

Grill Line Cook

Welcome to Leatherby's!! We are so pleased to have you join our team. So that you are aware, we have hundreds of applicants each year trying to work for our establishment. We chose you because we believe that you are the "cream of the crop" and look forward to you helping us to continue in our traditions of excellence! As a dispenser of ice cream, you are the heart of our restaurant and we literally could not function without you! While you may not be directly interacting with guests at the table, you are just as important as our servers. Our Managers constantly receive compliments on your warm greetings, your smiles behind the sundaes, the urgency in your step, and the joy that you continually exude. These are some of the most important things that our customers see each day from you which help to define who we are as a business.

If you are still up for the challenge, we would like to give you a few pointers, so that you can be helpful right from the start.

1. Prepare!

- Although you do not know how to make anything yet, the best employees are always the ones who have studied their grill diagrams.
- Before you begin you will need to study the material.
- We encourage you learn what is in each of our delicious sandwiches, burgers and salads and how to make them.
- The individuals who know the material are always the employees to succeed!

2. Greet our guests!

- Proudly and joyfully greet our guests!
- "Hello folks, welcome to Leatherby's!" should be a central part of your vocabulary right from the start.
- We are counting on you to be attentive and aware of our customers, welcoming them to Leatherby's and acknowledging their presence.
- You may be busy making a ticket or working at the register, however it only takes a second to give a warm greeting.
- Acknowledging the guest gives them a deeper sense that we truly care about their time.
- While you may be brand new and not sure how to assist a customer at takeout or register, there is nothing wrong with telling them you are new. A simple "Hello, this is my first week of training. Let me get someone to assist you" is much better than leaving a guest feeling ignored.

3. Have fun!

- The last and most important thing we want you to know before diving in is to make sure to have fun.
- The number one reason people want to work at Leatherby's is because they see the fun our employees are having. Therefore, we sincerely ask you to work hard but always remember to have fun in doing so.

Grill Training Schedule

Day 1 – Trainer: _____ Date: _____

Day 2 – Trainer: _____ Date: _____

Day 3 – Trainer: _____ Date: _____

Grill – Line Cook Test

Date: _____

- Trainee must pass with a score of 90% or better.
- Trainee is responsible for scheduling one week prior to their 3rd training shift)

Score_ %

Day 1: Grill Training

Trainee Name: _____

Date: ____/____/____

Arrived in uniform and on time for shift
Attire/Grooming 100%
Clock in Procedures & Break Procedure
Paperwork 100%

pass	fail
pass	fail
pass	fail
pass	fail

Welcome to Grill training!

- Today you will be learning the ropes and be shown how to make our original creations.
- You will be responsible for producing our “one of a kind” creations as fast as you can!
- The best way to learn is by doing, so we expect you to dive in and get your hands dirty.
- You will not know everything right away, as it takes about two weeks for you to be comfortable with the grill.
- We cannot stress enough how important it is to study the items and learn how to make each of them as fast as possible.
- Please ask questions if you are unsure about how to make something, or do not understand a ticket.

Grill sit-down discussion points

Once your “hands on training” is complete we will expect you to know and understand the following guidelines. **So that you are aware, you will be tested on any and all of the information you receive in the next few days.** Good luck!

- **The “Leatherby’s Effect”:**
 - If you’ve ever been to Leatherby’s, you can attest to the fact that it’s impossible to have a bad time!
 - It is unusual that you will find a staff member that isn’t putting every bit of energy and joy into their job.
 - The Leatherby’s effect is truly what we try to capture in the heart of every individual who walks into our creameries.
- **Be Joyful!**
 - You must find a way of exuding joy while working.
 - This begins with your warm & proud greeting when our guests enter the door.
 - Smiling is so important!
 - Always acknowledge customers waiting to be seated and let customers waiting at takeout or register know we will be right with them.
- **Role of the Captain:**
 - Our captains are the manager behind the counter and have worked hard to receive this promotion!

- They help direct the staff, see the needs of the store, delegate, and keep everyone organized.
- They should be easily approachable, please come to them when you need help!
- **Stay clean!**
 - Like any restaurant, things can get messy fast. You'll need to learn how to "work clean".
 - When you are finished making items you should be cleaning.
 - You should always be checking to make sure your counters and floor is clean, clean towel supply is adequate, paper towels and soap are restocked, and so on.
 - There is nothing worse than a customer looking behind the counter to see pieces of trash on the ground or scraps of food all over the counter.
- **Our creations should look picturesque!**
 - We must be consistent with the items we serve!
 - Our sandwiches need to look right and have the same amount of product each time.
 - Mayo products should look fresh and moist, not overly watery or completely dry.
 - Our meats should be tender and fresh.
 - Lettuce and other produce items should not be browning.
 - The sandwich should be nice and tall, not smooshed!
 - Cutting sandwiches takes a specific technique so that it looks most eye appealing – We do not want to smash it down
- **Controlling costs: Portion control**
 - It is crucial that the standard portion is being maintained for each of our sandwiches.
 - There are a few reasons behind this:
 - The customer should receive exactly what he/she is paying for.
 - We would never want to give someone less than what they should have.
 - Furthermore, if you are to give a customer more than what they paid for, they will most definitely be disappointed the next time they come in.
 - Correct portions help to ensure that we stay profitable.
 - Periodically you should weigh the meat packets to make sure we are not over or under on the portions we are serving.
 - While every restaurant is different across the globe, what each one has in common is the need to control food costs.
 - Each of our sandwiches and sides has a correct serving size.
 - Your trainer needs to show you the correct serving size for fries, coleslaw, potato salad, and so forth.
 - Our mayo-based sandwiches (Crab, Tuna, Egg) have a proper scooper that measures the portion for you.

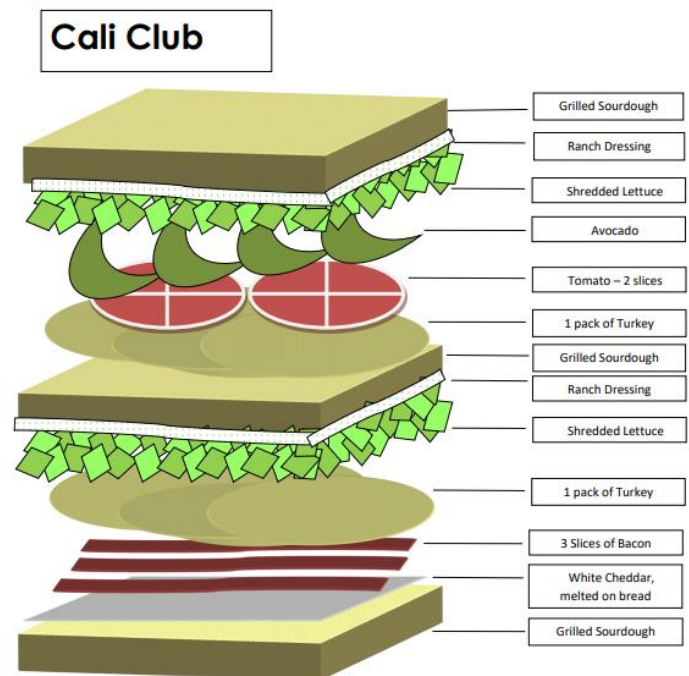
Orientation and Tour with your Trainer / Captain

- Before starting hands on training, the two of you will take a quick trip around the store to get to know your new home and learn where everything is.
 - Dry Storage
 - Prep Fridge
 - Fry Freezer
 - Temp Freezer
- In each area of the store, make sure you ask questions! Our employees frequently receive questions about our products, the ice cream, why freezers are kept at different temperatures, and so on. We will expect you to know!
- Lastly and most importantly, please remember to have fun and strive to go **“Above and Beyond”** the bare minimum. I guarantee the more you put into this job, the more fun you will have and the better you’ll be for having done so.

Our Menu: Diagrams

(Refer to diagram booklet)

- Go over the sandwich diagrams
- With your trainer the two of you will now go through each menu item with pictures and the appropriate dishware, the proper portions, and so forth.
- Once again, you will need to study as we will expect you to be proficient by the third or fourth shift! Good luck.



Let's get started:

The products below are the main ingredients for each item on our menu. You and your trainer will need to do an inventory of each of the items listed. Please familiarize yourself with our facility and ask questions throughout.

Fries Sourdough/Wheat
Burger buns / Jr. Buns
French rolls
Chicken (crispy, strips, and grilled)
Lettuce, Tomatoes, Onions, Pickles
Avocados
Cranberries
Corn
Potato salad
Egg, Tuna, Crab
Candied Pecans
Garlic Mix
Cherry Tomatoes
Dressings
(Ranch, BBQ, Sriracha)

Bacon / Bacon Bits
Burgers
Turkey, Tri Tip
Liverwurst
Chili
All Cheeses
Mayo / Ketchup / Mustard
Condiments for
sandwiches Salad dressings
Butter
Fried onions
Salad ingredients
FF Paper
Gloves
Toothpick

Opening Procedures:

Once you have an idea of where everything is located, you should have a good understanding of where everything is placed on the grill line so that you can set up on your own.

- Inventory, rotate, restock _____
- Assemble the Grill _____
 - Scoopers
 - Spatulas / mayo spatula
 - Fry scooper
 - Grill towels
 - Knives
 - Grill Hats
 - Squirrt Bottle
 - Chili, Warmer, lid + ladle
 - Butter brushes
 - Burger weights
- Assemble, clean and sanitize cutting boards _____
- Set up clean bus tubs for dirty dishware _____
- Replenish towels and take dirty towels to washing machine _____
- Check to see that dishware is properly stocked _____
 - Baskets, Bowls, and Takeout boxes

- Chili is at proper consistency & temperature _____
- Mayo product to proper consistency _____
- Check to see that food product is below refrigeration line
(Product should never be above the line on the metal tin) _____
- o Push product down for Egg, Tuna, Olive, Crab, etc.
- Check for cross contamination _____
- Check cleanliness of your surrounding _____

Day to day operations:

You and your trainer will now go through each item and discuss the importance and/or understanding of each.

- How to restock our product _____
 - o On your first day you will learn where all items are located.
 - o If you haven't been trained how to make things quite yet, you can still be extremely useful if you keep the sandwich, salad bar, and other products/supplies full for your fellow employees.
 - o This will include food items, glassware, to-go containers, condiments, and anything else that you and your peers will need to perform your job.
- How to read a ticket: _____
 - o You should always read the entire check before making the items.
 - o There is a specific order that you will need to know before starting a ticket.
 - o Always double check the ticket.
 - o If you have any questions, ask the server or your captain prior to making it.
- Importance of working neatly _____
- Shown how to sanitize each area after cooking _____
- Importance of a spotless grill (Cross Contamination) _____
- Importance of highlighting items being made on each ticket _____
- What to do with completed items / tickets _____
- Importance of Communication _____
- Techniques to be most efficient when more tags come up _____
 - o Reading more than one tag
 - o Counting burgers / Chicken Strips/ Fry portions
- Order of importance once Grill is caught up _____
(Stock, clean, look to help elsewhere, etc.)
- Demonstrate how to know when to pull (bread, strips, fries) _____
- Proper operation of the fry machine, grill and food warmers _____
- Importance of food cost _____
- Demonstrate the correct weight of each meat packet _____
(Tri Tip: 6oz, Chicken 4oz, Turkey 3.5oz)
- Importance of scrapping the product below refrigeration line _____
(On the side of each tin)

- Importance of having the proper consistency (I.E. Mayo products) _____
- Display the correct dishware for each item _____
- Demonstrate the appropriate portion for each item _____
 - Mayo products (crab, egg, tuna)
 - Meat
 - Fried items (FF, strips, chicken, onion tangles, etc.)
 - Sides
 - Salads
- How to butter and grill bread properly _____
- How to complete sandwiches in roughly 4 minutes _____
- How to cook burgers without drying them out (Hat and water) _____
- Display cooking procedures and cook times for fried items _____
- Discuss recipes for special dressings & the correct consistency _____
- Techniques for melting cheese _____
- Techniques for cooking meat (Using Hat/Cover) _____
- Proper take-out procedure _____
 - Where to find bags, forks, spoons, etc.
 - Display how to properly box takeout items
- Proper procedure and/or re-use of mistakes when possible _____
- Preparation techniques / being proactive _____
 - Paper fry baskets
 - Appropriate side on dish before sandwich
 - Dressing ready before the meal
 - Salads and chili prepared first
- Shown how to run food to table when caught up _____

Review of Day 1:

- Questions from Day 1
- Review Restaurant “Need to know” test
(Answers are in Manual)

Had a pleasant demeanor towards coworkers	pass	fail
Walks quickly, but without hurrying	pass	fail
Understands the “Leatherby’s mentality”	pass	fail
Showed genuine friendliness	pass	fail
Smile present always	pass	fail
Understands opening procedures	pass	fail
Understands rules & expectations	pass	fail
Can efficiently read a ticket	pass	fail
Processed items on check in proper order	pass	fail
Understands the need for teamwork	pass	fail
Learned how to operate grill & fryer	pass	fail

Final Remarks from Day 1

Strengths:

Opportunities:

Trainer: _____ Trainee: _____ Manager: _____

Can trainee progress to Day Two? Yes / No

If No, Why Not: _____

Grill Training Day 2

Trainee Name: _____

Date: ____/____/____

Arrived in uniform and on time for shift

pass

fail

Attire/Grooming 100%

pass

fail

Clock in Procedures & Break Procedure

pass

fail

Health Code Compliance:

At Leatherby's we do our absolute best to be the cleanest restaurant in the industry! We have been told by many of our health advisors that we do an exceptional job of adhering to all food safety regulations, as well as going above the standards that are in place. The following are some of the ways you can help us to make sure we continue.

- Clean uniform _____
- No Fake Nails / Nail Polish = neutral color _____
- Fresh bleach bucket _____
- Bleached towels on their appropriate shelf (No towels on counters or shelves) _____
- No towels in pockets _____
- All sanitizer bottles labeled correctly _____
- All sanitizer bottles on the appropriate shelf _____
- Hands to be washed after picking up trash / dirty dishes _____
- Hands to be washed after touching face or hair _____
- Hands to be washed after using the restroom _____
- Apron should always be removed when using the restroom _____
- No cross contamination between food items _____
- Refrigerators should always be at 32 – 41°F _____
(If higher or lower please let manager know immediately)
- All freezers should be 8°F or lower _____
- The Bacteria "Danger Zone" (41°F – 135°F) _____
- Cooking: _____
 - Fresh Beef, Pork, Ham = min. internal temp. 145°F
 - **Ground** Beef, Pork, Turkey, Chicken = min. internal temp. 160/165°F
 - Poultry = min. internal temp 165°F
 - Chili / Soup / Pineapple = 165°F
- Holding Temperatures: (Check every 2 hours) _____
 - Soup & Chili: minimum 135°F
 - Refrigerated (Cold items): 32°F - 41°F
(If items fall outside of the min/max, correct within 2 hours and hold at proper temp.)
- Chili cooling procedure: _____
 - Cook to 165°F

- Cook Temp → 71°F within 2 hours
- Cook Temp → 71°F - 41°F within the next 4 hours
(6-hour total cooling time)
- After making each ticket, cutting boards should be sanitized & wiped _____
- Knives to be sent to the dishwasher **minimally** every 4 hours _____
- Knives should be sanitized in between sandwiches and/or tickets _____
(Must sanitize in between cutting poultry, crab, fish, ground/raw meat, etc.)
- Spatulas should be sent to dishwasher frequently _____
- Spatulas need to be designated for bread/ meat/ raw meat _____
- Gloves to be worn at all times _____
- Gloves to be removed correctly after handling raw meat _____
- Hands to be washed after handling raw meat _____
- Drinks should be on the appropriate shelf with lid _____
- Hair to be pulled back in tight braid or bun with visor/hair net on _____
- Paper towels to be stocked at all times _____

Promotions & the Role of your Captain

Throughout your time as an employee at Leatherby's your effort and dedication will determine when and how you are promoted. We recognize hard work with raises and promoting employees to other positions that earn tips. All our employees start either dispensing or working the grill. This is so that everyone has a basic understanding of our products and how to make our sundaes/food. If you want to get promoted quickly, learning both positions is essential. The training you will receive as a dispenser will be your foundation for success at Leatherby's. Your management team will notify you when they believe that you are ready to be promoted. The general order of promotion is:

Captain:

- This is a tipped position.
- Your captain(s) are basically your direct boss.
- They are a level of manager in training and have high standards placed upon them by our upper management.
- The captains are our top employees who have demonstrated leadership ability and the skills to manage the dispensing area and staff.
- Additionally, they have mastered the positions of grill and other areas of the store.
- As a griller, you are expected to report to and follow the instruction of your captain.

Other areas of the store:

- The more you know the quicker you will move up the ladder. Of course, learning dispensing as a line cook gives you a major advantage in receiving more hours and moving up faster than your peers. Washing, bussing, takeout, and waiting are all tipped positions and available for the taking.

Discuss with Trainee:

Review any questions from Day 2

Review any questions about the final exam

Can recite proper fry cleaning procedure

Strengths:

Opportunities / Recommendations / Areas of improvement:

Trainer: _____ Trainee: _____ Manager: _____

Can trainee progress to Day 3?

Yes / No

If No, Why Not: _____

Day 3 & 4: Grill Training

Grill Closing Procedures

Below is a closing checklist you should familiarize yourself with which will greatly help you during your training.

- Has cleaned all items with appropriate sanitizer. _____
(Turn off or unplug all appliances before cleaning.)
- Has cleaned all panels in the grill area. _____
- Has **cleaned and sanitized** inside and/or the top of all shelves _____
- Including the following:
 - Silverware trays
 - under food warmers
 - bread and bun shelving
 - underneath plates
 - bus tub shelf
 - under the grill
- All refrigerators/freezers should be thoroughly cleaned including: _____
 - doors inside and out
 - door frames
 - and shelves (free from loose debris and sauce)
- Clean fry cabinet _____
- Clean microwave inside and out _____
- Clean doorjamb separating grill area and fry counter _____
- Clean entire grill fridge which includes: _____
 - inside and outside closing lid (this can be taken off)
 - under cutting board
 - ketchup area
 - back, inside of the fridge
- Transfer each item of food into clean tins _____
 - If you have a separate refrigerator for your burgers, these tins are also to be transferred to the wash
 - Transfer out all metal racks holding the tins in place (to be taken back to dishwasher and run through)
- Store pickles, ketchup, and mustard in proper locations _____
- Transfer chili and clean the food warmers _____
- Take all dishes and parts back to the dishwashers. _____
- Clean the grill with water and screen _____
- Clean the walls around the grill vents _____
- Transfer fry oil and clean the fry machine thoroughly _____
- Make sure all towels, trash, and utensils are picked up. _____
 - Dirty towels must be brought to the wash
- Turn off all fans and appliances. _____

- Make sure all breads are wrapped _____
- Saran wraps all the food in the grill fridge. _____

Final Review:

- Knows how to properly make each sandwich _____
- Can recite the ingredients to each sandwich _____
- Processes guests checks properly _____
- Processes guest checks in order of priority _____
- Taps out completed items and check _____
- Read guest checks on own _____
- Portions are properly dispensed onto sandwiches and salads _____
- Operates the fry machine and grill properly _____
- All portions were made correctly _____
- Efficiency and speed have improved since Day1 _____
- Understands the closing procedures _____
- Understands how to sanitize each area _____
- Understands how to work neatly _____
- Understands take-out procedure _____
- (Knows where to find bags, forks, spoons, etc.) _____
- Helps others when times are slow _____
- Knows where to find all “opening” equipment _____
- Has a general understanding of how to “pull” items from freezer _____
- Knows preparation techniques _____
 - Papered fry baskets
 - Has appropriate side on dish before sandwich
 - Dressing ready before the meal
 - Salads and chili prepared first

Final Conversation:

In the next few days, you will start working primarily on your own. On each shift, there will be a “Captain on duty” to assist you with questions or help with anything you may need. By your third or fourth day you should know how to make our sandwiches and have most of the information needed. Although your speed will take a bit of time to completely develop, your grill knowledge (portion, look, etc.) should be on par. Within the next week or so; your speed should be similar or equivalent to your trainer.

Once again, we expect you to study this manual and your notes as much as possible. As stated above, **following your formal training you will be tested on the material from this manual**. We want to know that you are serious about this job and will put forward the effort required to be a valuable team member. Please note that test will not be limited to the dispensing section alone. You also need to understand all of the information within the “Employee Handbook” which includes information regarding our rules, policies, uniform and Leatherby family history. We wish you luck and look forward to seeing your growth.

*** If you study this manual and the Employee Handbook you will do well on the test.**

*** Remember to print out the Diagrams of each item and study their ingredients, and so on. It is crucial that you learn this information as quickly as you can.**