

////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

DO:

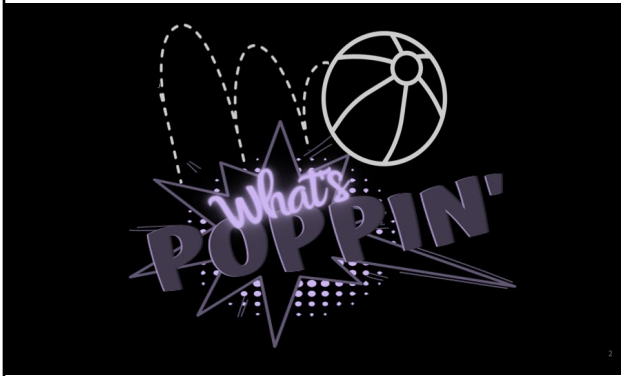
Cover housekeeping items; restrooms, snacks, cell phones

SAY:

Team, I am so excited to have you all here today. We will cover CORE and what tools we use to be successful during CORE. Before getting started, I would like to tell you a little bit about myself. (Don't forget to include a fun fact about yourself)

Now, let's get to know a little about you!

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.



DO:

SAY:

Let's start with our purpose. Our goal is to run great operations by using systems and tools consistently. Food safety is our #1 priority. By running great shifts and executing these daily, we deliver great experience to our guests.

ASK:

We love acronyms at Taco Bell. Who can tell me what CORE stands for?

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**

DO: Highlight the information on this slide


SAY:
 We hire a 3rd company called Steritech to do these audits. It is very important to be consistent with daily operations to achieve great results. Remember, auditor is there to capture a snapshot of the day. They are just recording their observations. We need to stay calm and keep our focus on the fundamentals during the audit. Your team is looking up to you, so if you are stressed, your team will be stressed.

ASK:
 How many of you have been through a CORE audit before? (look for responses, raised hands etc.)

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




DO:

SAY:
 It is a win-win situation for us and customers. When we focus on CORE fundamentals on Operations and Food Safety, we deliver a great customer experience. This makes our customers come back to Taco Bell.
 Taco Bell's goal is the be safest place to work and eat. We need to ensure to provide that to our teams and guests.
 And our company rewards us with a bonus for our CORE result. Isn't that amazing? We get a bonus for just doing our jobs right.


ASK:
 Who pays our paychecks? (Look for the answers) Customers pay our paychecks. We want them to keep coming back to Taco Bell. Let's learn about how we make this happen.

CORE Values



SERVING UP MAS


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



KITCHEN 101


"Out the Back, 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."

DO: Share the information about each CORE values

SAY: With these 4 CORE values, we deliver the great experience to our guests. Our customers love Taco Bell for a reason. We all have our favorite restaurants for a reason.
 What is your favorite restaurant and why do you like to go there? (Wait for some answers) Food, service or cleanliness keeps us going back to those restaurants. Our customers do the same.
 It is very important to be consistent to maintain our customers' have perceptions of us.

ASK: What does best on the block mean to you? (Wait for answers)
 Cleanliness of exterior and interior, friendly service, speed, fresh and accurate food, great facilities. Remember, guest experience starts as soon as they pull into our lot. If our parking lot is looking like landfill, customers won't have a great perception.

CORE Prep

How often do you need to be ready for CORE?



DO: Share the information from the slide

SAY: Can we be just CORE ready on Mondays or certain days of the month?

If we do things only on CORE season, we won't have consistency with team behavior. Team will be confused about which way is the right way of doing things and someone will do something wrong during the audit. That's why, it is important to follow policy and procedures all day, every day.

ASK:

Talk Bonus To Me

TACO BELL CORE BONUS PROGRAM

CORE OPS BONUS CRITERIA

Overall Score of 0-3: \$2000
 - Restaurant General Manager / Shift Lead: \$1000 working / \$1000 not working during audit
 - Team Member / Team Leader: \$1000 working / \$1000 not working during audit

Overall Score of 4-7: \$750
 - Restaurant General Manager / Shift Lead: \$300 working / \$450 not working during audit
 - Team Member / Team Leader: \$450 working / \$300 not working during audit

Overall Score of 8-10: \$500
 - Restaurant General Manager / Shift Lead: \$150 working / \$350 not working during audit
 - Team Member / Team Leader: \$350 working / \$150 not working during audit

Overall Score of 12-15: \$200
 - Restaurant General Manager / Shift Lead: \$50 working / \$150 not working during audit
 - Team Member / Team Leader: \$150 working / \$50 not working during audit

CORE PSA BONUS CRITERIA

Overall Score of 0: \$2000
 - Restaurant General Manager / Shift Lead: \$1000 working / \$1000 not working during audit
 - Team Member / Team Leader: \$1000 working / \$1000 not working during audit

It is possible for a store to earn a bonus for both the OPS and CORE. Our understanding of this bonus structure is as follows: If a store achieves a CORE score of 12-15, the bonus amount will be \$2000. If a store achieves a CORE score of 0-3, the bonus amount will be \$2000. If a store achieves a CORE score of 4-7, the bonus amount will be \$750. If a store achieves a CORE score of 8-10, the bonus amount will be \$500. If a store achieves a CORE score of 12-15, the bonus amount will be \$200. The program then ends on 1/31/2022. The program then ends on 1/31/2022. The program then ends on 1/31/2022.



DO: Share the bonus information

SAY: If we do our job right every day, we will pass the CORE audit with great results. We are working for a great company which rewards us for just doing our jobs. It is up to us to execute fundamentals. Who doesn't like extra money, right?

ASK:

Make That Scratch



DO:

SAY: Look at these amazing teams with their bonus checks. You can see the smile in their eyes. This can be you on the next round.

ASK:

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

Questions 1-5

DO: Login to [mentimeter.com](https://www.mentimeter.com) and open CORE menti in the SL Training Folder.

Username: 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 questions 1-5

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: Let's talk about the tools we use to be successful on day-to-day operations.

ASK: Do you recognize these tools and use them at your store everyday?

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

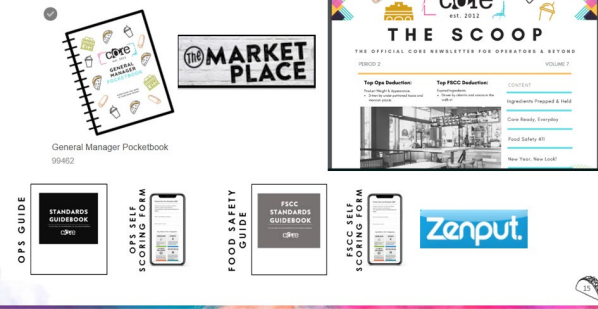
STANDARDS & BUILD CARDS

NEW HIRE TRAINING PLANS



TACO BELL

Tools for Success



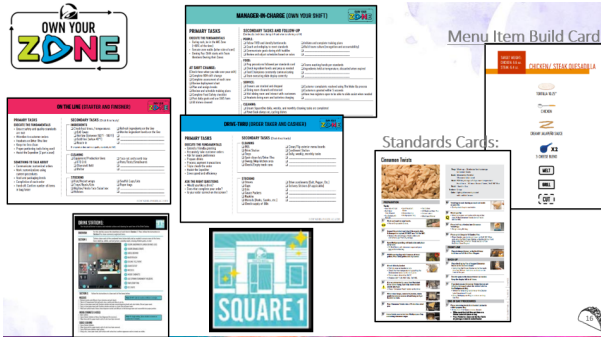
DO:

SAY: You can go to CORE resources page on My Taco Bell and access the Ops and Food Safety Guides. Also, CORE pocketbook includes all guidelines for Ops and Food Safety. CORE pocketbook can be ordered from Market Place.

I highly encourage everyone to read these guides to understand what auditor is looking for. You can also access self scoring tools on this page. We have practice forms available on Zenput as well.

Taco Bell publishes CORE newsletters multiple times a year. These also can be found on CORE resources page.

ASK:



DO:

SAY: OYZ cards are great tools to keep team focused and organized on tasks. We have 5 cards for 5 different positions in our store. They are also great tools to use when we train new employees. Instead of telling people to stay busy, you can ask them which task are they working on from their OYZ card. Square 1 cards are job aids for main cleaning areas in our stores. They tell us which chemicals and towels to use with step-by-step instructions. We even have a card for dishwashing, because we don't wash dishes at TB like we wash them at home, right? That's why it is very important to use these tools when we train or calibrate our teams. Standard cards show how to prepare and label ingredients. Menu item build cards show step-by-step how to make each item and target weights. Let's use these tools.

ASK: Do you have all of these at your store?



DO:

SAY: It is very important to train our team properly to run an efficient and productive shift. We get out what we put in from our teams. Remember, we are only as good as our weakest employee. Well trained employees feel more confident in their roles, they stay longer and work more efficient. We need to utilize new hire training plans on One Source for each position. CORE auditor will also review if your team is certified in their position. Every employee must complete their training within 40 days of hire date.

ASK: Now, would you like to review some real scenarios and learn more about CORE?

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

Issue	Location	Details
Sink(s) observed damaged	Men's Restroom	Area damaged: Sink(s) Type of damage: Minor peeling

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

DO: Review the scenario with the team

SAY: CORE auditor will assess 2 things during Ops (Operations) part of the visit when it comes to facilities. Cleanliness and condition of the restaurant and equipment. You can lose 1 point for cleanliness and 2 points for maintenance issues on the same items. If we lose more than 25 points on Ops side of the visit, we fail the CORE.

ASK:

MANAGER-IN-CHARGE (OWN YOUR SHIFT)

OWN YOUR ZONE

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 BDI 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 redisplay to meet standards
- Communicate goals during shift huddles
- Review and adjust schedules based on sales

FOOD:

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

DO:

SAY: When we assess zone walks, we want to look at the areas from top to bottom. Start from the ceiling and review the area toward the floor. This gives you an opportunity to catch any cleanliness or maintenance issues. If there are cleaning opportunities, delegate to your team, if there are maintenance opportunities, inform your RGM. These walks should be executed before/after every daypart.

ASK:

- Who can tell me the day parts?
- Do you have OYZ cards at your store?
- Who is using their MIC card during their shift?

AM/PM Food Safety & MIC Walk

My Submissions

My Walks

My Walk

DO:

SAY: We execute MIC walks on Zenput. This gives us an opportunity to capture any maintenance items. Your RGM and AC can review your walk. Another great tool is Food Safety checklist. Why do we do a food safety checklist? (Wait for some answers) It helps us identify any food safety issues, ensures product isn't expired, team is healthy, no pest issues is present. By checking temperature of the product, we verify equipment functionality. If your tomatoes on cold line is temping over 41 F, obviously something is wrong with your cold line. It is very important to execute food safety checklist with integrity. Because we don't want to risk people's lives. FS Checklist must be completed before 11AM and 5PM daily.

ASK:

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



DO: Share the information from the slide

SAY: It is very important to take any maintenance issue seriously and inform your RGM right away so they can create a service request on EcoTrack. Owner of our company wouldn't want us to have broken equipment. Because at the end of the day, broken equipment issues impact customer and employee experience. We want both to be positive. It shows to our team and customers that we care.

ASK: What will you do when you see issues during your walks? (Look for responses and interact with group)

CORE AUDIT SCENARIO #2

What went wrong here?

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



DO: Share the information from the slide

SAY: As a quick service restaurant, speed is one of the important fundamentals in our business. Nobody would like to wait 20 minutes for a taco, right? CORE evaluates the 28-day speed trend. If speed is under 4 minutes, we don't lose any points. If between 4 and 4:15 we lose 1 point, if between 4:15-5, we lose 3 points. If it's over 5 minutes we lose 5 points. Speed needs to be a culture and it needs to be consistent to maintain 28 trend. So don't try to make auditor's food faster, instead, focus on getting it right. You can look up your 28-day speed trend from Restaurant Dashboard page on SMG website.

ASK: How can we make speed a culture in our stores?

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 SMS form
 - ☐ All dishes cleaned

SECONDARY TASKS AND FOLLOW-UP

(Continuously check these during shift and when transitioning to shift)

- PEOPLE:**
- ☐ Follow TRED and identify bottlenecks
 - ☐ Coach and redisplay 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
 - ☐ Headers 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



DO: Point out the People category from OYZ card and read each item

SAY: It is very important to execute TRED properly in order to have consistent speed culture in our stores.

ASK: Who can tell me what TRED stands for?

TRED Execution

- Target setting
- Rush ready
- Equipment ready
- Deployment



DO: Go over the TRED

SAY: We need to set goal every daypart. If team doesn't have a target, they won't be as focused and efficient. Even if your store isn't meeting the speed target, you can always set small increments of goals to get there. Who can tell me what rush read means? (All the prep is done, everything is stocked, including cash registers, dishes are caught up, trash is taken out, team is locked in position) Ensure all the equipment is working properly to prevent bottlenecks. Deployment, MIC deployed in MIC zone and aces in their places. (You can talk more in detail from personal experience and give examples such as, it is never fun to do fry prep in the middle of lunch rush, cashier asking for change 3-5 order in to peak time) Use speed behaviors poster to train team on bottleneck behaviors and how to built sense of urgency culture. It details every position.

ASK:

DO: Share the information from the slide

SAY: CORE auditor will evaluate prep and hold systems. We need to have consistent behavior around that to ensure everything is prepped and held the right way. Ensure to verify magnets and labels throughout the day.

ASK: Who can help you with your hold times?

CORE AUDIT SCENARIO #3

What went wrong here?

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

DO: Review OYZ Card with the group

SAY: You can train and utilize your food champions to monitor prep/hold times. As we see on this OYZ card, it is our food champions' responsibility check quality and expiration time of the products. Then you can trust but verify to ensure they are updating magnets as they put new product on the line.

ASK: Do you hold your team accountable to their OYZ tasks? Who is here utilizing their team to help monitoring prep/hold times?

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
- Heat off: Confirm number of items in bag/order

SECONDARY TASKS (Check these hourly)

INGREDIENTS

- Check hold times / temperatures
- Evil tower
- Hot line (between 160°F - 185°F)
- Cold line (below 40°F)
- Reach-in

If temperature does not meet quality standards, tell MIC.

CLEANING

- Equipment/Production lines
- 6TD Grill
- Diamond Grill
- Melter

STOCKING

- Fry/Packet wraps
- Trays/Bowls/Lids
- Big box/Fiesta Taco Salad box
- Holders

- Refresh ingredients on the line
- Monitor ingredient levels on the line

- Taco rail and crumb tray
- Pans/Tools/Smallwares

- Small/Cups/Lids
- Paper bags

MANAGER-IN-CHARGE (OWN YOUR SHIFT)

PRIMARY TASKS

EXECUTE THE FUNDAMENTALS

- During rush, be in the MC 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 SDB 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 transitioning a shift)

PEOPLE:

- ☑ Follow TRED and identify bottlenecks
- ☑ Coach and relay 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 display correctly
- ☑ Teams wash/bake per standards
- ☑ Ingredients held at temperature, discarded when expired

SERVICE:

- ☑ Drawers are stocked and dropped
- ☑ Dining room cleaned and stocked
- ☑ Host doing 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

DO: Share the information under Food category on MIC card.

SAY: We must monitor the food safety (expiration times and temperatures) throughout our shift.

ASK:

GAME ON!





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

Mentimeter 6-13

DO: Open Mentimeter.com and continue through questions 6-13

ASK: Ask everyone to open Mentimeter on their phones to continue the game.
If they were kicked out, they can re-enter with the same code.







CORE AUDIT SCENARIO #4

Steritech

Taco Bell OPS

TACO BELL


PR113 On The Line Fundamentals

<p>Ingredients not evenly spread</p> 	<p>Bearly 5 Layer Burrito</p> 	<p>Ingredients: Sour Cream, Sour cream spread evenly over a portion of the burrito.</p> 
<p>What went wrong here?</p>		
<p>Product was not cut properly</p> 	<p>Chicken Quesadilla</p> 	<p>Portion of the Chicken Quesadilla observed cut and this equal pieces.</p> 
<p>What tools do we have to help avoid these CORE points?</p>		
<p>Product not weight standards</p> 	<p>Chicken Quesadilla</p> <p>Weight: 200.00 g @ 17.57 cal</p>	<p>Portion of the Chicken Quesadilla</p> <p>Weight: 170.00 g @ 16.09 cal</p>
<p>Product did not meet weight standards</p> 	<p>Bacon Burrito</p> <p>Weight: 170.00 g @ 16.09 cal</p>	

DO:

SAY: Why people come to Taco Bell? For our food, right? It is very important to get our food right. We can lose up to 10 points on CORE during the shop if we don't get the food right. Ingredients must be spread from end to end. Food must be built with correct ingredients. Ensure food is wrapped to correct corner of the wrap. We struggle a lot with quesadilla cuts. Ensure team is executing "rock and roll" method. This motion helps cutting both layers of tortilla, otherwise, if won't be cut all the way through. Also, if you fold the bag, it helps centering the quesadilla to cut easier. We want to achieve as equal pieces as possible.

ASK: How would you feel as a customer to if your food wasn't made right? Example: You bite into your burrito and all the sour cream in that bite, and rest of the burrito doesn't have any sour cream. How do we prevent these situations?

MANAGER-IN-CHARGE (OWN YOUR SHIFT) 

PRIMARY TASKS
EXECUTE THE FUNDAMENTALS

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

AT SHIFT CHANGE:
 (Check these when you take over your shift)

- ☑ Complete BDR 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 transitioning 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 SquaOne daily, weekly, and monthly cleaning tasks are completed
- ☑ PowerSoak always on, cycling dishes

DO:

SAY: It is very important to execute training plans during our shifts. Review the schedule and training calendar. Who is working today? Any new hires? What training plans need to be completed? Remember, we are only as good as our least efficient employee. If our employees aren't trained well, they won't be productive. If we explain the WHYs and HOWs when we train the employees, information will stick better.

ASK: Have you guys ever heard the term "work smart not hard"?

MANAGER-IN-CHARGE (OWN YOUR SHIFT) 

PRIMARY TASKS
EXECUTE THE FUNDAMENTALS

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

AT SHIFT CHANGE:
 (Check these when you take over your shift)

- ☑ Complete BDR 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 transitioning a shift)

PEOPLE:

- ☑ Follow TRED and identify bottlenecks
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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 SquaOne daily, weekly, and monthly cleaning tasks are completed
- ☑ PowerSoak always on, cycling dishes

DO:

SAY: We have a great reminder on our MIC card. Owning your shift starts with team members owning their zones. If everyone executes the primary and secondary tasks from their OYZ cards, our day will go much better. Because all the areas would be taken care of. Always use the OYZ cards when training new employees. And continue to use them with tenured team as well for a productive day.

ASK:

FOOD CHAMPION TRAINING PLAN

WEEK 3	SHIFT 1	SHIFT 2	SHIFT 3	SHIFT 4
	<input type="checkbox"/> Starter Builds Course <input type="checkbox"/> Shadow Starter	<input type="checkbox"/> Practice Starter <input type="checkbox"/> Work Prep/Fry	<input type="checkbox"/> Practice Starter	<input type="checkbox"/> Work Starter
WEEK 4	SHIFT 1	SHIFT 2	SHIFT 3	SHIFT 4
	<input type="checkbox"/> Finisher Course <input type="checkbox"/> Finisher DTI <input type="checkbox"/> Shadow Finisher <input type="checkbox"/> Work Starter	<input type="checkbox"/> Finisher Builds Course <input type="checkbox"/> Shadow Finisher <input type="checkbox"/> Work One In/One-Thru	<input type="checkbox"/> Practice Finisher <input type="checkbox"/> Work One In/One-Thru	<input type="checkbox"/> Practice Finisher <input type="checkbox"/> Work Starter
WEEK 5	SHIFT 1	SHIFT 2	SHIFT 3	SHIFT 4
	<input type="checkbox"/> Work Finisher	<input type="checkbox"/> Expeditor Course <input type="checkbox"/> Expeditor DTI <input type="checkbox"/> Shadow Expeditor <input type="checkbox"/> Work Finisher	<input type="checkbox"/> Practice Expeditor <input type="checkbox"/> Work Starter	<input type="checkbox"/> Work Expeditor

DO:

SAY: Let's talk about training a little bit. As we can see on the Food Champion training plan, all the line positions are covered on learning zone training. But learning zone is only the 50% of the training, other 50% comes from on-the-job practice. We need to ensure team completes their learning zone for each role, so they can execute the role and meet the expectations. With a well-trained team, we can avoid losing up to 10 points on food. We can serve great food, made the right way and accurate, each time to each guest.

ASK: How do you execute new hire training at your store? (Ensure it is a balanced training from day 1 till end of the training. Each day, employees should watch some learning zone and then practice what they learned on the job)

CORE AUDIT SCENARIO #5

What went wrong here?

Significant
More than 8 live flies, maggots were captured in the facility

Item	Item	Class	Category	Location
Quantity: 11	Life stage: Adult	Large flies		

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

DO:

SAY: Let's look at this scenario. (Share the information from the slide) What do you guys think? It is not very nice to work in an environment with lots of flies, right? Flies can carry diseases and can contaminate food/surfaces in our restaurants. What else do we look for when it comes to pest activity? (Droppings, nesting, chewed boxes)

ASK: What can we do to avoid these situations?

First important thing is to keep our stores clean and well maintained. We need to clean under/behind equipment and shelving. We need to prevent pest access by keeping DT window and doors closed when not in use. Let's review the tools we use more in detail.

Utilize Zenput – Weekly Pest Walks & AM/PM Walks

DO:

SAY: We need to complete a pest walk on Zenput each week by Tuesdays. Also, during pre lunch and pre dinner food safety checklists, we get to answer some questions about pest activity as well. First, we need to ensure interior and exterior bait stations are placed properly. We use a flashlight to check under/behind equipment and shelving. Checking foundation of the building is also very important. Ensure there are no holes or cracks on the building, doors and windows are sealed properly, no sitting water in restaurant as it will attract pests. We work with Ecolab to prevent pest activity in the restaurant. They visit our stores once a month to service pest prevention devices. It is very important to review their leave behind report and take any actions necessary. Sometimes they will leave notes for suggestions or cleaning certain areas.

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 that catches the ball to please stand say their name and store number and then answer their question.



CORE AUDIT SCENARIO #6

What went wrong here?

Steritech		Taco Bell FSSC		TACO BELL	
Significant					
4.1 Food and packaging are properly stored and in good condition; damaged or donated products are segregated; Team Member food/medication segregated.			4. Protection from Contamination		
Item	Location	Details	Extra details		
Non-RTS food/ingredient not covered in storage	Cinnamon Delights	Reach-in freezer			
<p>What tools do we have to help avoid these CORE points?</p>					

DO: Share the information from the slide.

SAY: Unfortunately, we miss this one a lot. And all the little things we miss, add up, leads to a CORE failure. We must coach our team to keep cinnabons covered in reach in freezer. Cutting side of the box would be a best practice in this case. Also, if we have any condensation on the box, this would be food safety violation as well. All food must be covered in our stores to prevent any contamination.

ASK:

DO:

SAY: We are always coming back to our OYZ cards. If we utilize them well and hold our teams accountable, we can prevent food safety violations. Our fry & prep person is responsible to keep BOH areas and equipment organized. They are also responsible to monitor ingredients and temperatures in these areas. Train your teams then "Trust But Verify"

ASK: Can you guys remind me the times to complete our food safety walks every day for pre lunch and pre dinner? (By 11 AM-5PM)

DO:


SAY: When we complete our food safety checklist or execute our zone walks, we need to be thorough. This will allow us to catch any food safety opportunities and fix them right away. Always use these opportunities as coaching moment for your teams. As they get more calibrated, your job will get easier.

ASK: How often should we conduct zone walks? (At beginning and end of each day part)

FRYING & PREP (STARTER AND FINISHER)		OWN YOUR ZONE	
PRIMARY TASKS			
EXECUTE THE FUNDAMENTALS			
<ul style="list-style-type: none"> Follow Prep Guide Follow First In First Out (FIFO) procedure Communication with production line Follow ingredient preparation procedures Keep prep areas clean/sweep Hot foods above 165°F (out of Fryer/Reheats/Hot) Keep prep areas and BOH organized 			
FRYER			
<ul style="list-style-type: none"> Use proper frying times Scum/fryer oil for food crumbs 			
REHEAT/IZER			
<ul style="list-style-type: none"> Use proper cook times Use wire racks, when applicable 			
SOMETHING TO TALK ABOUT			
<ul style="list-style-type: none"> Communicate when to slide-to-fry Reheats/izer leaks water/will not heat Fryer leaks oil/fat, not heat Walk-in/Reheat Cabinet does not reach right temperature 			
SECONDARY TASKS (Check these hourly)			
INGREDIENTS			
<ul style="list-style-type: none"> Check Exp. Times/Temperatures Dry Storage Shelf Freezer Heated cabinets Refresh ingredients on the line & cabinets Check oil level/quality 			
CLEANING			
<ul style="list-style-type: none"> Fryer/Prep area AM/PM filtering Frequent oil skimming Replace filter paper Clean crumb tray & oil JIB Heated cabinets/gaskets/shelves Freezer gaskets/shelves Wipe behind fryer Hood vents/drip pan/enclosure Oil disposal cart/pan 			
STOCKING			
<ul style="list-style-type: none"> Pull/Throw frozen ingredients Label/Date frozen ingredients Dry storage Shelves/Fryer Freezer Pans and tools Cinnamon Sugar/Flatbread 			

MANAGER-IN-CHARGE (OWN YOUR SHIFT)		OWN YOUR ZONE	
PRIMARY TASKS			
EXECUTE THE FUNDAMENTALS			
<ul style="list-style-type: none"> During rush, be in the MIC Zone (-80% of the time) Execute zone walks (either side of cart) Owning Your Shift starts with Team Members Owning their Zones 			
AT SHIFT CHANGE: (Check these when you take over your shift)			
<ul style="list-style-type: none"> Complete BOH shift change Complete assessment of each zone Review deployment chart Plan and assign breaks Review and schedule training plans Complete Food Safety checklists Post daily goals and use SACS form All dishes cleaned 			
SECONDARY TASKS AND FOLLOW-UP (Continuously check these during shift and when transitioning a shift)			
PEOPLE:			
<ul style="list-style-type: none"> Follow TRED and identify bottlenecks Coach and redisplay 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:			
<ul style="list-style-type: none"> 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:			
<ul style="list-style-type: none"> Shelves are stocked and displayed Customer complaints resolved within 10 minutes 			
<p>Complete Food Safety checklist</p>			
CLEANING:			
<ul style="list-style-type: none"> Ensure SquareOne daily, weekly, and monthly cleaning tasks are completed PowerSok 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


Mentimeter 14-22

DO: Open [mentimeter.com](https://www.mentimeter.com) and continue through question 14-22


SAY:

ASK: Ask everyone to open Mentimeter on their phones to continue the game.
If they were kicked out, they can re-enter with the same code.


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/JAC TO ENSURE YOU "OWN YOUR SHIFT"?

DO: Have group take a few minutes to write down answers to the questions on the screen. Open up for discussion, have a few of them share their answers.

SAY: Great job team. Let's share your take aways and your commitments with your RGMs when you get back to your stores. Start implementing the things you are learning today. Coach and train your team on these CORE fundamentals.

ASK:



What's POPPIN'!

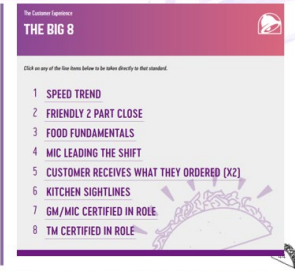
DO:
Use the beach ball with questions on it for this game!

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.

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



DO: Share the information from the slide

SAY: These are the most missed opportunities at CORE and they each worth 5 points.

Now, let's review each one of these in detail (move on to next slide)

ASK:

#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



DO: Share the information from the slide

SAY: You can access the 28-day speed trend on restaurant dashboard from SMG website. It is all about having a consistent speed culture. It takes a team effort to meet speed target. Every shift and every employee need to put an effort into it. Doesn't matter how fast we make the CORE auditor's order during the inspection. If our 28-day trend isn't under 4 minutes. We will be scored.

ASK: Do you know your store's OTD for current 28-day trend? Whose store is under 4 minutes?

#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



DO: Share the information from the slide

SAY: We take pride in the customer service we provide to our guests. They should hear the smile in our voice when we greet them. Also, when it comes to order confirmation, "if everything looks correct on the screen, your total is \$8", doesn't count as a question. It is just a statement. Ensure your teams are asking if order is looking correct on the screen or repeating the order when OCB isn't available. Our training department put together these great job aids for service champions. Please utilize them when training or calibrating your employees. These job aids cover every important detail about service points. Also, have a headset on during each shift so you can listen your cashiers to ensure they are asking the right questions.

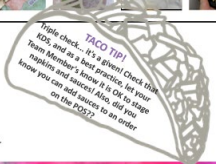
ASK: Minimum how many headsets should be in use during a CORE audit? (3, but if we have more headsets, they should be all in use)

#3 Food Fundamentals

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



- 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.



ASK: What do we sell at Taco Bell? Why people come to Taco Bell? (For great food)

DO: Share the information from the slide

SAY: Our food always should look like the pictures on the left. Our food isn't cheap, and customers expect to receive well-made food. How would you feel receiving the food on the right after spending a pretty penny? Or how would you feel after going to Mc Donald's, ordering a burger but receiving only half of the burger, or what happens if Chic FilA puts a few less nuggets in your box. Never a fun experience, right? Let's take pride in what we do and use our portioning tools, ensure food is made the right way. Use your scales on every order. Work at expeditor position as MIC to ensure quality and accuracy of the orders.

#4 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



DO: Share the information from the slide

SAY: Remember about the MIC Own Your Shift card and TRED board. The green zone on the TRED board is the MIC zone. It keeps you in the middle of the action. One of the best positions for the MIC is the expeditor position. And Own Your Shift card guides you to stay in the MIC zone 80% of the times.

ASK:

GAME ON!

POP QUIZ!



- Grab your phone
- Go to your web browser
- Type in Menti.com
- Enter Code On the Screen

Mentimeter 23-30

DO: Open mentimeter.com and continue through questions 23-30

SAY:

ASK: Ask everyone to open Mentimeter on their phones to continue the game. If they were kicked out, they can re-enter with the same code.

#5 Customer Receives What they Ordered X2

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

- ❖ Ingredients are spread evenly over the food
- ❖ Taco/Chalupa/Mexican Pizza/Salad shell not cracked, burnt, torn, damaged, irregular in shape
- ❖ Outside of wrap is not messy
- ❖ Food appearance must meet standard (Ingredients not leaking onto wrap/packaging)
- ❖ Quesadillas cut with quesadilla cutter using Rock and Roll method (4 equal, separate pieces, cut through)
- ❖ Mexican Pizza cut with Mexican Pizza cutter into 4 equal parts & cheese melted
- ❖ Crunchwraps have 6 corners, hole no larger than a quarter
- ❖ Burritos/Grillers folded correctly (without wings and gaps)
- ❖ Full melt & grill cycles used (using button with correct time)
- ❖ Proper use of kitchen utensils to portion ingredients
- ❖ Proper portioning method for cheese, lettuce, tomatoes, sauce & cheese pump
- ❖ "Z" portioning followed for appropriate items



DO: Share the information from the slide

SAY: When you work in expeditor position, you can coach your team on the line and monitor correct portioning behaviors. You can have fun with your team on target weights. Weighing 1 item per order or you can have a dedicated item of the day. Calibrate your food champions portioning at the beginning of each shift. Remember, customers come to Taco Bell for food, we have to get it right.

ASK:

#5 Customer Receives What they Ordered X2



DO: Share the information from the slide

SAY:

ASK:

#6 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



DO: Share the information from the slide

SAY: CORE auditor will observe the line for a while to ensure we execute the fundamentals properly. As MIC, this is the only time when you can't coach the team. Besides the line observation, you can coach the team. But, if the auditor observes the situation before you coaching the employee, they will deduct points.

ASK:

#16 Kitchen Sightlines 11 Steps to Success

2 KITCHEN SIGHTLINES / COUNTER CLEAN AND MAINTAINED.

- Kitchen Floor should be clean without large visible mess on the floor.
- Equipment looks reasonably clean for a working kitchen.
- No cabling clutter
- No long term build up or lack of cleaning visible on fixtures.
- No storage of cleaning supplies within front counter area & customer view.
- Front counter should only contain approved register toppers, donation canisters, and Gift card displays.
- Mints, sauce, water containers, paper applications should be not displayed on front counter.
- Team member messaging not within customer view. (recognition, plaques)
- No additional decor should be added. Holiday decor permitted during holiday months.



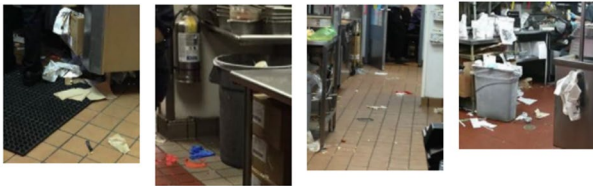
DO: Share the information from the slide

SAY: When you do your MIC walks, stand by the counter and look at BOH. What do you see? Because that's what our customers see. For example; sometimes we are too generous with grill cleaner and its residue bakes on the clamshell grills. This creates a bad perception for our guests. Because they think we are grilling their food in this dirty equipment.

ASK:

#16 Kitchen Sightlines 11 Steps to Success

What is wrong with this picture?



DO:

SAY: What do you guys think? It looks like a bomb just went off in this kitchen. Sometimes, our stores look like this right after a rush. We don't want our customers to have this experience, neither our employees. Everyone would like to eat and work in a clean environment. When environment is dirty and disorganized, it feels like chaos. Do you all enjoy working in a clean environment?

ASK: If you think about OYZ cards, do you remember who is responsible to keep kitchen floors clean? Whose card has this task? (DT Cashier)

#16 Kitchen Sightlines 11 Steps to Success

3 CHEESE AND RED SAUCE PUMPS WORKING

- Pumps have new or proper red/yellow collars, sleeves and retaining nut

4 INGREDIENTS STIRRED ON LINE.

- Must use stir & scoop method in portioning seasoned beef.
- Ingredients appear fresh (not crusty, dry or pooled oil presentation as a result of not stirring regularly)
- Beans are properly hydrated.
- All ingredients with a hinged lid must be stirred regardless if the line is in use.
- Hinged lids should be closed while individual ingredients not in use.



DO: Share the information from the slide

SAY:

ASK:

#16 Kitchen Sightlines 11 Steps to Success

What is wrong with this picture?



DO:

SAY: What do you think about these beans and beef? This is how our food looks like if don't stir them every 10 minutes. And once an hour for grilled chicken. Stirring ingredients will improve the product quality, it will also help maintaining a consistent temperature in the pan.

If we do a great job hydrating the beans, we will prevent serving crusty food, we will also prevent over portioning the beans. Because when consistency is thicker, beans will be heavier, and you will be over portioning.

ASK:

#16 Kitchen Sightlines 11 Steps to Success

What is wrong with this picture?



TACO TIP!
Customers keep coming back for our craveable food! Our food quality is important, so ensure your team Members are stirring those ingredients as much as possible. Stirring properly can help with speed!

DO: Share the information from the slide

SAY:

ASK:

#16 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
- Piza and driven 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

DO: Share the information from the slide

SAY: We don't have to have all the ingredients on both lines. Ingredients can be shared between the lines. For example, if you don't sell a lot of cinnabons, you can keep them only on one line. All the ingredients must be labeled and used within their ready/expiration times. That's why, it is important to plan ahead with frozen food such as chicken, steak, guacamole, flatbread. We always have to plan for thawing time for these ingredients.

ASK:

#16 Kitchen Sightlines 11 Steps to Success

7 INGREDIENTS PREPPED AND HELD THE RIGHT AWAY.

- Prep procedures followed per standard card.
 - Learn it!
- System to monitor hold time
 - Learn it!
- Fresh ingredients not placed on tops of old ingredients.
- Ingredients used at ready time (i.e. Beans, rice, taco/tostada shells, fry and drain time on chalupa and pizza shells)
- Beans properly hydrated (i.e. Hot water from bean disher not directly from pitcher.)
- Proper Rethernalizer procedures
- Ingredients meet quality specification (i.e. Chips, pizza, and chalupa shells, not burnt)
- Sauce bottles have correct color caps
- Cold ingredients kept in original manufacturer bag (tomatoes stored in clear cambro bin with false bottom).



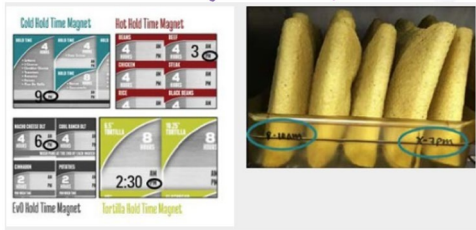
DO: Share the information from the slide

SAY: Utilize standard cards to ensure we prep ingredients the right way. Train your new employees by using these tools. Remember, rethermalizer procedures is a significant and it must be executed the right way each time.

ASK: Who can tell me the step-by-step process of panning food from rethermalizer? (sanitized blue towel, calibrated thermometer, scissors, check temperature of 1st bag of every ingredient (after pouring it to the container), we can't poke the bag, or fold it over to check temperature. That would be an instant fail. If we have same ingredient on both sides, we need to check one bag's temperature from each side.

#16 Kitchen Sightlines 11 Steps to Success

What is wrong with this picture?



DO: Share the information from the slide

SAY: Everything we prepped needs to have an expiration date or time stamp. Ensure your magnets are filled out and updated every time we put new ingredients on the line. If we have any LTO items, they need to be specified on magnets. Each magnet has blank space for these LTO items.
All Evo items in heating cabinets must be labeled individually. (taco/tostada shells, chips, twists)

ASK:

#16 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.



DO: Share the information from the slide

SAY: Let's covered the paper products in dry storage really quick as well. We keep them ink side down on the line but when it comes to dry storage, they should be stored ink side up or covered to prevent any contamination. Also, the containers must be stored upside down. Ensure all your utensils are in good shape and clean. Only Taco Bell approved utensils are in use. Do not store scrapers with kitchen utensils.

ASK:

#6 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 Tower, Heated Cabinet quantities should not exceed guide quantities.
- Cold ingredient quantities do not have to match guide.

DO: Share the information from the slide

SAY:

ASK:

#6 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 Tower, 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 Carnival night Football game or a adjustments!

DO: Share the information from the slide

SAY: Ensure to filter fryers twice a day to maintain oil quality. And we don't just change the oil the same day every week, we change it oil per oil test stick.

ASK:

#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 OneSight
- 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 COBE evaluation to verify role based curriculum is complete

DO: Share the information from the slide

SAY: Since training is very important to execute fundamentals properly, auditor will review training and certification status of our teams.

ASK:

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

Mentimeter 31-34


DO: Open mentimeter.com and continue through questions 31-34

SAY:

ASK: Ask everyone to open Mentimeter on their phones to continue the game.
If they were kicked out, they can re-enter with the same code.

Date

Elevate Your CORE Your Store - Operations



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!

DO: Share the information from the slide

SAY: We want CORE to be a positive experience for you and for your teams. Take it seriously and start working on opportunities right after the audit. Executing practice COREs every period will help you be more confident and comfortable with the process. Consistency is key. If we are executing the correct behaviors all day every day, if are keeping our focus on fundamentals, we don't need to worry about when would the auditor show up. Because we will be ready every day.

ASK:

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!

DO: Share the information from the slide

SAY: Remember, food safety is our #1 priority. We must focus on these items all day. Handwashing is the #1 most important thing. We should never have to coach a manager on handwashing. We have to lead by example.

ASK:

Date

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



DO: Share the information from the slide

SAY:

ASK:

THE FINAL COUNTDOWN!



POP QUIZ!

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

Mentimeter final 35

DO: Open mentimeter.com and continue through the last question 35!

SAY: This is the final round!

ASK: Ask everyone to open Mentimeter on their phones to continue the game.
If they were kicked out, they can re-enter with the same code.