

**////AGENDA**

**Product Quality**

- Product quality overview

**Tools for Product Quality**

- Standard cards and job aids

**Procedures**

- Carry over procedures
- Rethermalizer procedures

**Prep for Product Quality**

- Prep & Hold System
- Prep Guide

**Deliveries**

- Receiving Deliveries
- Ingredient Receiving & Storage

**Portioning for Product Quality**

- Proper portioning
- Product removal process



**DO:**

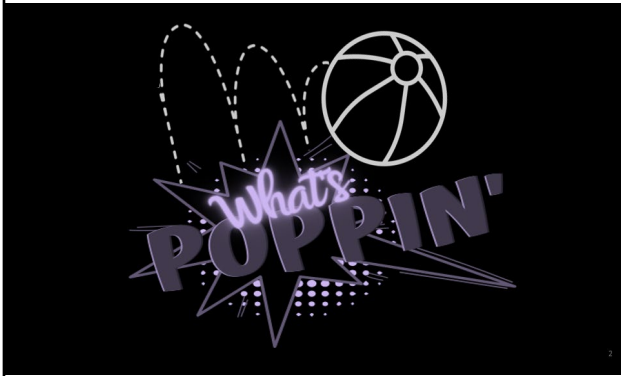
Introduce yourself.

Kick of the training with welcoming team and cover housekeeping items such as restrooms, breaks, snacks etc.

**SAY:**

Welcome everyone! So excited to have you here today. We will learn everything about food quality. Since we are in food business, it is such a big deal. But first, let's get to know you a little bit.

**ASK:**



**DO:**

Use the beach ball with questions on it for this game!

**SAY:**

Explain how the game works:

- You will pass the ball to anyone and whoever catches the ball must answer the question that their right thumb lands on.

**ASK:**

Ask whoever is the one the catches the ball to please stand say their name and store number and then answer their question.

**Product Quality**

**WHAT IS PRODUCT QUALITY?**

**Product Quality** is the **standard** we use to ensure our **food is safe, fresh & accurate for our customers.**

It's the **responsibility of our Shift Leads** to observe how the team is executing on product quality & that all deliveries received meet our product quality standards.



**DO:**

Share the information from the slide.

**SAY:**




Our food is the #1 reason what keeps customer coming back to our stores. Safety and quality of our food is very important. Let's learn some more.

**ASK:**

What is your role in product quality as a manager?

### Your Role In Ensuring Product Quality

**YOUR ROLE HAS SHIFTED FROM PREPPING AND MAKING FOOD TO:**

-  Making decisions on how much food to prepare
-  Coaching the team on prep, ingredient quality & making food
-  Overseeing final products and ensuring they are acceptable for our customers

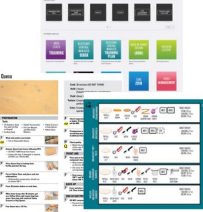
**DO:**  
Share the information from the slide.

**SAY:**  
It is very important for you guys to work in that MIC zone, expeditor position so you can ensure food quality and accuracy.

**ASK:**  
What tools we use to coach and train our team on product quality?

### Coaching Team Members

Coach on great product quality by making corrections, providing suggestions and giving recognition. *These are the tools to help coach your teams:*



**New Hire and Experience Training:**  
Provides Team Members with a foundation of Food and Product Quality  
Consistent training for each role & Experience  
Ensures Team Members are working in their certified positions and trained properly

**Standards Cards:**  
Step-by-step instructions on how to prepare each menu item  
Use the cards to reference for coaching & recognition

**Menu Item Builds:**  
Team Members can use the Menu Item Build Cards in OneSource or the copy in their restaurant to reference what product is in each restaurant

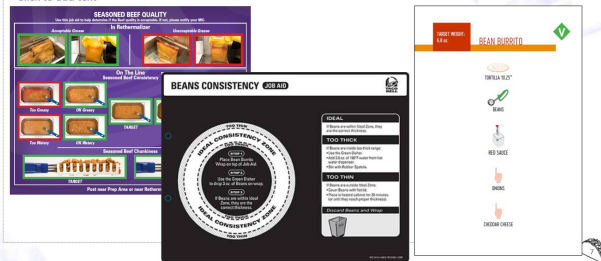
**DO:**  
Share the information from the slide.

**SAY:**

**ASK:**  
Are you utilizing these tools in your store?

### Standard Cards & Job Aids

Click to add text



**SEASONED BEEF QUALITY**  
On The Line  
Fast and Prep Area or near Buffet

**BEANS CONSISTENCY JOB AID**  
DETAIL  
TOO THICK  
TOO THIN  
TOO SALT  
TOO OILY  
TOO DRY

**BEAN BURRITO**  
TIP: 100%  
TIP: 100%  
TIP: 100%  
TIP: 100%

**DO:**

**SAY:** We also have different job aid. Such as beef quality job aid, it show what is acceptable or not with beef consistency and portioning. Bean consistency job aid is great tool to train new food champions on ideal bean consistency. Do you have one at your store? If not, your RGM can order one from Market Place. Use menu item build cards to teach food items to your food champions. It shows proper portions and target weight of the items.

**ASK:**

## Standard Cards, Job Aids & Dietary Terms

**Food - Product Quality**  
Some of the dietary and lifestyle needs of our customers, and what they mean.

- Gluten Free:** A food item not containing gluten
- High Protein:** A food item containing a lot of protein
- Low Calorie:** A food item that does not contain a lot of calories. Specifically something Fresco style
- Vegan:** A food item that does not contain any animal products
- Vegetarian:** A food item that does not contain any meat

**What tools you will use for ensuring Product Quality during your shifts?**  
**Prep Guide:** Use to guide Team Members on how much of each ingredient to prep  
**Daily Restaurant Safety Checklist:** Use to ensure that all Food Safety Standards are being met  
**TRED Board:** Fill out the Deployment Chart on the TRED Board to make sure the right people are in the right places so they can work together effectively  
**Own Your Zone Cards:** Use the Own Your Zone Cards to help prioritize tasks to make sure all Food Safety tasks are being correctly prioritized

### DO:

Share the information from the slide.  
When talking about gluten, state that anything with wheat can have gluten. Such as flour tortillas, bread, pasta.

**SAY:** Let's talk about standard cards. You might have these at your store. They are also available on One Source. It shows us how to prep/cook ingredients. It shows hold times as well. We need to use these when training new employees also calibrating current team. There are also important tips on them. Such as on potato card, it tells us fill the basket on the side, over fry station, not over the fryer to prevent crumbles and batter to fall into dryer. Because those will impact oil quality.

**ASK:** We see CCP a lot on these standard cards. Especially when it is a step about food safety. Who can tell me what CCP stands for? (Critical Control Point, a significant food safety step)

### DO:

Use the beach ball with questions on it for this game!

### SAY:

Explain how the game works:  
- You will pass the ball to anyone and whoever catches the ball must answer the question that their right thumb lands on.

### ASK:

Ask whoever is the one the catches the ball to please stand say their name and store number and then answer their question.

**DO:** Share the information from the slide.

**SAY:** If we don't do the carry over procedures correctly, we can fail a CORE. It is very important to execute it the right way. We will review the opening and closing carry over job aids on next few slides. But let's make it fun and see if you can remember the steps.

### ASK:

5/6/2022

## Closing & Opening Carryover Procedures

### WHY IS PROPER PORTIONING OF CARRY OVER FOOD IMPORTANT?

Allows food to cool/reheat to correct temperatures within proper time. It's important for food quality when it comes to fresh food/carry over ratio.

### WHY DO WE NEED TO MAINTAIN PROPER FOOD TEMPERATURES?

Bacteria grows when temperatures are in the danger zone between 40° F and 140° F.

### WHY SHOULD WE NEVER PUT HOT FOOD DIRECTLY TO WALK-IN COOLER?

Food will not reach correct temperature zone within proper time & bacteria can grow.

### WHAT COULD HAPPEN IF WE SERVE FOOD AT THE WRONG TEMPERATURE?

Serving time- temperature abused food will cause foodborne illnesses.

### WHO IS AT AN INCREASED RISK FOR FOODBORNE ILLNESSES?

Pregnant women, infants and young children, older adults & people with weakened immune systems

Name  
that  
step!

### CLOSING - INGREDIENT CARRYOVER PROCEDURES JOB AID

Use this job aid to help you correctly complete the Carryover Procedures during Closing.

**IMPORTANT:** Check the use-by date and time. Discard ingredients if less than 1 hr has been used. For CHS Cases and Pico Salsa, discard ingredients if less than 2 hours remain. Notify MIC, DO NOT use. Follow all Food Safety Standards, including correct handling procedures, using clean and sanitized equipment/tools.

<b>STEP 1</b>	<b>STEP 2</b>	<b>STEP 3</b>	<b>STEP 4</b>	<b>STEP 5</b>
Place three 1/6 Pan in walk-in cooler before using. Do NOT use.	Place a multi-ingredient bag inside the 1/6 Pan with three 1/6 Food Systems.	Transfer carryover ingredients into multi-ingredient bag and seal with zip-top or rubber bag, if needed.	Seal and multi-ingredient bag per cooling rack, close and clean. MIC to get carryover cooling rack in appropriate bag per cooling rack.	Place cooling rack into the base rack of the Refrigeration. MIC to get bag per cooling rack.
<b>STEP 6</b>	<b>STEP 7</b>	<b>STEP 8</b>	<b>STEP 9</b>	<b>STEP 10</b>
Place each cooler, then place cooling rack with base rack into prep area.	Fill Three Gal. Tub with ice from Dish Station, to ensure in both reaches proper temperature.	Fill prep sink with ice and cold water. Wash any only level of bags on above water.	Wash all elements to remove ingredients to reach proper temperature. MIC to get warm cooling rack from prep area.	Remove cooling rack from base rack, check temperature. Note the Tub. Label with hold time and use by date. Store in walk-in cooler. Hold time 1:30. MIC to get bag per cooling rack.

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**DO:** Ask the group each step before revealing the them then move to next step.

**SAY:** Pay attention to CCPs on the job aid. 45-minute ice bath is very important. We are not temping the food after the 45 minutes. We are just staging the cooling process, making the food cold enough before putting into walk-in cooler.

**ASK:** Who does closing carryover at their store with 100% following these steps? If not, which steps are you missing? Let's coach our teams to do it right way moving forward.

Name  
that  
step!

### OPENING - INGREDIENT CARRYOVER PROCEDURES JOB AID

Use this job aid to help you correctly complete the Carryover Procedures during Opening.

**IMPORTANT:** Check the use-by date and time. Discard expired ingredients immediately, DO NOT use and call MIC. Follow all Food Safety Standards, including correct handling procedures, using clean and sanitized equipment/tools. Wear food-protective gloves as needed.

<b>STEP 1</b>	<b>STEP 2</b>	<b>STEP 3</b>	<b>STEP 4</b>	<b>STEP 5</b>
Remove carryover cooling rack from the walk-in cooler.	Cut open multi-ingredient bag using safety scissors.	Check ingredient temperature using a digital thermometer and record temperature on Food Safety Checklist. MIC to report temperature. MIC to get bag per cooling rack.	Place carryover multi-ingredient bag into a new multi-ingredient bag. Do a seal.	Portion water multi-ingredient bag on both sides of cooling rack. Close and clean. Place cooling rack into the base of the Refrigeration. Cook for 30 minutes.
<b>STEP 6</b>	<b>STEP 7</b>	<b>STEP 8</b>	<b>STEP 9</b>	
Remove multi-ingredient bag from rethermalizer and gently massage to loosen ingredients.	Cut open multi-ingredient bag using safety scissors, and identify under the base. Check ingredient temperature using a digital thermometer and record temperature on Food Safety Checklist. MIC to report temperature. MIC to get bag per cooling rack.	Prepare fresh batch to mix with carryover ingredients. Use chest in the right. Pour carryover ingredients into fresh batch, stir and mix using a spatula.	Cover pan with lid and white seal. Seal on top of the pan using a seal. Seal on bottom.	

Ingredient	Quantity	Temperature	Time
Chopped Salsa	1/6 Pan	165F	30 min
Chopped Salsa	1/6 Pan	165F	30 min
Chopped Salsa	1/6 Pan	165F	30 min
Chopped Salsa	1/6 Pan	165F	30 min
Chopped Salsa	1/6 Pan	165F	30 min
Chopped Salsa	1/6 Pan	165F	30 min
Chopped Salsa	1/6 Pan	165F	30 min
Chopped Salsa	1/6 Pan	165F	30 min
Chopped Salsa	1/6 Pan	165F	30 min
Chopped Salsa	1/6 Pan	165F	30 min

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**DO:** Ask the group each step before revealing the them then move to next step.

**SAY:** We never want to serve just carry over food. It is important to follow mixing ratio and serve carry over food during peak time to use it up quickly.

**ASK:** Who does opening carryover at their store with 100% following these steps? If not, which steps are you missing? Let's coach our teams to do it right way moving forward.

**DO:** Share the information from the slide.

**SAY:** Rethermalizer procedures also a CORE critical. Ensure we are taking temperature of the product after pouring into a pan. Except nacho cheese, as we keep that in the bag. Never poke a bag or fold the bag over to take temperature of the food. Wearing yellow gloves is an optional step.

**ASK:**

5/6/2022

### 10 Steps for Proper Rethermalizer Procedures

<b>1.</b>	Wash & sanitize your hands. Put on disposable gloves.	<b>6.</b>	When timer beeps, after 30 minutes, put on a yellow glove & remove bag from the rethermalizer. Open bag with sanitized Safety Scissors or Base Opener.
<b>2.</b>	Remove thawed chicken from the walk-in cooler following FIFO. Inspect the bag & check the use-by date. If damaged or expired, DO NOT use. Tell MIC.	<b>7.</b>	Pour chicken into 1/6 Pan.
<b>3.</b>	Place bag in Cooking Rack. Puncture through both sides of the bag.	<b>8.</b>	Check temperature: Chicken must be 165F or higher. If temperature is below 165F, tell the MIC.
<b>4.</b>	Use a yellow glove when rethermalizing. Rethermalizer temperature should be below 190F.	<b>9.</b>	If temperature is at 165F or higher, a second bag maybe added to 1/6 pan.
<b>5.</b>	Place rack into rethermalizer. Press "Chicken" button to cook timer.	<b>10.</b>	Check quality: Match to texture & color at the top of the card. If the chicken does not match, tell the MIC.



**DO:**  
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**SAY:**  
Explain how the game works:  
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**ASK:**  
Ask whoever is the one the catches the ball to please stand say their name and store number and then answer their question.

### Prep & Hold System

**WHAT IS THE PURPOSE OF THE PREP & HOLD SYSTEM?**  
The Prep & Hold system is a tracking tool we use to identify the expiration time of our ingredients. We use this system to ensure product quality for our customers.

**What tools do we use to simplify the Prep & Hold Process?**  
Hold Time Magnets and Markers are the tools we use to identify expiration dates and times on our prepped products. Properly clean the magnet by taking it off the production line and wiping it off with a wet paper towel.

**PREP & HOLD SYSTEM BEST PRACTICES**

- Use FIFO to keep track of foods.
- Prep and Hold System is a CORE requirement.
- Make sure to fill out the Prep Guide.
- For pre-filled Flatbread, record its 2 hour expiration time on the tortilla magnet.
- The 24 hour hold time for Nacho Chips should be written on the Chip Tower itself, using the dry erase pen.

**DO:** Share the information from the slide.

**SAY:** When we have LTO items like special flatbread, new sauces etc. use the LTO sections on the magnet. Every magnet has blank spots for LTO items.

**ASK:**

### Prep & Hold System Continued

<p><b>STICKER LABELS</b> <u>When to use:</u> Ingredients NOT placed in the heated cabinet and NOT listed on a hold time magnet. <u>How to use:</u></p> <ul style="list-style-type: none"> <li>• Use Zenput label system if available.</li> <li>• Use Sticker Labels for items that are hard to write on or when marker ink will smear.</li> <li>• Use Wet Erase Marker to write on the Sticker Label in a dry, room temperature surface before applying to item in a moist environment to avoid ink from smearing.</li> <li>• Place ¼ or ½ of sticker label on edge of bus tub to avoid sticker residue.</li> </ul> <p><b>FOOD SAFETY</b> If a marker or magnet falls on the floor, properly clean it and sanitize it with a blue sanitized towel. Then, wash, and sanitize hands.</p> <ul style="list-style-type: none"> <li>• If ink gets on gloves, remove gloves, wash and sanitize hands.</li> <li>• Always put on new gloves if moving back into a rolo.</li> </ul>	<p><b>BOXES</b> <u>Benefits:</u> Execute FIFO with deliveries and easier ordering <u>How to use:</u></p> <ul style="list-style-type: none"> <li>• Night before delivery, write a large "check" mark using a Large Marker on every case that is a perishable item. Following FIFO, boxes with check marks should be placed in the front and used first. Boxes with multiple check marks are the oldest and have sat through multiple deliveries.</li> <li>• For any thawed ingredients write the ready date and time and use-by date and time directly on the box with the Large Marker.</li> </ul> <p><b>POTS &amp; PANS</b> <u>What to mark on:</u></p> <ul style="list-style-type: none"> <li>• Coffee Pot</li> <li>• Ingredients that ARE placed in the heated cabinet and are NOT listed on a hold time magnet.</li> </ul> <p><u>How to mark on:</u></p> <ul style="list-style-type: none"> <li>• Use a Wet Erase Marker to write on the front of the pan.</li> <li>• Make sure pans are grease free, cool and dry.</li> <li>• Remove markings by washing the pan.</li> </ul>
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**DO:** Share the information from the slide.

**SAY:** Everything we prep, all the food items must have an expiration date with time stamp on it. Zenput labels as great as they already have a time stamp. With handwritten labels, sometimes we forget to put a time stamp. Pay attention to those and coach your team.

**ASK:**

### Use The Prep Guide To Ensure Product Quality

**Use The Prep Guide To Ensure Product Quality**

For each daypart, the Prep Guide suggests the amount of food that you need based on previous weekly trends.

Take note that this is just a guide and ultimately you know if you need to prep more or less food depending on sales.

Utilize sales forecast vs actual sales to determine adjustment.

What you prep has to match what you write on the prep guide. Once the food has been dropped, pulled and prepped then you initial that it has been completed.

All of the pages need to be filled out daily.

**DO:** Share the information from the slide.

**SAY:** Prep guide uses last 1-6 weeks of trends. We get to adjust that on Sabretooth. Most of the stores are set to 4-6 weeks. When we end or start a new promotion, it takes a while for prep guide to catch up. Keep that in mind and use your judgement when adjusting quantities.

**ASK:**

### Product Quality Receiving Delivery Best Practices

All food and beverage your restaurant purchases, receives, or uses must be Taco Bell-approved, and come from YUM-approved distributors and suppliers. If your restaurant receives unapproved item, the MIC must call the One Line at 800-767-5147

- Use a sanitized thermometer to check delivery temperatures for the following products:
  - Seasoned Beef
  - Chicken
  - Steak
  - Cheddar Cheese and 3-Cheese Blend
  - Lettuce
- To check a delivery temperature, fold the package of product over the thermometer probe, or hold the probe between two packages of the same product. DO NOT puncture the package. Record each delivery temperature on the invoice.
- Check the minimum time remaining for all ingredients. Check the use-by date. If the use-by date has expired, DO NOT accept the product.
- Check the quality of all products. If a product or container appears moldy or spoiled, DO NOT accept the product. If any container is severely body-dented, moderately seam-dented, rusted, torn, swollen, or damaged in any way, DO NOT accept the product.
- Use the Prep and Hold System to identify any expiration dates/times.

**DO:** Share the information from the slide.

**SAY:** Taking temperature of deliveries is very important step. If we receive lettuce under 32 degrees, it will be frozen and as it thaws, it will get all mushy. We won't be able to serve that. When we have issues with product deliveries, we need to call Mclane or follow instructions on My Taco Bell, self help site to request a credit. Food sitting on the shelf= money sitting on the shelf. It is important to get after those credit situations.

**ASK:**

### Review & Study Target Weight & Portioning Handouts

**TARGET WEIGHTS & PORTIONING TOOLS**

**THE ICONIC ITEMS**

MENU ITEM	TARGET WEIGHT
Courtesy Tea	2.0 oz.
Bulk Tea	2.0 oz.
Courtesy Taco Supreme	4.0 oz.
Beef & Eggplant Burrito	8.1 oz.
Chicken Quesadilla	3.0 oz.
Beefsteak Pitas	7.0 oz. (Dinner)
Bulk Taco Supreme	4.0 oz.
Chicken Quesadilla	4.0 oz.
Beef Burrito	6.0 oz.
Double Layer Taco	3.0 oz.
Courtesy Taco Supreme	3.0 oz.
Happy Bell Grande	11 oz.
Beef Burrito Supreme	6.4 oz.
Bulk Cheese Supreme	6.4 oz.

**FOOD PACKAGING JOB AID**

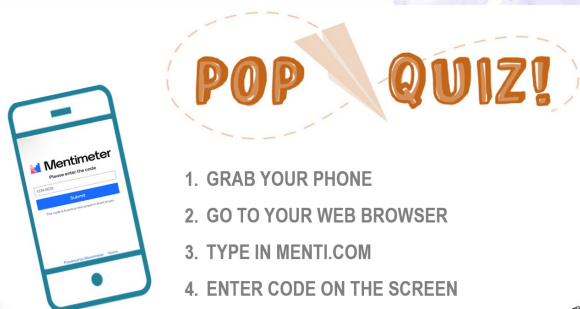
Includes instructions for packaging items like Burrito, Quesadilla, and Pitas, with visual aids for correct and incorrect packaging methods.

**DO:** Share the information from the slide.

**SAY:** Use the portioning information to coach and train your teams. Both over portioning and under portioning situations are not okay. We just need to get it right. We can only make it happen by using scales and calibrating our teams. Let's review packaging policy as well. Ensure team is putting heavier items on the bottom of the bag, not overly filling the bags. Box meals are being served in boxes. This can cause 10 points during a CORE audit.

**ASK:**





**POP QUIZ!**

1. GRAB YOUR PHONE
2. GO TO YOUR WEB BROWSER
3. TYPE IN MENTI.COM
4. ENTER CODE ON THE SCREEN

**DO:** Login to [mentimeter.com](https://www.menti.com) and open CORE menti in the SL Training Folder.  
 Username: [Training@theborder.com](mailto:Training@theborder.com)  
 Password: TAACO2022

**SAY:** Tell everyone to follow the screen and go to Menti.com on their phones and enter in the 8-digit code to join game

**ASK:** You will ask them to answer all questions

5/6/2022

### Product Removal

**Product Removal**


- Follow instructions on QA Data Sheet.
- Let the RGM know.
- Call the QA hotline with any questions: 800-767-5147.

**Health Department Inspection**

- By friendly, treat him like a customer.
- Ask for identification.
- Let him into back of house.
- Stay with him on his rounds.
- Take notes about the visit.
- Let him take food samples and take a second sample for QA.
- If you get a violation, ask questions and fix the problem.
- Get a copy of his report.
- Contact your supervisor and the QA hotline 800-767-5147 if Health Department finds critical issue or closes restaurant.

**All Other food safety situations**

- Contact the QA department at 800-767-5147 and your supervisor.
- If the situation involves a Customer use LAST to handle the situation and get their contact information.



**DO:** Share the information from the slide.

**SAY:**

**ASK:**



**What's POPPIN'!**

**DO:** Use the beach ball with questions on it for this game!

**SAY:** Explain how the game works:  
 - You will pass the ball to anyone and whoever catches the ball must answer the question that their right thumb lands on.

**ASK:** Ask whoever is the one the catches the ball to please stand say their name and store number and then answer their question.



**DO:**

**SAY:** It was great spending these a few hours with you. I hope you got to learn something new or at least got to refresh some information. We want you to put these in practice when you get back to your stores.

**ASK:** Do you have any questions? Feedback? What are some of your take aways?