

*KITCHEN MINDER™ Intermediate Level*  
*ANSWER KEY*

**Welcome to the Intermediate Level of  
KITCHEN MINDER™ Training**

The Intermediate Level Training explains the KITCHEN MINDER™ accountabilities for the roles of Senior Assistant and Restaurant Manager.

You are about to learn more about the KITCHEN MINDER™ SYSTEM, with emphasis on the two types of software that come with the system:

- 1) PC MINDER™
- 2) QUALITY EVALUATION SYSTEM™ (QES™)

If you are completing this workbook with a supervisor, follow their instructions and use the following resources:

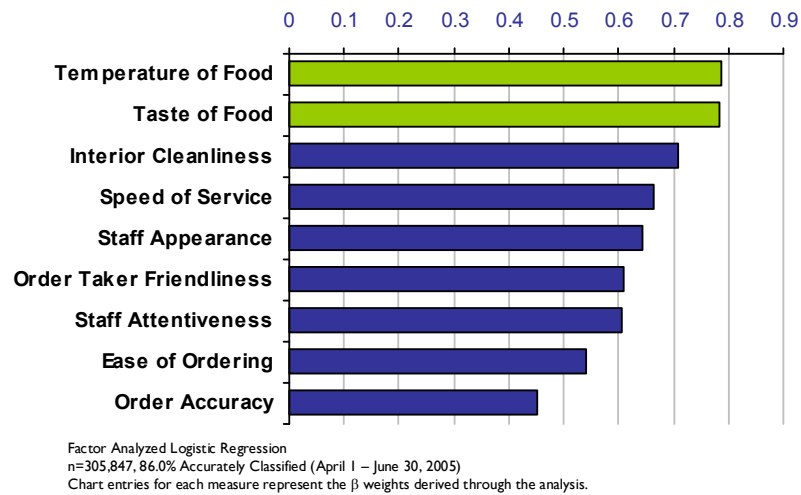
- KITCHEN MINDER™ Equipment Emphasis Guide
- Complete and Functioning KITCHEN MINDER™ System

If this is a self-study, also obtain the Intermediate Level Leader's Guide which is written for the MUM to lead the session with the Senior Assistant Manager and Restaurant Manager. If the MUM is not available for training, learning may still take place by reading the Leader's Guide and completing the exercises in this workbook as outlined.

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**Why Should I Use KITCHEN MINDER™?**



*The chart above reflects the importance of different aspects of the Guest experience to overall visit satisfaction.*

What is (are) the most important aspect(s) of the Guest experience?

**Temperature of Food & Taste of Food**

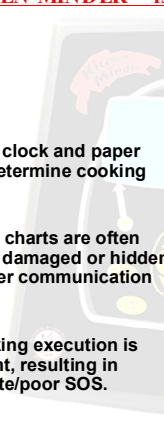
How can the KITCHEN MINDER™ System help improve temperature and taste of food?

**By providing management with a tool to build awareness of food quality opportunities throughout the day.**

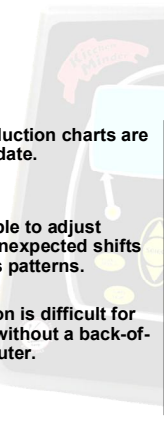
**Helps to provide consistency, which improves food temperature and taste.**

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**The Benefits of the KITCHEN MINDER™ System**

The KITCHEN MINDER™ is  **✓ EASY**

PLS:	KITCHEN MINDER:
✓ Team uses clock and paper charts to determine cooking needs	✓ PHU timer bars and KITCHEN MINDER screen simplify the process for the team.
✓ Production charts are often misplaced, damaged or hidden among other communication tools.	✓ KITCHEN MINDER is installed in the production area and updated daily with accurate information.
✓ Batch cooking execution is inconsistent, resulting in higher waste/poor SOS.	✓ Team members follow the screen – batch cooking is <i>automatic!</i>

The KITCHEN MINDER™ is  **✓ FLEXIBLE**

PLS:	KITCHEN MINDER:
✓ Kitchen production charts are often out of date.	✓ KITCHEN MINDER is updated every morning from a previous days' sales/product mix file.
✓ PLS is not able to adjust quickly for unexpected shifts in daily sales patterns.	✓ Unexpected shifts in sales can be immediately addressed with the touch of a button!
✓ PLS execution is difficult for restaurants without a back-of-house computer.	✓ Solutions exist for all POS systems, with or without a back-of-house computer

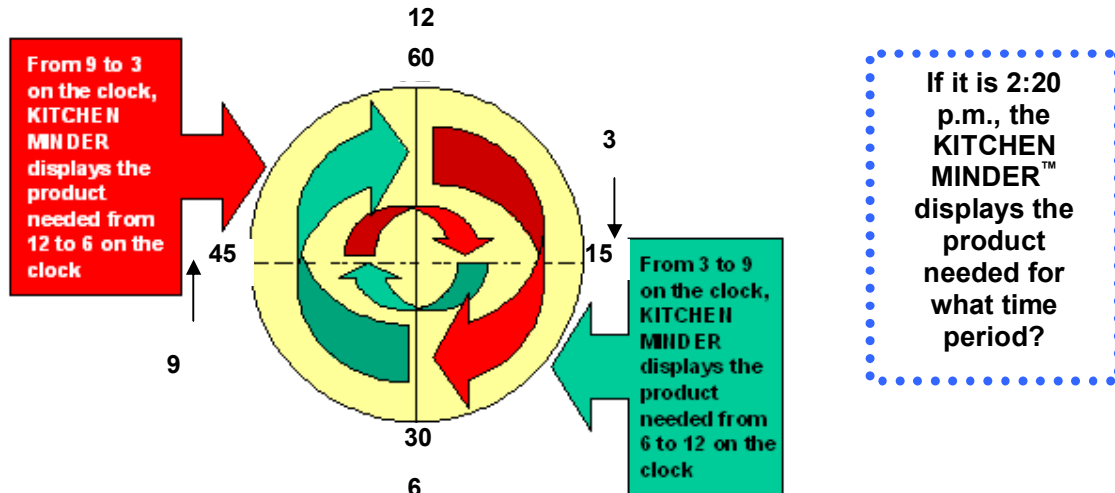
The KITCHEN MINDER™ is  **✓ MEASUREABLE**

PLS:	KITCHEN MINDER:
✓ Direct observation is the only way to determine crew understanding and execution of timer bar procedures.	✓ Quality results are available to management team, both in-restaurant and online: ✓ By month, week, day, shift, manager, product, etc.
✓ Team members often ignore or misuse timer bars when they are unsupervised.	✓ MAKIN' THE GRADE™ sign provides instant and consistent monitoring and feedback to the team and management.
✓ Opportunities to improve food quality often identified by guest feedback ( <i>too late!</i> ).	✓ QUALITY EVALUATION SYSTEM™ data can be used to improve product quality <i>before</i> guests notice!

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## Batch Cooking

In Batch Cooking, the product needed for any half hour period is always called for 15 minutes before the half hour period actually begins.



What are two things that proper Batch Cooking can help to improve?

1. **Speed of Service**
2. **Controlling Waste**

## PC MINDER™ Screen

PC Minder KitchenMinder090101Thu

File Forecast Settings Tools Help

Manager's Schedule Product Mix Half Hour Sales Product Settings Program PHU Send To Kitchen Minder

Half Hour Sales

What Do I Do Now

Day Part 1 Sales			Day Part 2/3 Sales			Total Day Part Sales		
\$483.00			\$2980.00			\$3463.00		

DP	HALF HOUR	TIME INTERVAL	SALES	DP	HALF HOUR	TIME INTERVAL	SALES
	05:00 AM	to 05:30 AM	0		05:00 PM	to 05:30 PM	100
	05:30 AM	to 06:00 AM	0		05:30 PM	to 06:00 PM	112
	06:00 AM	to 06:30 AM	19		06:00 PM	to 06:30 PM	137
	06:30 AM	to 07:00 AM	24		06:30 PM	to 07:00 PM	126
	07:00 AM	to 07:30 AM	46		07:00 PM	to 07:30 PM	118
	07:30 AM	to 08:00 AM	70		07:30 PM	to 08:00 PM	101
	08:00 AM	to 08:30 AM	63		08:00 PM	to 08:30 PM	100
	08:30 AM	to 09:00 AM	74		08:30 PM	to 09:00 PM	80
	09:00 AM	to 09:30 AM	76		09:00 PM	to 09:30 PM	78
	09:30 AM	to 10:00 AM	62		09:30 PM	to 10:00 PM	66
	10:00 AM	to 10:30 AM	61		10:00 PM	to 10:30 PM	60
DP	10:30 AM	to 11:00 AM	70		10:30 PM	to 11:00 PM	42
	11:00 AM	to 11:30 AM	111		11:00 PM	to 11:30 PM	37
	11:30 AM	to 12:00 PM	177		11:30 PM	to 12:00 AM	26
	12:00 PM	to 12:30 PM	233		12:00 AM	to 12:30 AM	19
	12:30 PM	to 01:00 PM	228		12:30 AM	to 01:00 AM	14
	01:00 PM	to 01:30 PM	234		01:00 AM	to 01:30 AM	0
	01:30 PM	to 02:00 PM	201		01:30 AM	to 02:00 AM	0
	02:00 PM	to 02:30 PM	82		02:00 AM	to 02:30 AM	0
	02:30 PM	to 03:00 PM	76		02:30 AM	to 03:00 AM	0
	03:00 PM	to 03:30 PM	89		03:00 AM	to 03:30 AM	0
	03:30 PM	to 04:00 PM	97		03:30 AM	to 04:00 AM	0
	04:00 PM	to 04:30 PM	93		04:00 AM	to 04:30 AM	0
	04:30 PM	to 05:00 PM	96		04:30 AM	to 05:00 AM	0

Print

## Daily Forecast Check

### View Forecast in Use and 1/2 Hour Sales Projections in KITCHEN MINDER™

1. Select "Menu" key
2. Forecast in use
3. Use "Arrow" key to "Adjust Sales Level"
4. Press the "Select" key
5. 1/2 Hour Sales levels are displayed
6. Use right "Function" key to view remaining 1/2 hour periods
7. Total sales projection for the day can be determined by adding DP1 and DP2 numbers at bottom of screen
8. Select "Product Status" key to exit



**Adjust 1/2 hr Sales Level**

Time	1/2 \$	Time	1/2 \$
05:00 AM	0000	09:00 AM	0154
05:30 AM	0000	09:30 AM	0114
06:00 AM	0000	10:00 AM	0205
06:30 AM	0009	10:30 AM	0127
07:00 AM	0023	11:00 AM	0112
07:30 AM	0069	11:30 AM	0159
08:00 AM	0073	12:00 PM	0174
08:30 AM	0073	12:30 PM	0210
Edit DP1 \$00720		DP2 \$02739	

Next

### View Forecast in Use and 1/2 Hour Sales Projections in PC MINDER™

1. Open PC MINDER™
2. Forecast in use shown
3. Select Half Hour Sales tab
4. 1/2 Hour Sales levels are displayed
5. Select "Print" button to print for Command Station
6. Sales should be edited on the KITCHEN MINDER™ using the "Sales Level" feature



PC Minder KitchenMinder00116Fri

File Forecast Settings Tools Help

Manager's Schedule Product Mix Half Hour Sales Product Settings Program PHU Send To Kitchen Minder

Half Hour Sales

What Do I Do Now

Day Part 1 Sales Day Part 2/3 Sales Total Day Part Sales

\$483.00 \$2980.00 \$3463.00

DP	HALF HOUR TIME INTERVAL	SALES	DP	HALF HOUR TIME INTERVAL	SALES
00	05:00 AM to 05:30 AM	0	05:30 PM to 06:00 PM	112	
01	05:30 AM to 06:00 AM	19	06:00 PM to 06:30 PM	137	
02	06:00 AM to 06:30 AM	24	06:30 PM to 07:00 PM	126	
03	06:30 AM to 07:00 AM	45	07:00 PM to 07:30 PM	118	
04	07:00 AM to 07:30 AM	70	07:30 PM to 08:00 PM	101	
05	07:30 AM to 08:00 AM	63	08:00 PM to 08:30 PM	100	
06	08:00 AM to 08:30 AM	74	08:30 PM to 09:00 PM	80	
07	08:30 AM to 09:00 AM	75	09:00 PM to 09:30 PM	78	
08	09:00 AM to 09:30 AM	62	09:30 PM to 10:00 PM	66	
09	09:30 AM to 10:00 AM	61	10:00 PM to 10:30 PM	60	
10	10:00 AM to 10:30 AM	70	10:30 PM to 11:00 PM	42	
11	10:30 AM to 11:00 AM	111	11:00 PM to 11:30 PM	37	
12	11:00 AM to 11:30 AM	177	11:30 PM to 12:00 AM	26	
13	11:30 AM to 12:00 PM	233	12:00 AM to 12:30 AM	19	
14	12:00 PM to 12:30 PM	238	12:30 AM to 01:00 AM	14	
15	12:30 PM to 01:00 PM	234	01:00 AM to 01:30 AM	0	
16	01:00 PM to 01:30 PM	201	01:30 AM to 02:00 AM	0	
17	01:30 PM to 02:00 PM	62	02:00 AM to 02:30 AM	0	
18	02:00 PM to 02:30 PM	75	02:30 AM to 03:00 AM	0	
19	02:30 PM to 03:00 PM	69	03:00 AM to 03:30 AM	0	
20	03:00 PM to 03:30 PM	97	03:30 AM to 04:00 AM	0	
21	03:30 PM to 04:00 PM	93	04:00 AM to 04:30 AM	0	
22	04:00 PM to 04:30 PM	96	04:30 AM to 05:00 AM	0	

Print

## Adjusting the Sales Level

Following the end of each meal period, a quick check should be done comparing actual sales versus forecasted sales in the KITCHEN MINDER™ System. If the difference is 5 % or greater, the KITCHEN MINDER™ sales level should be adjusted.

### Adjusting the Sales Projection in the KITCHEN MINDER™

1. While viewing the “Product Status” screen, select the “Sales Level” key
2. Use the “Up/Down Arrow” keys to change sales in 5% increments. Note the ½ hour sales amount will change as well.
3. Press “Select” key to lock in your change

>Product Status: COOK >01:25 PM

✓	08 Whop
> Cook	03 Fish
Cook	12 Burger

✓ L 3 1/2 hr\$ 143 **+000** DP2 Bud Off

Should the forecasted sales level be adjusted in the KITCHEN MINDER™ when a bus arrives?

**NO!**

If sales are trending up 10% for the past two hours, should an adjustment to the Sales Level be made on the KITCHEN MINDER™?

**YES!**

## “Special Day” Forecasts

Special Days should not be kept for more than 90 days, because menu items, as well as product mix, change frequently.

### Saving A “Special Day” Forecast

PC Minder\_KitchenMinder071103Sat

File Forecast Settings Tools Help

Forecast Name Year Month Day

Car Show 03 06 04

Save Cancel

Today's Date: Thursday 06/04/2009

Return to Today

Store Hours for This Date

Open: 06:00am Close: 02:00am

MANAGER'S NAME	START TIME	END TIME
Steve	Open	4:00pm
Tammy	4:00pm	Close

PC Minder\_KitchenMinder071103Sat

File Forecast Settings Tools Help

Forecast Name Year Month Day

Car Show 03 06 04

Save Cancel

Today's Date: Thursday 06/04/2009

Return to Today

Store Hours for This Date

Open: 06:00am Close: 02:00am

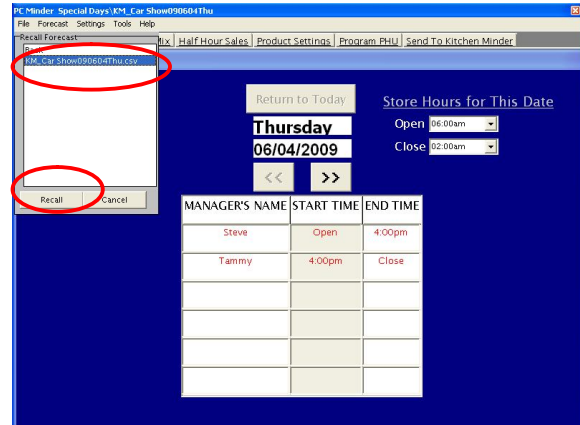
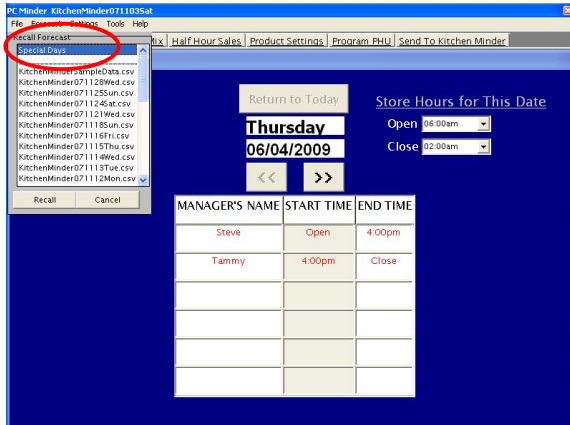
MANAGER'S NAME	START TIME	END TIME
Dan	Open	4:00pm
Allie	4:00pm	Close

1. Ensure the forecast you wish to save is loaded into PC MINDER™. Select “Forecast” from the “Menu” bar, then select “Save As”
2. Enter the chosen name and date for the file being saved, then select the “Save” button. Select “Yes” if you are ready to save the “Special Day” forecast

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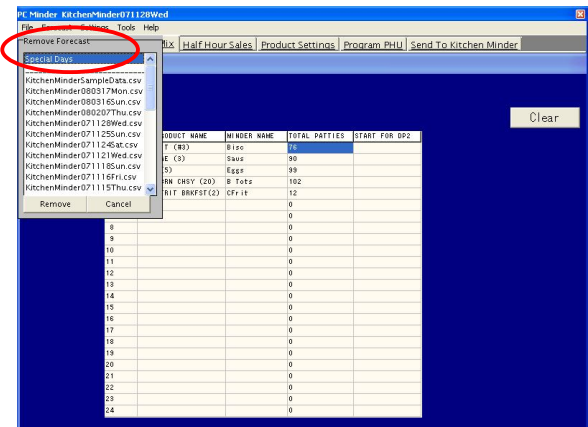
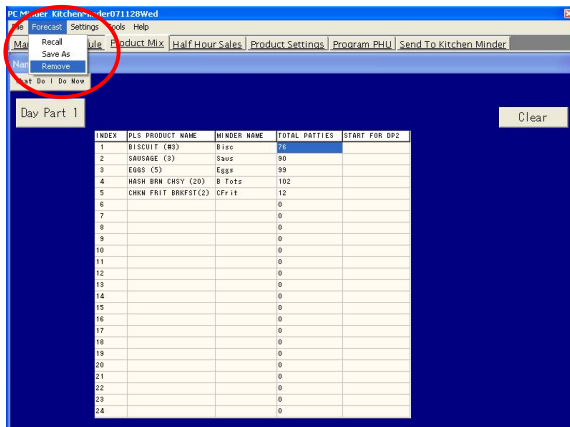
## ANSWER KEY

### Recalling A "Special Day" Forecast

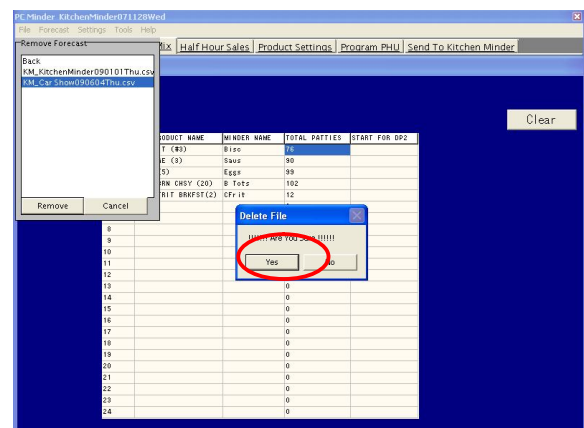
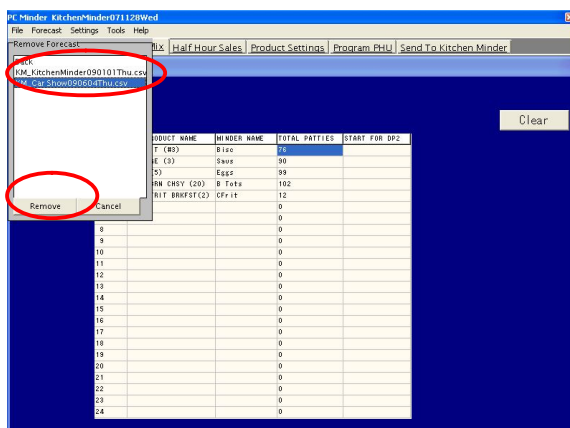


1. Select "Forecast" from the "Menu bar, select "Special Days," click "Recall ", Select the special day, Select "Recall".
2. If prompted for a password, enter admin. Select the chosen "Special Day" forecast then click "Recall"

### Deleting a "Special Day" Forecast



1. Choose "Forecast," then "Remove"
2. Double-click on "Special Days"



3. Highlight the forecast you wish to delete and select "Remove"
4. Select "Yes" to delete forecast



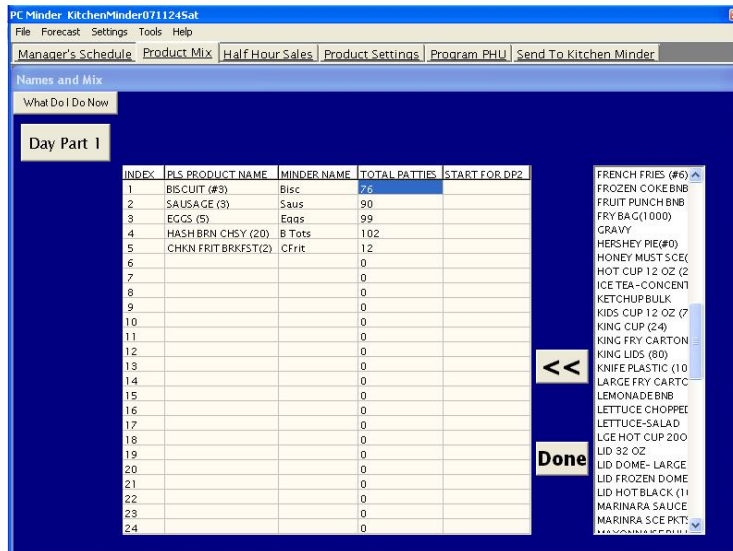
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## Using the PC MINDER™ “Ignore File”

What is the “Ignore File” used for?

**To store items that are not held in the PHU pan or tracked by an optional Flexi-Timer™.**

### Viewing/editing the contents of the “Ignore File”



#### **Viewing Contents of “Ignore File” Steps:**

- 1) Click the Product Mix tab
- 2) Click the “Day Part” button to select the appropriate Day Part. Choose Day Part 1 to view the “Ignore File” for the breakfast time period, or Day Part 2 to view the “Ignore File” for the regular menu time period.
- 3) Select “Tools” from the “Menu” bar
- 4) Select “Edit Ignore Files”
- 5) When you have finished, select “Done”
- 6) Repeat Steps 2 – 5 to view the another daypart

#### **Editing the “Ignore File” Steps:**

- 1) Repeat steps 1-4 for Viewing Contents of “Ignore File”
- 2) Highlight the product you wish to remove from the “Ignore File”
- 3) Click box with the “<<” symbol to move product from “Ignore File” to the data section of Product Mix tab
- 4) Adjust “MINDER NAME” column if necessary
- 5) Edit product settings in Product Settings tab (EEG, page 4 – F)
- 6) Assign product to appropriate PHU location and Day Part (EEG, page 4 – G)

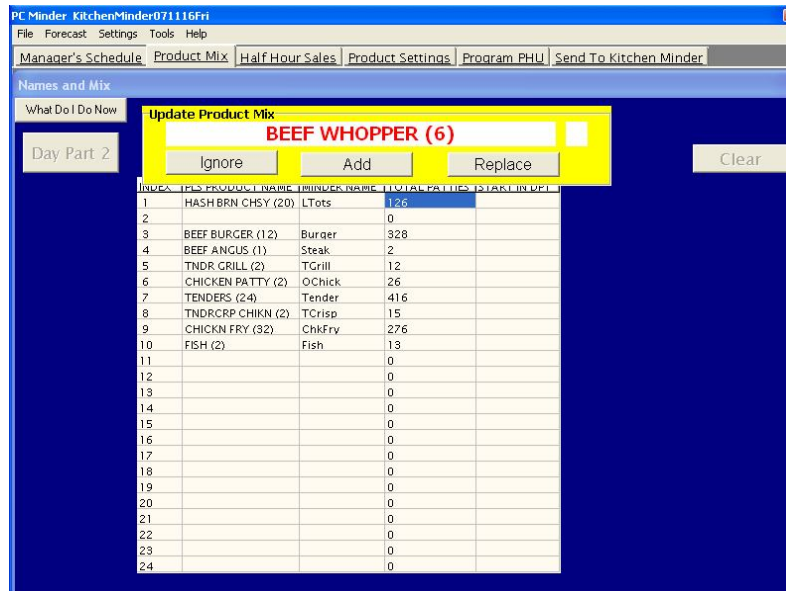
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### Creating a new “Ignore File”

Why would you create a new Ignore File?

Used to allow a fresh start where some mistakes may have been made.



#### Erasing Current “Ignore File” Steps:

Complete only if instructed by an IT contact or by ICC Technical Support personnel.

- 1) From the Product Mix tab, select “Tools” from the “Menu” bar
- 2) Select “Erase Ignore File”
- 3) Select “YES” from the pop up window to confirm

#### Creating a New Ignore File Steps:

- 1) Load a new Forecast file
- 2) Select “Add” for any new items that ARE held in a PHU or tracked by the optional FLEXI-TIMER™
- 3) Select “Ignore” for all items displayed in red that are NOT held in a PHU or tracked by the optional FLEXI-TIMER™. These products will be placed in the new “Ignore File”

## Maximizing Performance of the KITCHEN MINDER™

### **Adjusting the “Maximum per Pan” setting**

### Why would you reduce the “Max per Pan” setting?

**To prevent running out of product before being instructed to cook additional product.**

✓ **Level 60 +000 DP2 Bud Off**

**What are the three things to remember when adjusting the number of patties per pan?**

1. Consider The number of pans available
2. Monitor Team Member timer bar use
3. Be *patient*

**"MAX/PAN" SETTING**

**>Product Status: COOK >10:47 AM**

> Cook **02 Fish**

Cook **02 Fish**

Cook **02 Fish**

✓ Level 60 +000 DP2 Bud Off

## “MAX/PAN”

## SETTING

## MAXIMUM PER PAN ADJUSTING

[illegible]

1. Click Product Settings tab
2. Place cursor in "Max/Pan" column for the product to be changed
3. Type in the Max/Pan number
4. Click the "Enter" button to move out of cell
5. Send changed to KITCHEN MINDER™
6. Save changes when closing PC MINDER™

### Adjusting the “Minimum per Pan” setting

### Why would you set a “Min per Pan” for a product?

**To prevent the KITCHEN MINDER™ from calling for one piece of a product sold in multiple pieces**

**What setting should be used for all products that are NOT sold in multiple pieces and why? 0 – the KITCHEN MINDER™ will not ask for any product to be cooked if the amount needed is less than the number set in the “MIN/PAN” column.**

## ANSWER KEY

### MINIMUM PER PAN SETTING

[illegible]

### Fill in the Steps:

- 1) Click on product settings tab
- 2) Select "Day Part" button
- 3) Enter size of smallest portion in MINI PAN column
- 4) Send data to KITCHEN MINDER™

### Utilizing the “Peak Pans Needed” feature

**You should compare the “Pans PGMED” column against the “PEAK PANS” column.**




[illegible]

**What are some indicators that not enough pans are programmed for a given product?**

- 1) Products are running out, frequent cooking is necessary.
- 2) Team Members are often waiting for a particular product to cook during peak periods
- 3) Poor Speed of Service

## QUALITY EVALUATION SYSTEM™ (QES™)

Complete the chart below with the definition and number of points lost:

Description	Error Type	Points Lost
Timer bar displays flashing red light, Team Member presses light twice quickly to turn light yellow or green to “extend” hold time		6
No solid red light displayed for a product on the timer bar, and the KITCHEN MINDER™ is not instructing the Team Member to cook the product. Product is placed in PHU and timer bar button is pressed turning light green.		3
Solid or flashing red light is displayed on the timer bar, and the KITCHEN MINDER™ is instructing the Team Member to cook or discard the item. The Team Member does not respond by pressing the timer bar button for a period of time		2

**Understand How Grades are Determined**

➤ Each error is tracked for 30 minutes


➤ Grade displayed is Real Time - 30 minutes

**Error Point Values**

1. HOLD TIME - 6
2. OVERCOOK - 3
3. COOK DELAY - 2

**100 Point Scale**

97-100=A+	87-89=B+
93-96=A	83-86=B
90-92=A-	80-82=B-
ETC...	



What might you do if you saw that your score had dropped to a B+? **Follow up on the Team Member execution of PHU timer bar light procedures and attempt to determine what might be taking place to affect the grade. Visually inspect the product being held for quality.**

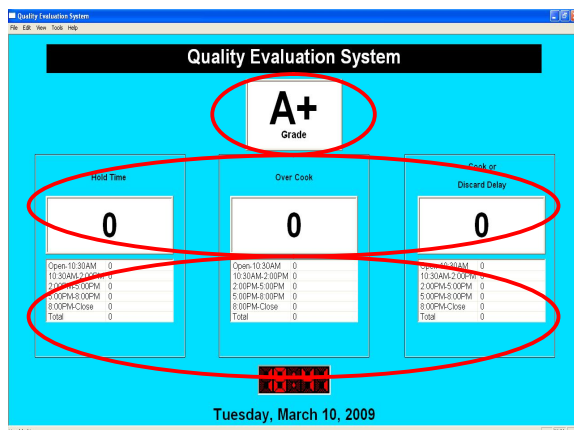
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### Using the QES™ Software

Draw a line to connect the QES™ screen to the appropriate description:



Grade for past 30 minutes

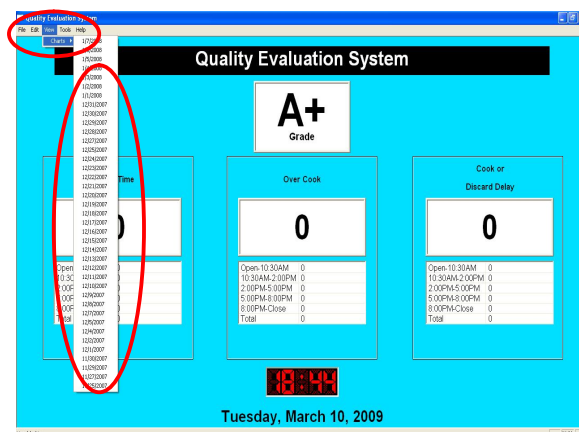
Total Errors by Day part

Number of errors in current grade (past 30 minutes)

To view results from any of the previous 45 days:

1) Choose "View", then "Charts"

2) Click the date you wish to view



### Previous Date Chart View



Date Currently Viewing

Detail Charts for Date

Error Totals for Date

Click to Return to Current Daypart

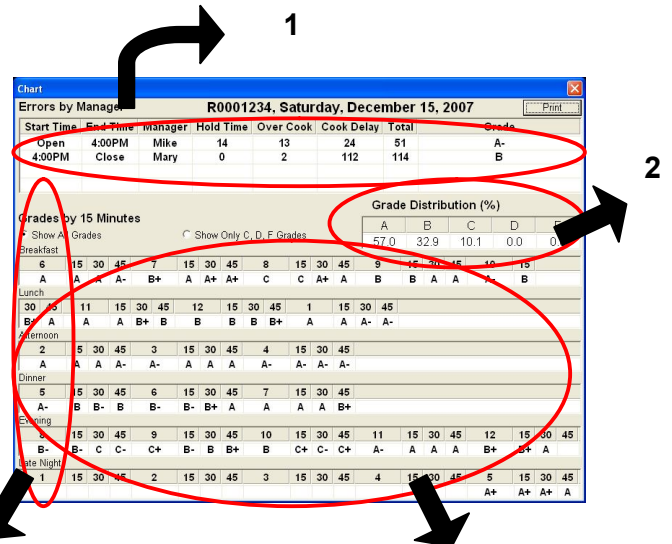
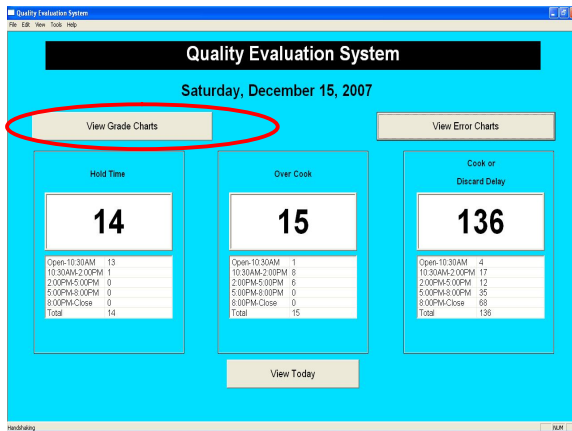
## ZERO ERRORS IS NOT THE GOAL OF THE SYSTEM!

Focus your attention on the type of errors that are occurring, when they are occurring and what can be done to reduce them.

What is an example of a time when the appropriate management decision may lead to the QES™ recording an error?

**A bus arrives on the parking lot.**

### Detail QES™ Reports – “Grade Charts”

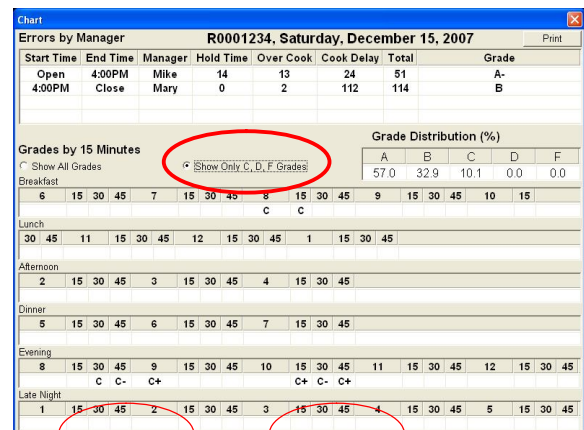


The “Grade Chart” can display results in four different ways:

1. By Manager
2. % of time the restaurant was at A/B/C/D/F Grades
3. 15 minute periods
4. By meal periods

### HELPFUL HINT!

Click the “Show Only C, D, F Grades to quickly see the times of the day when your restaurant can improve product quality!





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What is the easiest way to identify opportunity areas?

By focusing on the total number of errors.

### Detail QES™ Reports – “Error Charts”



R0001234, Saturday, December 15, 2007									
Errors by Daypart					Error History				
Time	Hold Time	Over Cook	Cook Delay	Total	Date	Hold Time	Over Cook	Cook Delay	Total
Open-10:30AM	13	1	4	18	12/15/2007	14	15	136	165
10:30AM-2:00PM	1	8	17	26	12/14/2007	16	10	148	174
2:00PM-5:00PM	0	6	12	18	12/13/2007	5	32	101	138
5:00PM-8:00PM	0	0	35	35	12/12/2007	6	37	288	331
8:00PM-Close	0	0	68	68	12/11/2007	12	77	45	134
<b>Total</b>	<b>14</b>	<b>15</b>	<b>136</b>	<b>165</b>	12/10/2007	21	27	114	162
<b>Errors by Product</b>					12/9/2007	13	59	267	339
Product	Hold Time	Over Cook	Cook Delay	Total	12/8/2007	11	19	69	99
Bisc	0	0	0	0	12/7/2007	7	40	89	136
Saus	7	1	1	9	12/6/2007	3	23	192	208
Bk Egg	6	0	1	7	12/4/2007	14	32	180	226
Chili	0	0	0	0	12/3/2007				
Whpr	0	4	21	25	12/2/2007	17	77	260	354
BunWh	0	0	0	0	12/1/2007	4	18	140	162
Burger	0	1	35	36	11/30/2007	3	18	131	152
BunB	0	0	0	0	11/28/2007	2	47	163	212
Or Chk	0	1	12	13	11/28/2007	6	33	205	244
Fish	1	0	6	7	11/27/2007	10	28	131	169
ChkWh	0	0	10	10	11/26/2007	9	28	197	234
Veggie	0	0	0	0	11/25/2007	14	38	289	361
Tender	0	1	27	28	11/24/2007	15	25	131	171
Tcrisp	0	7	8	15	11/23/2007	2	47	37	86
Angus	0	0	15	15	11/21/2007	1	60	188	249
Chili	0	0	0	0	11/20/2007	5	43	89	137
					11/18/2007				
					11/17/2007				
					11/16/2007				

In this example, what type of error is the biggest opportunity?

Cook Delay

What three items had cook delays over 20?

Whopper Patties, Burgers & Tenders

How many times was the hold time extended on eggs?

6

How many times was an overcook done on TENDERCRISP®?

7

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**UNEXPECTED ERRORS EXERCISE**

**DIRECTIONS:** Read each series of Team Member behaviors below. Determine if the steps outlined for each would be an example of correct procedures, or if they would produce an unexpected error. If an error would be produced, record which type in the Result box.

**The Situation:** Flashing red light on PHU, KITCHEN MINDER™ displays “COOK 8 Whop”, indicating patties in the PHU are expired and should be replaced.

Possible Behavior	Result
1. Push timer bar button once, flashing red light becomes solid red light 2. Remove and discard expired product 3. Place newly cooked product in PHU slot 4. Push timer bar button once, solid red light becomes solid green light	<b><i>Correct Procedure</i></b>
1. Team Member removes and discards product 2. Team Member places newly cooked product in PHU 3. Team Member pushes timer bar button twice quickly to turn flashing red light to solid green light	<b><i>“HOLD TIME EXTENDED” Error</i></b>
1. Team Member first cooks replacement product and brings it to the PHU 2. New product is placed in another available PHU slot for that product, and timer bar button is pressed. Timer bar light turns green 3. Expired product is then removed and discarded. Timer bar button pressed once, flashing red light turns off	<b><i>“OVERCOOK” Error</i></b>

**What corrective action should you take to resolve errors in the examples above?**

**Team Members should be trained to use the timer bars properly at all times. It is extremely important that the timer bar buttons are responded to before moving the pans in or out of the PHU. This one step would have prevented both of the potential false errors above from occurring.**