



IMPLEMENTATION GUIDE



CHILI LAVA BURGER & CHILI LAVA FRIES MIDDLE EAST



Key Contacts:

Operations
Operations
Operations
Operations
Operations
QA
Training

Ramez Guirguis
Malaak Habib
Lyndon Suarez
Jolie Hamilton
James Trusdale
Ayman Ghaly
Karen Reel

rguirguis@ckr.com
mhabib@ckr.com
lsuarez@ckr.com
jhamilton@ckr.com
jtrusdale@ckr.com
aghaly@ckr.com
kreel@ckr.com

IMPORTANT INFORMATION

What's New?

Beginning soon, your restaurant will be selling two new products: The Chili Lava Burger and Chili Cheese Fries. The Chili Lava Burger features a large beef patty topped with Chili, 1 slice of melting American cheese, mustard, white onions, and dill pickle chips on a braided bun. The Chili Cheese Fries are topped with chili and cheese sauce. These new products will be featured as limited time offers.

Participating Restaurants

All Hardee's restaurants will participate.

Start Sell

Begin selling the Chili Lava Burger and Chili Cheese Fries as directed

Packaging

Chili Cheese Fries will be served in the loaded fries Clamshell.

Implementation Steps

The information in this handbook will help you to implement our new Chili products successfully in your restaurant. Read the information carefully and review it with your crew.

MENU STANDARDS

Trainer's Guide	Chili
<p>Emphasize the Following:</p> <ul style="list-style-type: none"> ☆ Chili should be stirred every 30 minutes and before serving on any products. ☆ Chili MUST be covered with a lid at all times! ☆ Be sure to discard all chili at the end of the night. <p>Activity:</p> <ul style="list-style-type: none"> ✍ Have each cook prepare Chili. All of your employees should taste the product. <p><u>NOTE:</u> Yield for one case of chili is approximately:65</p> <ul style="list-style-type: none"> - 70 sandwiches/case 45 - 50 fries portions/case <p>Case pack size: 1000 gm.</p>	<p style="text-align: center;">THAWING</p> <ol style="list-style-type: none"> 1. Store unopened bags/cases of chili in freezer. 2. Remove needed amount of chili bags from freezer, tag, date and place on the thaw rack on a teal tray (thaw chili by the bag only). 3. Allow product to thaw completely for 12 hours. <div style="display: flex; align-items: center; margin-top: 20px;"> <div style="background-color: black; color: white; padding: 5px 10px; font-weight: bold; margin-right: 10px;">Important</div> <div style="border-left: 2px solid black; padding-left: 10px;"> <p>Chili has a shelf-life of 3 days under refrigeration in an unopened bag, including the 12 hour thaw time.</p> </div> </div> <p style="text-align: center;">HEATING</p> <ol style="list-style-type: none"> 1. Remove needed amount of thawed chili and place into a clean, sanitized 1/3 microwave pan. 2. Cover pan with lid. 3. Heat chili in the microwave for 2:00 minutes, 3 to 4 times. Stir product between cycles and heat to a <u>minimum of 165°F.</u> 4. Pour heated chili into a pre-heated clean, sanitized stainless steel 1/6 pan and place in steamer well. Cover chili with a lid at all times. Stir chili every 30minutes. 5. The hold time for heated chili in the heatwell is 5 hours (tag with discard time). <u>A hold temperature of 140 °F must be maintained at all times.</u> <div style="display: flex; align-items: center; margin-top: 20px;"> <div style="background-color: black; color: white; padding: 5px 10px; font-weight: bold; margin-right: 10px;">Important</div> <div style="border-left: 2px solid black; padding-left: 10px;"> <p>If there is leftover thawed (unheated) chili in an open bag, empty into a clean, sanitized pan and cover with plastic wrap, tag with a discard date, and store under refrigeration. Opened, unheated chili has a 24-hour shelf life.</p> </div> </div> <ol style="list-style-type: none"> 6. Discard any remaining chili at the end of each day.

MENU STANDARDS

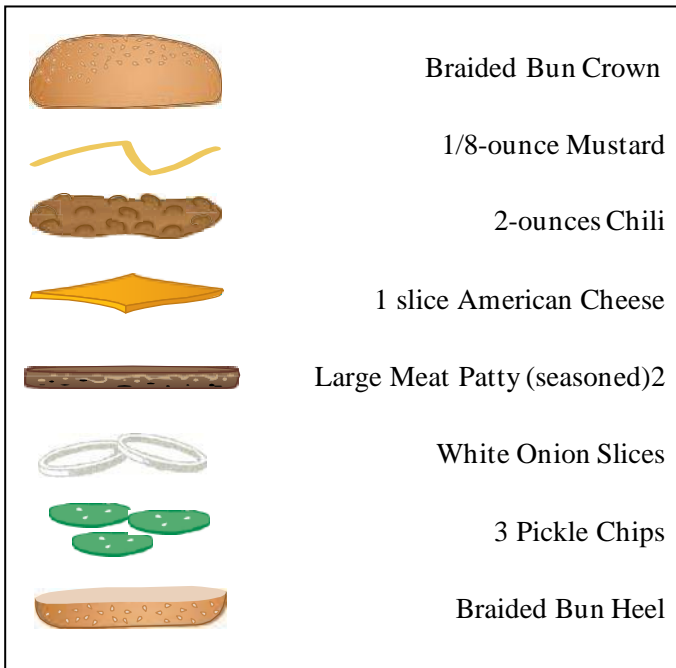
Trainer's Guide

Emphasize the Following:

- ☆ Be sure to portion the correct amount of chili.
- ☆ Make every Chili Lava Burger to order.
- ☆ Do not over portion the mustard!
- ☆ Reminder your cashiers to suggestive sell this great new product!

Activity:

- ✚ Have each cook prepare the Chili Lava Burger. All of your employees should taste the product (cut the sandwiched into quarters and have them sample the product).



Chili Lava Burger

INGREDIENTS

	<u>Amount</u>
Large Beef Patty	1 patty
American Cheese.....	1 slice
Chili	1 (2 oz.) ladle
Mustard	1/8 oz.
White Onion	2 slices
Pickle Chips.....	3
Braided Bun.....	1

PREPARATION

1. Using a squeeze bottle, portion 1/8 oz. mustard on braided bun crown in a Z pattern.
2. Place these items on the heel of the bun in order listed:
 - 3 pickle chips
 - 2 white onion slices
 - 1 large beef patty (seasoned)
3. Place 1 slice American cheese on top of the beef.
4. Stir and place 1 (2 oz.) ladle of chili on top of the cheese.
5. Place dressed crown on dressed heel.

PACKAGING

1. Collar wrap.
2. Dine- In: Place in a basket. Mark as CC.
3. To Go/Drive Thru: Foil wrap (after collar wrap). Place in 12# bag with 2 napkins.

NO HOLD TIME MAKE TO ORDER

MENU STANDARDS

Trainer's Guide

Chili Cheese Fries

Emphasize the Following:

- ☆ Be sure to portion the correct amount of chili.
- ☆ Make every Chili Cheese Fries to order!
- ☆ Reminder your cashiers to suggestive sell this great new product!

Activity:

- ✈ Have each cook prepare Chili Cheese Fries. All of your employees should taste the product.

Quiz:

- ? List the ingredients and amounts for Chili Cheese Fries.

INGREDIENTS

	<u>Amount</u>
Skin-on French Fries.....	5.1 oz.
(medium fry carton)	
Beef Chili Topping.....	3.0 oz.
Cheese Sauce.....	1.0 oz.

PREPARATION (ALL TYPES)

1. Using the fry scoop, fill a loaded fries clam with medium size fry portion.
1. Stir and portion 1 (3 oz.) ladle of chili evenly over the fries.
2. Portion 1 oz. cheese sauce evenly over chili.
3. Serve with a wrapped plastic fork and 2 napkins.

NO HOLD TIME MAKE TO ORDER

QUALITY CHECK

Restaurant Manager: _____

YES	NO	
<input type="checkbox"/>	<input type="checkbox"/>	1. Chili heated to a minimum of 165°F.
<input type="checkbox"/>	<input type="checkbox"/>	2. Chili on cook's line maintained at a minimum of 140°F at all times.
<input type="checkbox"/>	<input type="checkbox"/>	3. Leftover, thawed (unheated) chili in open bags are emptied and stored under refrigeration in clean, sanitized pans, covered with plastic wrap and tagged with a discard time of <u>24 hours</u> .
<input type="checkbox"/>	<input type="checkbox"/>	4. Chili covered with a lid at all times.
<input type="checkbox"/>	<input type="checkbox"/>	5. Chili stirred every 30 minutes, and before serving on any products.
<input type="checkbox"/>	<input type="checkbox"/>	6. Chili portioned correctly (2 oz.) on Chili Lava Burger and (3 oz.) for Chili Fries.
<input type="checkbox"/>	<input type="checkbox"/>	7. Chili discarded at the end of each night.
<input type="checkbox"/>	<input type="checkbox"/>	8. Mustard portioned correctly on Chili Lava Burger.
<input type="checkbox"/>	<input type="checkbox"/>	9. Pickles and white onions are fresh and portioned correctly on Chili Lava Burger.
<input type="checkbox"/>	<input type="checkbox"/>	10. Cheese sauce portioned correctly (1 oz.) for Chili Cheese Fries.
<input type="checkbox"/>	<input type="checkbox"/>	11. Every chili product made to order.

For items marked "No," determine the cause and corrective action required to ensure every guest receives a great Chili product every time they visit Hardee's.

Item# _____

What is the cause? _____

What corrective action will be required? _____

Item# _____

What is the cause? _____

What corrective action will be required? _____

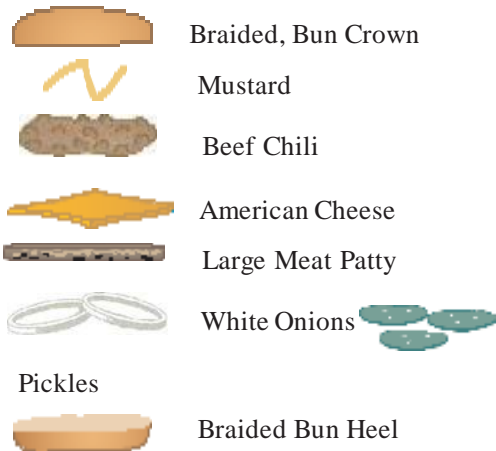
Item# _____

What is the cause? _____

What corrective action will be required? _____

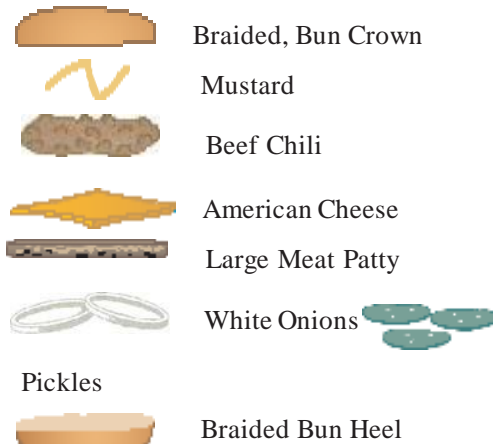
Frontline/Backline Build Cards

Chili Lava Burger



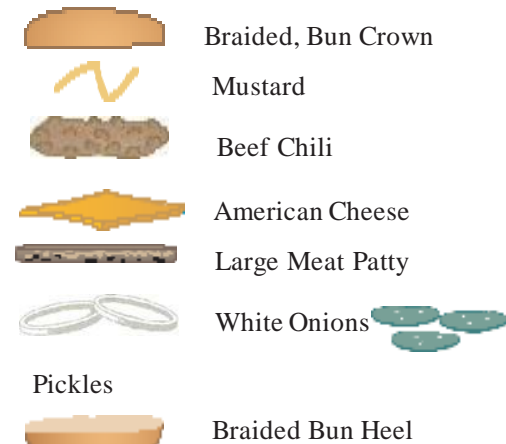
“It’s a large meat patty, with beef chili, american cheese, mustard, pickles, and onions on a braided bun.”

Chili Lava Burger



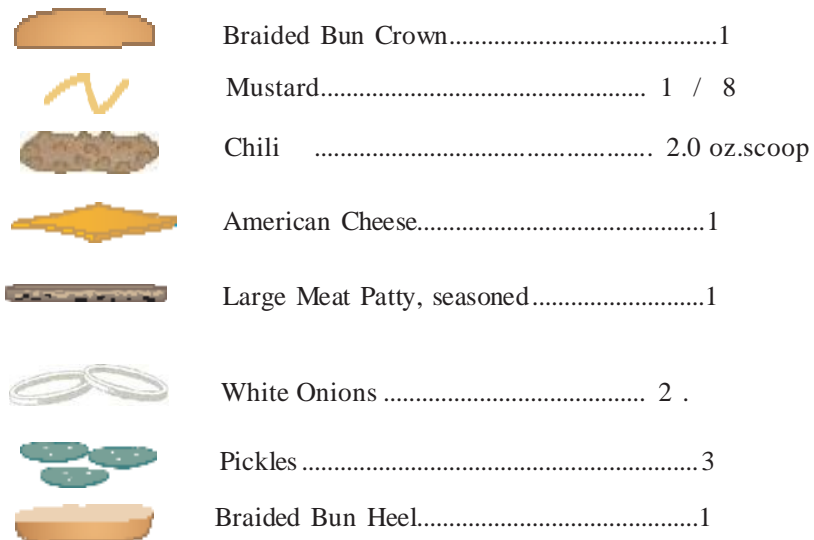
“It’s a large meat patty, with beef chili, american cheese, mustard, pickles, and onions on a braided bun.”

Chili Lava Burger

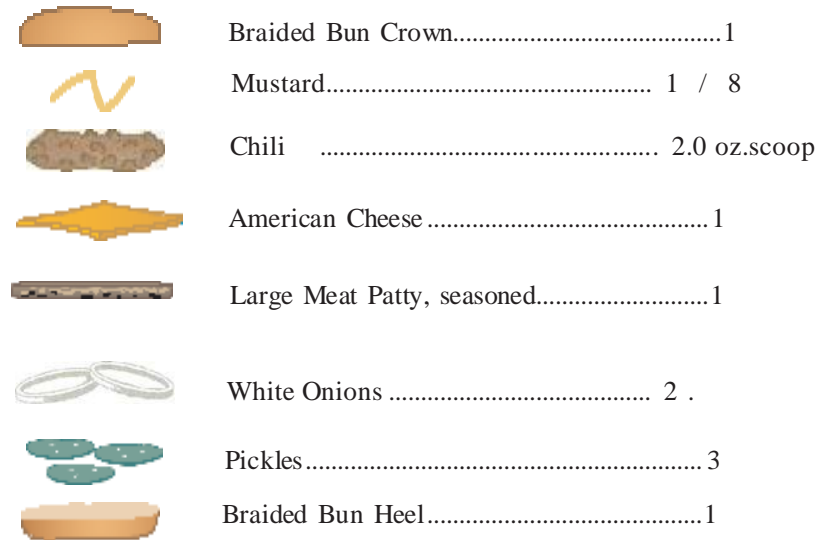


“It’s a large meat patty, with beef chili, american cheese, mustard, pickles, and onions on a braided bun.”

Chili Lava Burger



Chili Lava Burger



CREW TRAINING CHECKLIST

CHILI LAVA BURGER & FRIES

Crew Trainers (names): _____

Shift Leader's Name	SL Initials	CT's Initials	Training Certification Date

Crew Person's Name	CP Initials	CT's Initials	Training Certification Date

Crew training has been completed:

(Print Name) (Signature) **Date** _____

AM/Supervisor follow-up completed:

(Print Name) (Signature) **Date** _____

CHILI LAVA BURGER & FRIES

[illegible]

Crew training has been completed:

_____ Date _____
 (Print Name) (Signature)

AM/Supervisor follow-up completed:

_____ Date _____
 (Print Name) (Signature)