- M
- In
- Beans are properly hydrated
- All ingredients with a hinged lid must be stirred regularly
- Hinged lids should be closed

TACO TIP!
Customers keep coming back for our craveable food! Our food quality is important to ensure your Team Members are stirring ingredients not in use as much as possible. Stirring properly can help with speed!



Kitchen Sightlines 11 Steps to Success

5 INGREDIENTS ARE READY ON THE LINE

- All ingredients are available & ready to be served, but are not required on all open lines.
- If ingredients is in process of being prepped, it is not readily available.
- Jalapenos and Salsa cups can be kept on the cold line or in the reach in cooler.
 - 🍁 Salsa not available
- Pizza and Green sauce can be kept on the second line during breakfast.
 - 🍁 Green sauce/Breakfast not available
 - Pizza Sauce not available in some locations.
- Power ingredients not required prior to 11am.
 - 🍁 No Power Menu
- Dual stubby line, Shared ingredient per the experience guide only.
- Three Freeze flavors are hooked up and ready to serve.

6 INGREDIENTS IN THE RIGHT TEMPERATURE ZONE.

- Hot ingredients in hot well; Cold ingredients in cold well
- EvO ingredients in right cabinets

Kitchen Sightlines 11 Steps to Success

7 **What is wrong with this picture?**
INGREDIENTS PREPARED AND HELD THE RIGHT AWAY.

Gold Hold Time Magnet

4 MIN

Hot Hold Time Magnet

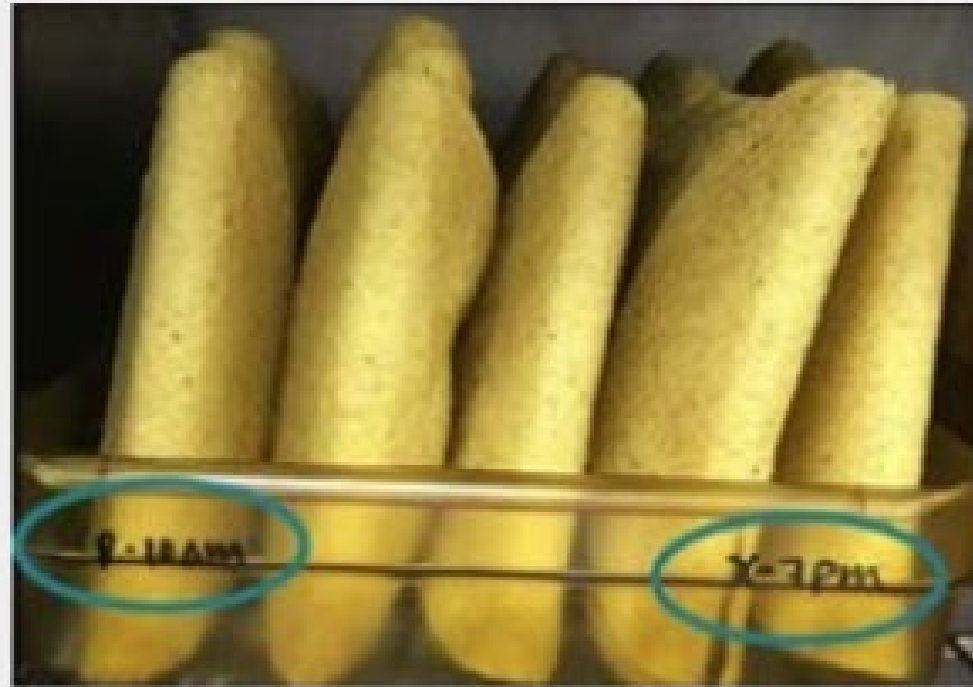
BEANS	4 MIN	BEEF	4 MIN
CHICKEN	4 MIN	STEAK	4 MIN
RICE	4 MIN	BLACK BEANS	4 MIN

EvO Hold Time Magnet

BAKED CHEESE DUT	4 MIN	COUL BAKED DUT	4 MIN
CHICKEN	2 MIN	PIZZA	2 MIN

Tortilla Hold Time Magnet

8 MIN





Kitchen Sightlines 11 Steps to Success

8 PACKAGING STOCKED ON THE LINE.

- All wraps, lids, boxes, and containers stocked.
- Wraps must be stocked with ink side down.

9 KITCHEN UTENSILS ARE AVAILABLE & USED.

- Correct utensils used in each ingredient.
- Left handed beef utensils available if left handed Team Members is on the line.
- Correct lids used on the pans (hinged lids when on the line, and flat lids for backup: seasoned beef permitted to have hinged lids for backup pans)
- Ingredients stored in correct pans.
- Nacho Cheese & Red Sauce double panned (no other ingredients double panned)
- Scale available on the line and working.



Kitchen Sightlines 11 Steps to Success

10 OIL IS CLEAN AND READY TO FRY.

- Oil is clean per oil stick test, if new dual auto filtration fryer, TPM is green
- Oil is clean and at proper level; only few crumbs in oil (always skim).

11 PREP GUIDE IS COMPLETED AND FOLLOWED.

- Guide is posted and filled out, followed and signed by MIC.
- Hot ingredients, EvO, Taco Tray, Heated Cabinet quantities should not exceed guide quantities.
- Cold ingredient quantities do not have to match guide

TACO TIP!
Prep Guide forecasts off of previous week and last year. But, it is up to you to adjust to the business needs. Have a Friday night Football game or a Carnival down the road? Make those adjustments!

#7 & 8 Certifications

1 SERVICE CHAMPION CERTIFIED IN CURRENT EXPERIENCE.

- Specialist will select any 1 Service Champion on shift and verify that Experience course by Service Champion is completed

2 FOOD CHAMPION CERTIFIED IN CURRENT EXPERIENCE.

- Specialist will select any 1 Food Champion on shift and verify that Experience course by Food Champion is completed

3 TEAM MEMBER(S) CERTIFIED IN ROLE.

- Specialist will select Team Member(s) on shift and verify current role based curriculum is complete

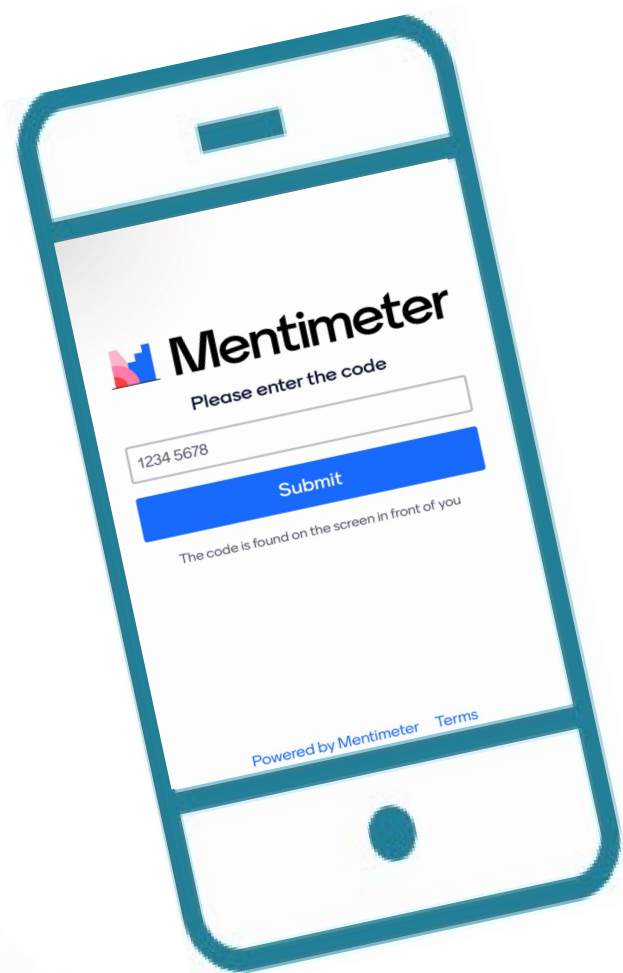
4 GM CERTIFIED IN ROLE.

- Specialist will ask GM to verify they are certified in their role on OneSource
- MIC will have capability to check GM Certification when GM is not present.

5 MIC IS CERTIFIED IN ROLE.

- Specialist will ask MIC on duty during time of CORE evaluation to verify role based curriculum is complete

GAME ON!



POP QUIZ!

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- 4. Enter Code On the Screen**



ELEVATE YOUR CORE



Elevate Your CORE



Your Store - Operations



Practice Ops Core Evaluation 2021

Complete the evaluation by answering the following questions. At the end, you will receive your results. Remember, you want to achieve the lowest score possible.

What's Your Restaurant Number?

What's your first name?

Utilize GM Self Scoring Assessment tool on MyTacoBell.



Review Leave Behind Report with your teams to better understand what was missed



Address ALL opportunities before the next round by using the Leave Behind Report!



Recognition is KEY here! Bring your team along the journey & celebrate their wins!

Be laser focused on cleanliness, the digital experiences, and speed!

Elevate Your CORE Level Up Your Store – Food Safety

Handwashing. Handwashing. Handwashing. Proper handwashing procedures are VITAL to keep the restaurant team and our customers safe. If you're feeling even the slightest bit ill, stay home. And relay that message to your team members!

Keep hot ingredients hot! Keep cold ingredients cold!


Maintain a pest free restaurant. Let's hold ourselves and our MICs accountable for conducting those pest walks on a weekly basis.

Complete those daily food safety checklists twice a day!
This will ensure you are CORE ready any day, and any time!

Drop It Drop It Low (That Score)

PRACTICE MAKES PERFECT

- The best way to ensure you are ready for CORE and to keep that score low is practicing
- The Self-Scoring TOOL mirrors the evaluation from the Steritech Specialist
- Once a period conduct the evaluation with your teams this will
 - Shows areas of opportunity
 - Continues to re-enforce CORE best practices
 - Makes sure you are always CORE ready



Practice Ops Core Evaluation 2021


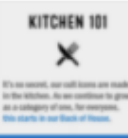
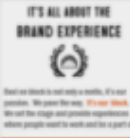

Complete the evaluation by answering the following questions. At the end, you will receive your results. Remember, you want to achieve the **lowest score possible**.

What's Your Restaurant Number?

What's your first name?

What daypart are you visiting at?
Breakfast

The 4 Ops Categories:

 <p>SERVING UP MAS</p> <p>We passionately love each other. We feed people's lives with our delicious food, and embrace food & cooking love.</p>	 <p>KITCHEN 101</p> <p>It's no secret, our staff teams are made for the kitchen. As we continue to grow as a category of one, we're excited. We start in our State of Texas.</p>
 <p>IT'S ALL ABOUT THE BRAND EXPERIENCE</p> <p>Our core brand is not only a meal, it's an experience. We serve the way. Drop It Low. We set the stage and provide experiences others people want to work with as part of.</p>	 <p>RIGHT PEOPLE, RIGHT TEAM</p> <p>Leading & Inspiring. We focus on putting the way, setting culture, with positive and confident team members, empowered to nurture and design our guests and get their life-changing on us.</p>

[Next Page](#) [Save for later](#)



Practice Ops Core Evaluation 2021

Complete the evaluation by answering the following questions. At the end, you will receive your results. Remember, you want to achieve the **lowest score possible**.

BECOMING A CUSTOMER SHOP MASTER

Serving Up Mas

Customer Greeted with 5 Seconds (1 pt.)⁴

Yes No

If a customer is asked to wait, they must be re-greeted in 10 seconds.

Friendly Greeting (1 pt.)⁴

Yes No

Customer receive friendly greeting using key words such as: "Hello! Welcome to Taco Bell!"

Order is Repeated or Confirmed on OCB with Total (1 pt.)⁴

Yes No

OCB Confirmation or repeated back to customer

Friendly 2 Part Closing with Eye Contact (5 pts.)⁴

Yes No

Customer receives proper goodbye using key words such as: "Thank you. See you soon."

Sauce Offered at OCB or Window (1 pt.)⁴

Yes No

At OCS or Window

Mobile Order Payment is not collected or asked for at window (1 pt.)⁴

Yes No

If a mobile order is received, the customer paid on the mobile app.

Order Delivered Fast: 28 Day Trend (5 pts.)⁴

Yes No

CUSTOMER SHOP REVIEW WITH MANAGER IN CHARGE

Serving Up Mas

Food meets appearance standards, looks full, correct weights & finished the right way (5 pts.)⁴

Yes No

- Taco/Chalupa shell not cracked/burnt/damaged/irregular shape
- Ingredients not leaking onto or out of packaging
- Quesadillas cut with openblade cutter using Rock and Roll method
- Cheeseburgers have 6 corners, hole no larger than a quarter
- Burrito/Guilders folded correctly, without wings or gaps
- Full multi and grill cycles used
- Proper use of kitchen utensils to portion ingredients, "Z" portioning followed
- Proper portioning method for cheese, lettuce, tomatoes, sauce and cheese pump
- NOTE: If 2 or more items in the shop don't meet appearance, then 10 points will be lost.

Customer receives what they ordered (5 pts.)⁴

Yes No

- Complete accurate order received
- No missing or wrong items
- No missing or wrong ingredients

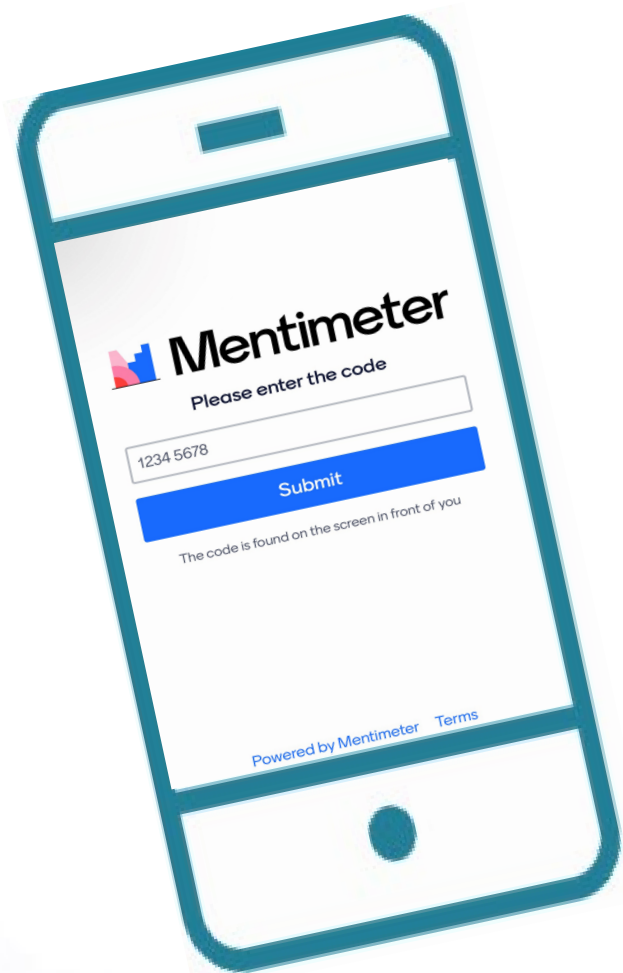
Customer gets the extras with their order (1 pt.)⁴

Yes No

- Napkins and Utensils where appropriate, provided
- If food item requires a lid, utensils should be provided
- Sauces (correct type) and condiments provided if requested
- If applicable, provide straws with beverage

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THE FINAL COUNTDOWN!



- 1. Grab your phone**
- 2. Go to your web browser**
- 3. Type in Menti.com**
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