Operations Manual User's Guide

The following guide has been developed to aid in navigation and maximize use of the Operations Manual. There are two common methods used to locate information: the table of contents and the search feature.

Table of Contents

The Operations Manual opens with the table of contents displayed on the left under the "Contents" tab. The table of contents is organized by chapters. The 12 chapters were designed from a restaurant leader's viewpoint to support ease of sourcing information including:

- The Culver's Story
- Hiring and 90 Day Training
- Team Development and Retention
- Guest Service and Hospitality
- Daily Operating Procedures
- Recipes and Product Builds
- Resource Directory
- Marketing and Public Relations
- Safety and Security
- Facilities and Equipment
- Back Office Management Systems
- Accounting Management
- Expansion, Renewal and Construction

The chapters and topics will appear as icons.

- **Book Icon** - opens like a folder to display additional topics below.
- **Page Icons** - opens a topic to display in the active window to the right. The first page icon within each chapter contains commonly printed Forms and Tools used in restaurant.

Note: Once the topic is opened, use the arrows above the active window to navigate to the next or previous topic in the table of contents.

Search Feature

The search feature allows you to search content of the Operations Manual with a full-text search. A full-text search examines all the words stored within the content and tries to match the text specified.

- **Search Results** - The active window displays search results as a topic link. Topic links are ranked by the total number of instances the search words were found within the content. To view, click the topic link. Clicking the topic link will also open the topic within the table of contents. To return to the search results, click the browser back button.
- **Returns '0' Results** - Search results typically display within 10 seconds. If no results display it will be necessary to alter the search words.
- **Phrase Search** - The use of quotation marks (") may increase the precision of the search when the exact words or phase are known

Tip: Keywords will improve results, particularly if the words are within the content. Using words that are commonly used throughout the Operations Manual or describe the subject of the content may not provide results with a full-text search.

Balance navigation by utilizing both the search feature as well as the table of contents. Keep in mind; the 12 chapters were designed from a restaurant leader's viewpoint to simplify the process of accessing information.

Search Examples

Search Word(s)	Search Results
Concrete	Returns spinning icon; commonly used word throughout the Operations Manual.
Concrete Blending **Procedure**	Returns '0' result(s); describing the subject of the content rather than keywords.
Concrete Blending	Returns desired result(s).
Mushroom Swiss	Returns all topics that contain the words Mushroom **or** Swiss.
"Mushroom Swiss"	Returns topics containing words Mushroom **and** Swiss next to each other in that order.

Links
Throughout the Operations Manual you will encounter a variety of links to aid in locating content.
- **Quick Reference Links** - are available at the start of topics such as ButterBurger Builds to navigate to specific content rather than scrolling. To return to the topic, use the browser back button.
- **Owner's Manuals** - clicking an Owner's Manual link will display content as a PDF in the active window. The content contains the manufactures standard operating procedures. Procedures specific to Culver's will be outlined beneath each Owner's Manual link where necessary to ensure proper care and maintain of Foodservice Equipment.
- **Web Links** - online systems are accessible within the Operations Manual related to specific content such as Culver's Applicant Tracking System (iCIMS).

Printing
Content can be printed directly from the Operations Manual for use in restaurant.
- **Entire Topic** - click the printer icon above the active window.
- **Portion of a Topic** - highlight the area and click the printer icon above the active window. Check the "Selection" option under the "Page Range" in the dialog box.
- **Form and Tools** - clicking the form/tool link will prompt you to "Open" to view or "Save" to download.

Confidentiality
To gain access to the Operations Manual you must log on to the Online Support Center. Creating a shortcut to the address is not recommended and will require entry of your username and password for security purposes.
Note: Internet Explorer is the preferred web browser.

Ongoing Updates
The Operations Manual is the most current source of reference information. The manual is updated periodically throughout the quarter to reflect changes based on recent communications. A re-cap memo is sent at the end of each quarter prior to market meetings with a description of change.

Resource Directory
The Resource Directory information is listed by four topics including:
- **Blue Pages** - refers to a directory of approved supplier partners and support team members organized by category rather than alphabetically.
- **Support Team** - refers to a directory of Culver Franchising Support Team Members organized alphabetically; including images for visual reference.
- **Restaurants** - listed alphabetically by city; including restaurant number, owner and phone number.
- **Franchise Advisory Council** - refers to a directory of elected franchise partners to influence strategic decisions organized by territory.
Note: Throughout the Operations Manual contact information pertaining to a topic is provided for quick reference and may also be located within the Resource Directory.