

# Unofficial Tips For Working At Jersey Mike's

Zero Contradictions

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## 1 Introduction

I used to work at Jersey Mike's for a while as a shift-lead, so I compiled a list of helpful notes and tips to help me do the job more efficiently. These notes won't tell everything that you need to know for the job, but they will tell you tips that may make the job easier. Most of these tips were taught to me by other people, but the tips in this document should not be considered official advice. This advice may also vary depending on the store in question.

## 2 Tips For Memorizing The Menu

- It helps to remember the sandwiches by their section categories.
- American Classics consist of only one type of meat and provolone.
  - “3, 6, 7, 10, 14”
  - The exceptions are:
    - \* The Tuna fish (#10) doesn’t require provolone.
    - \* The veggie has green peppers and swiss cheese instead of having any meat (in addition to provolone).
      - Likewise, the #64 portabella mushroom and swiss sandwich doesn’t have any meat, and also replaces its meat with green peppers and swiss cheese.
    - \* Mnemonic: The numeral “7” (symbol) is shaped like a “T”, which stands for turkey.
    - \* Mnemonic: “ten is tuna fish”.
    - \* Note: The difference between #4 “The Number Four (Sub Sandwich)” and #5 is that #5 has ham, in addition to all of the #5’s ingredients.
- The Italian category has provolone and Italian meats. You can recognize how their meats have Italian sounding names, except for “ham”.
  - “2, 5, 13”
- 2, 4, and 5 all have provolone and slight differences.
  - 2 has ham and cappacuolo.
  - 4 has cappacuolo and prosciuttini.
  - 5 has ham, cappacuolo, and prosciuttini.
- The Club Subs are distinguished by having both turkey and bacon.
  - “8, 9, 29”
  - 8 has ham, turkey, bacon, and provolone.
  - 9 has roast beef, turkey, bacon, and swiss.
  - Differences:
    - \* The club sub has ham and provolone.
    - \* The club supreme has roast beef and swiss.
  - Both sandwiches have turkey, bacon, and mayo
  - The California Club (#29) has turkey, bacon, provolone, and avocado.
- 11 is the stickball special, and has ham and salami.
- 12 is the Cancro special, with roast beef and pepperoni.
- The #29 California Club is an exception for being a cold sub with a number that’s higher than a hot sub.
  - It’s on the secret menu because it’s cheaper than ordering a #7 with bacon and/or avocado as add-ons.

- For the hot subs, the sandwiches containing roast beef tend to have numbers that are one higher than the sandwiches containing chicken. Examples:
  - 17 Mike’s Famous Philly vs 16 Mike’s Chicken Philly.
  - 43 chipotle vs 42 chipotle chicken.
  - 56 vs big kahuna vs 55 big kahuna chicken.
  - 66 portabella cheese steak vs 65 portabella chicken cheese steak.
  - 99 Big Kahuna Chipotle vs 98 Big Kahuna Chicken Chipotle.
- More Tips For Memorizing Hot Subs:
  - 16 and 42 are the same, except 42 has (chipotle) mayo.
  - 17 and 43 are the same, except 43 has (chipotle) mayo.
  - 16 and 55 are the same, except 55 also has mushrooms, jalapeños, and extra (white American) cheese.
  - 17 and 56 are the same, except 56 also has mushrooms, jalapeños, and extra (white American) cheese.
  - 55 and 98 are the same, except 98 also has chipotle mayo.
  - 56 and 99 are the same, except 98 also has chipotle mayo.
  - 26 is like a BLT, but with added chicken, white American cheese, and ranch dressing.
  - 26 has chicken, white American cheese, and ranch dressing, plus the ingredients of a BLT.
- #98 Big Kahuna Chicken Philly with Chipotle Mayonnaise: The Big Kahuna Chicken Philly, but with chipotle mayo.
- #99 Big Kahuna Cheese Steak with Chipotle Mayonnaise: The Big Kahuna Cheese Steak, but with chipotle mayo.
- Many of the subs have names that imply some of their ingredients, but linking the sandwich names with their ingredients may require trivial knowledge about geography and such.
  - Any sub with “portabella” in its name gets portabella mushrooms: #64, #65, #66.
    - \* Portabella mushroom grill sandwiches: “64, 65, 66” is to “veggie, chicken, steak”.
  - #64 and #65 are the same as #16 and #17, but with portabella mushrooms.
  - An exception is that although the secret menu items #29 California club and #31 California Chicken Cheese both have “California” in them, they don’t share any (default) ingredients at all. #29 has turkey, provolone, bacon, and avocado, whereas #31 has chicken chilly, white american cheese, lettuce, tomato, and mayo.
- The sandwiches containing roast beef tend to have higher numbers than the sandwiches containing ham (e.g. #6 vs #3, #9 vs #8).
- For hot subs, the ingredients for giant sandwiches are exactly twice that for regulars (though the exact ideal amounts vary a bit more for meats).
- For hot subs, #26 and #44 have lettuce and tomato.

- The #44 is the only hot sub that has Frank's Red Hot Sauce and blue cheese dressing by default.
- The #26 is the only hot sub that has ranch dressing by default.
- The only hot subs with no multi-colored peppers are the following:
  - #44 Buffalo Chicken
  - #26 Chicken Bacon Ranch
  - #64 Portabella Mushroom & Swiss
- The order for arranging meat in the meat case display can be remembered by the acronym "SCP HTP" (SCP is like the unix secure-copy-protocol command and HTP is like the hypertext-transfer protocol), salami, cappacuolo, prosciuttini, ham, turkey, provolone.

Note: The menu items will vary depending on location. There may be different mnemonics for memorizing those different menu items.

### 3 The Seven Principles of Jersey Mike's

1. Is my restaurant clean and well maintained?
2. Is my restaurant well stocked?
3. Are my products fresh?
4. Are all my employees neat and well maintained?
5. Are we making the subs with proper procedures?
6. Am I sharing my life story with our customers?
7. Have I invited people into my restaurant?

### 4 Advice For Making Sandwiches

- Always make sure that the toppings station and sections of the restaurant or stocked before rush-hour, so that the store is ready and you will not have to refill anything.
- Never advertise what bread you offer to the customers (white, wheat, rosemary Parmesan, gluten free, white/wheat tortilla wraps) unless they ask about it or they are a completely new customer who isn't sure how to order their sandwiches.
- Always give the customer white bread, unless they ask otherwise or ask what kind of bread do you have?
- You should never slice more than three sandwiches at a time.
- You should *never* put your left hand in the slicer, *unless* it's powered off and you have every safety precaution in place.
- When you're slicing meat and cheeses, you should be using your left hand to catch and flip the slices onto the sandwich.

- Sandwiches should always be grabbed by their ends, and never buy the side of the sandwich while moving them away from the slicer, and to the topping section, or down the topping section, or to the bagging area.
- You should use the signs/images to help you figure out precisely how much of each topping you should put on the each sandwich.
- Regardless of how many toppings you put on the sandwich, the toppings should cover the entire sandwich. For example, any amount of lettuce that you put on the meats should cover the meat entirely.
- You should always avoid making the tomatoes, overlap, or having them touch each other. It's okay and ideal to have some space between each tomatoes. That way the tomatoes will cover the entire sandwich.
- You should keep the onions of tomatoes of your topping bins organized, so that the ingredients will look appetizing to the customers.
- When topping onions on sandwiches, you should grab an intact ring of onions (if available) to minimize passing your hands back and fourth between the veggie bins and the sandwich(es).
- Whenever you finish placing the lettuce on the sandwich, you should scoop up the lettuce that lands on the border counter and place it back on the sandwich or back in the lettuce bin (if it has touched any juices or oils), to avoid wasting all the effort that it took to chop up lettuce in the morning, and to save the store money on lettuce.
- When topping tomatoes on sandwiches, you should grab a handful of tomato slices like a deck of cards, so that you can easily top tomato slices onto the sandwich without frequently passing your hands passing back and fourth.
- You should only ask the customer if they want their sandwich "Mike's Way", not "how would you like to top this". Mike's Way is the signature set of toppings for Jersey Mike's.
- If they aren't sure, you could ask if they'd like onions, lettuce, and tomatoes, and then you could ask if they'd like oil, vinegar, oregano, and salt.
- By giving the customer guiding yes/no questions, they are less likely to request for other toppings to be placed on the sandwich, which will lose the store money.
- Fun Fact: Mike's Way is the same as the Blimpie Way for Blimpie's (another sub sandwich franchise), except that the Blimpie Way doesn't come with salt.
- You should shake enough oregano onto the sandwich to take the shine off of the tomatoes.
- It's okay if you shake their oregano aggressively with both the top and the bottom of the oregano container bobbing up and down.
- You should never add pickles, jalapeños, or peppercinis / banana peppers until *after* you at the oil and (red wine) vinegar (the juices), and spices first.
- If you add, pickles, jalapeños, and/or banana peppers before you add the juices to the sandwich, then the sandwich will taste differently, and that is *not* a good thing.
- Regular sub sandwiches should get 1 ounces of oil and 1 ounces of vinegar.

- Giant sub sandwiches should get 2 ounces of oil and 2 ounces of vinegar.
- While you are putting the oil and vinegar on the sandwiches, you should ask the customer a question or two about how their day has been and/or their plans for tonight or the weekend so that they won't watch how much juice has been placed on the sandwiches and it will distract them from knowing how much is on them.
- When you are putting the juices on the sandwiches, the oil bottle or the vinegar bottle should both be placed 180° with the cap pointing straight down. And then you can shake the bottles for hearing the swishing sounds so that you put the correct amounts of oil and vinegar on the sandwich.
- You should always minimize the questions that you ask the customers.
- Since the club subs (#8 and #9) come with mayo and bacon, you never should ask the customer if they want mayo or bacon on their lids. Those sandwiches come with mayo and bacon on the menu, so you should always put it on the sandwiches, unless they specifically work for you not to. The customers should've known what they were ordering when they ordered the eight or nine.
- Never ask "anything else" when you finish topping off a sandwich. It's the worst thing you could ask a customer, because then they could ask for more toppings or take up more time thinking about what to add to the sandwich.
- Note: Although this is advice that I've heard from higher-ranking employees, I personally find that asking the question more questions about how they want their sandwiches may yield higher tips. It's probably less of a good idea to ask questions during rush hours, but it may be worth doing if business is slow.
- It helps to push down on the middle of the sandwich bags while you are grabbing the top of them with your left thumb. Pushing down on the bags will help the tops flip open that way the bags open easier.
- To open the sandwich bags more easily, you should flick them with your wrist backwards and towards your dorsal direction, since this utilizes how the bag's folds expand that way.
- Make sure that the bottom of the sandwich aligns with the bottom of the bag.
- When wrapping the sandwich, the sandwich should be as diagonal as possible. Once you fold the corner of the wrapping paper closest to you over the sandwich, and give it the quarter turn, you should crease the sides of the wrapping paper beside the sandwich ends and fold them and then fold them towards the sandwich. Then you should finish rolling the sandwich towards the corner of the wrapping paper that is farthest away from you.
- You should never have multiple sandwich wrapping papers out ahead time because it looks less presentable and more messy and chaotic to the customers (even if completing this task before hand would be more efficient). The counter looks more presentable to the customers when there's only one sandwich wrapping paper out of time.
- You should check on the lobby every once in a while and ask the customers how they sandwiches are tasting.

- Ideally, you should want customers who are so nice and familiarize with the staff of the store, that they memorize the names of every employee who works at the store, and they are feel inclined to keep coming back to the store to buy sandwiches just to see the store employees and say hi to and talk to all of them.

## 4.1 Tips For Slicing The Sandwiches

To slice sandwiches in half or into four equal size pieces:

- Angle the knife at a 45° angle with the tip pointing downward before cutting.
- Since the knife has ridges, try placing the part of the knife that was closest to you on the bread first, and pull the knife towards you while you're cutting the sandwich, so that you can cut it in half in one fell swoop. Although this is only one cut, it's effective because it takes advantage of the saws on the sandwich.
  - The Rosemary Parmesan bread can be difficult in particular to cut with knife, due to the hard Parmesan on top. However, sawing the bread with the 45° angle manages to cut the bread from the side where there's less Parmesan, hence why this technique makes it easier to cut sandwiches.
- You could also try putting more force on the knife with the hand that's holding the knife using the knife there is placed on top of the bread to push down on the knife and use more force. While this does help to an extent, the disadvantage is that it can make the Bryan toppings fly up or a little bit off of the sandwich, since it put so much downward force on the knife.
- It's okay if you have to saw the bread. The bread knife has serrated edges, so it's supposed to be sawed back-and-forth.

When angling the knife for cutting sandwiches, remember: “cut forty five forward” (for remembering to tilt the bread knife forward). Then you hold the sandwich in place with your non-dominant hand and just pull the knife for sawing the sandwich in half.

## 4.2 Why Hot Subs Are Harder To Make (IMO)

Grilled sandwiches are harder for multiple reasons:

- The grill makes everything time sensitive to make sure things don't burn, which is especially challenging during lunch rushes.
- Conversely, you have to make sure the meats cook all the way.
- If the chicken and/or steak meats container is empty from the drop-in unit, then you'll have to run all the way to the freezer to get more meats.
- You have to manage flipping and chopping multiple meats at once.
- You have to grab the right amounts of veggies.
- They're ordered less often, so they're harder to memorize (in my experience).
- The 65, 66, 31 are secret menu items.
- The glove boxes sometimes cover the sandwich making chart guides.

## 5 Using The Slicer At Jersey Mike's

- You should *only* use your right hand to switch out the meats so that you never put your left hand in the slicer. This increases your safety since your right hand will be farther away from the slip blade on your left hand, and thus your hands are less likely to get cut.
- You have to press down on the meat stabilizer (black spikey part) while holding the metal clamper arm. (Note: I don't know what the official terms are for these parts)
- The veggie sandwiches get twice as much provolone as regular sandwiches, or 10 slices of provolone and 10 slices of Swiss cheese.
- Tomatoes, green peppers, and celery all get sliced at the same thickness. If you slice some tomatoes with the tomato slicer, then you can calibrate for this thickness.
- Onions gets sliced at 2.0 - 2.5, or (1/2 of tomato slice)
- Lettuce gets sliced at 2.0 - 2.5, but is somewhat thicker (2/3 of tomato slice)
- Roast beef must be cut thicker than the other meats, lest it'll fall apart.
- Before start slicing each day, you should use the wings scale and slice some provolone and ham to ensure that your fling whale weigh the proper amount for each sandwich. Your goal is to calibrate your slicing so that you get exactly 2 ounces of provolone and 1.8 ounces of ham (or as close as possible).
- One reason why we flip the circular meats and cheeses is in case they stick to our hands. If we flip them, then they'll fall out of our hands and onto the sandwich more easily. The other reason is that we're supposed to put on a show for the customers, so this makes things look more interesting to them.
- If the meat or cheese that you're slicing with is about to run out to its end, you can still get the most out of that end by pressing on the meat stabilizer (black spikey part) harder than usual, which will cause more of the meat or cheese to get sliced before it's too thin to go through the slicer blade anymore.

Jersey Mike's Dial Settings for Bizerba meat slicer:

- Provolone and Swiss cheese get 0.5.
- Ham gets sliced just below 0.25.
- Turkey gets sliced at 0.25.
- Roast beef gets sliced around at least 0.7.

Note: These dial settings may not be the same as the slicer used in your local Jersey Mike's store. The right thickness for the meats and cheeses depends on the slicer brand, model, how hard you're pressing against the meat stabilizer, and many other factors.



## 6 Other Tips:

- When cutting onions, it helps to run the onions under running water as you cut them, so that the chemical irritants will wash down the drain instead of into your eyes. If your eyes don't get irritated, then this will enable you to chop onions faster.
- When cutting onions, since the scoring knife has a smaller blade, it's deep enough to slice into the outermost onion layer, but also shallow enough so that you're more likely to avoid cutting too deeply into the onion layers.
- Alternatively, if your eyes get irritated, you could walk into the walk-in free edge or freezer to is the irritation and make your eyes feel better, so that you can get back to slicing onions.
- When prepping lettuce that is to be sliced later, I've found that the best way to remove the lettuce stems is to use a pair of tongs to grip the stem, and turn them so that they cut the stem off from the rest of the lettuce head.
- When taking the frozen doughsticks out of their boxes and placing them onto the bread rack trays, it's fastest and most efficient to grab three sticks with each hand, and then transfer the sticks onto the tray. This will enable you to fill up each tray with only one quick sequence of hand and arm movements.
- It's helpful to grab both end of the dough sticks and use gravity to stretch out the dough sticks before putting them back in the proofer.
- If you find a broken doughstick, you can try to fuse the two broken parts together by spraying them with water and holding them together for a few seconds to make an ice bond.
- If the bread comes out of the oven too hard, you can soften it back up by spraying the bread with water until the bread stops sizzling the water into steam (which it will since the bread will be really hot from the oven). Next, you should then zip up the bread rack curtains so that the steam will stay inside the bread rack. If you wait for some length of time, then the steam should re-soften the bread eventually, so that it's fit for serving to customers.
- Using a grater may be useful for breaking up the tuna more easily, compared to breaking it up by hand.
- Windex is the best way to clean the oil and vinegar bottles, since they're made out of glass.
- Never put the tomato slicer in sanitizer water. It dulls the blades.
- Make every sandwich as if you're going to eat it yourself, even if it's something you'd never eat.

The Six Options For Ordering A Jersey Mike's Sub:

- White Bread
- Rosemary Parmesan Bread
- Wheat Bread
- White & Wheat Tortilla Wraps
- Gluten-Free Bread
- Bowls

## 6.1 How To Answer The Phone And Take Orders

- You say Jersey Mike's on "[name of store location, by road name]"
- You take their order, list how they want their sandwiches.
- You write down phone, and list the expected wait time for when they want their sandwich and/or when you expect that you can have it done for them.
- Start making their orders when it's time to do so.
- You should know how to put the phone on hold, in case you need to do something else that's urgent first, like taking the orders of customers inside the store, but then you'll also have to remember to go back to the phone to continue answering their call.

## 6.2 Instructions For Cleaning and Closing The Grill At Jersey Mike's

1. Scrape what you can off of the grill with the scraper. Push the grill scraper at a 70-80 degree angle if necessary.
2. Prepare 3 Yellow (or blue) rags with a few sprays of orange cleaning solution.
3. Cover cooking surface in hot water, especially the grill spots. You **cannot** pour cold water on the grill, since it could potentially crack the surface.
  - Pro Tip: It helps fill use an entire bucket of hot water from the dishes sink, so that you can pour water on the grill continuously, without having to keep refill it and wait for the water from the nearby sink to get hotter.
4. Scrape hot water and debris off the surface, as needed.
5. Pour 2 ounces of orange grill cleaner over grill (can be measured with the 2oz side cups).
6. Use disposable green scrubby pad or grill brick to spread grill cleaner over surface.
7. Wipe down the top shelf and back wall and sides of the grill with the cleaning solution while letting the grill cleaner sit.
8. After all other surfaces are cleaned, use hot water and a squidgy to clean it off.
9. Slide a dough cutter through the grease trough to clean it.
10. Use a rag to clear any remaining residue.
11. Take dishes to the cleaning sinks.
12. Turn off the grill.
13. Take out the grease bucket.

### 6.3 The Procedure For Deep-Cleaning The Meat Slicer

1. Take off the blade guard and meat stabilizer, and take to the dish cleaning sink.
2. Close the slicer blade with the dial, so that it's safer to clean the slicer, and so you'll be less likely to cut yourself.
3. Use a water sprayer and spray the entire meat slicer with water. When all the debris gets wet, it makes it easier to wipe it off the slicer with a sanitizer rag.
4. Clean the top parts of the slicer before cleaning the bottom. If you clean the bottom before the top, then you'll have to clean the bottom a second time after the debris falls off the top parts.
5. Use a dry rag to clean up the rest of the debris, including while the slicer blade rotates. Since the remaining debris will likely retain some moisture, it will stick to the dry rag, thus making it easy to remove.
6. Use the lever to lift the slicer up, so that you can clean up the last of the debris beneath it.

## 7 How To Open A Jersey Mike's Store

This is a general procedure on how to open a Jersey Mike's store in the morning. When in doubt about anything, see the closing checklist for your Jersey Mike's store, for a more detailed and store-specific list of everything there is to do.

- Walk in and turn the alarm off.
- Make sure the night crew did everything.
- Turn on bacon steamer, front line, grill, sub unit light, walk in light, oven and proofer.
- Put the back from last night and put the pan on the grill.
- Turn on sinks.
- Take the bread racks out of the walk in and spray and pull 6 white, 4 wheat and put it in the proofer for 30 minutes.
- Turn off sinks and drop soap in the far left sink and 5 sanitation tablets in the right sink.
- Take out the lettuce bin, onions, tomatoes that should've been prepped last night and the bacon in the box.
- Put 4 sheets of bacon on the grill.
- Slice onions.
- Finish cooking 16 sheets of bacon as your slicing lettuce. Make sure it **does not burn and isn't raw!**
- Slice Lettuce.
- Take the bread out of the proofer, spray and score the white and put 3 white and 2 wheat in the oven for 12-15 minutes.

- Spray and put the full tray of white minis, 1/2 of a tray of white minis and the other half wheat, pull and put 3 trays of white in the proofer (5 total trays).
- Finish slicing lettuce.
- Start slicing tomatoes.
- Take the bread out of the oven, put it on the rack, spray put the 2 trays of wheat, sprinkle parmigiana cheese and then rosemary on 2 trays of white and 1 tray of white and put it in oven for 12-15 minutes (5 total trays).
- Spray and pull 5 white and put it in the proofer.
- Finish slicing tomatoes.
- Set up the front line (make sure everything is filled and set up.
- Take the bread out of the oven and put 2 trays of rosemary parm, the 2 trays of minis and 1 tray of white in the oven, spray and put 5 more trays of white in the oven (now all the bread should be done for the front.
- Finish baking the white bread over time.
- Wash and chop the lettuce, wash and peel the onions, wash and pick the ripe tomatoes and put it all in the walk-in.
- Prep the meat for the night.
- Take the money out of the safe and put it back into the cash register.
- Double check everything is done.
- Enjoy the morning until 10am while the bread is cooking.
- Turn on the light for the open sign and unlock the door.

Closing a Jersey Mike's store is similar to opening it, except that you do everything in reverse. And instead of prepping meats, veggies, and bread for the day, you wrap up and put whatever's left over away so that you can preserve it.

## 8 Closing Paperwork Procedure

### 8.1 Pre-Close: Counting Safe

- Grab the bank book (the notebook with the bank number written on it), a drop bag, and 1 white-yellow drop slip from the closing paperwork drawer.
- Open up the paperwork spreadsheet on the computer.
- Count all the bills and coins in the safe. They should add up to \$500. Input all the dollar values for each type of bill and coin into the paperwork spreadsheet, and type your initials for the column recording the money inside the safe.
- Input the current dates and your name on the top and bottom of the paperwork file.

- Setup the drop bag for the night by writing the store name and number, the account number, your signature, and the name of the bank that the drop bag will eventually be deposited into on the drop bag.
- Pro Tip: When counting money for the closing paperwork (or any scenario, really), it's helpful to lay both the cash and the coins out in stacks or groups where each bill or coin is visible within the stack. This makes much easier to count faster and keep track of which bills were already countered, without needing to recount every single bill if it is necessary. If you do this for all the bills or coins, then you will only need to count by the number of groups, and multiply that number by how much the bill or coin is worth, to get the total worth. By contrast, if you count all the bills or coins into a single stack, and you lose track of where you were counting, then you will need to recount the entire stack, because you won't be able to see how many coins or bills are already in the pile that you already counted.

## 8.2 Close: Register And Drop

- Start by counting and inputting the tips into the system: POS -> Management Tab -> Store Transactions -> New -> Transaction: Pay In -> Amount: Enter In Tip Amount -> Save
- Put the cash tips into the drawer.
- Print out the Detailed Sales Report: POS -> Reports Tab -> Detailed Sales Report -> Print
- Input the Reg CID into the paperwork spreadsheet. "CID" stands for "cash in drawer".
- Count all the bills and coins in the register. They should add up to \$300. Input all the dollar values for each type of bill and coin into the paperwork spreadsheet (on the laptop), and type your initials for the column recording the money inside each register.
- The rest of the money over the \$300 limit is the drop for the night. It should match the REG CID or be very close.
- Write the drop amount into the bank notebook.
- Write the drop amount on the white-yellow drop slip.
- Write the drop amount on the drop bag top slip (currency and total deposit).
- Write the drop amount on the drop bag (currency, total deposit, number of \$100 bills, etc).
- Contact the General Manager if the money is off by more than \$5.00.
- Put the \$300 from register #1 into the register #1 bag, and the drop money into the drop bag. Be sure to let all the air out of the drop bag before sealing it.
- Sign your signature on the drop bag once complete. Put the drop bag, bank notebook, and the register #1 bag in the safe. Lock the safe.
- On the paperwork spreadsheet, record the cash tips, in-store credit card tips, online CC tips, giftcard tips, and actual sales. These numbers can be found on the detailed sales report.
- Input any store pay-outs under the total.
- Type your initials and date the spreadsheet after completing this.

- Remember to check under the register for any pay-out receipts or extra bills.
- Staple the detailed sales report, yellow drop slip, drop bag tab, cash tips receipt, and any store pay-out receipts together, and put into the Closing Paperwork Folder.
- Complete all the other closing tasks for the evening. When finished, clock out, set the alarm, and lock the door.

## 9 Checklist Procedure For Closing Jersey Mike's Store (As Fast As Possible)

When in doubt about anything, see the closing checklist for your Jersey Mike's store, for a more detailed and store-specific list of everything there is to do.

### 9.1 Tasks To Do 30 Minutes Before Close

1. Turn off front-line veggie cooler and bacon warmer.
2. Place front-line veggies on black tray (which may be used for prepping gluten-free cold subs)
3. Pack bacon into to-go tub (so that it can potentially be preserved for tomorrow, and so bacon pan and grate can go to dish sink).
4. Take bacon pan, grate, bread knives, CPR/mayo/avocado spreaders, and trough to dishes sink.
5. Place lids on all hot sub unit containers and on front-line lettuce, tomatoes, and onions bins.
6. Take hot sub chicken steaks to walk-in freezer, if not already done.
7. Stock the drop-in unit with Philly steaks from the freezer, and take a box of bacon out of the freezer to put into the fridge so that they can both thaw out overnight, and thus take less time to cook in the morning.
8. Make any cold or hot subs that you'd like to take home for yourself for the night. Care for customers who come into store in person.
9. Take grill dough cutters, bins, grates, etc to sink for rinsing, washing, and sanitizing.
10. Clean and close the grill.
11. Dump grease bucket.
12. Take bread loaves from front line, and place in proofer.
13. Start counting items for production report.
14. Take all trash bags to back of store. Take to dumpster.
15. Sweep and mop the lobby, if no one hasn't already.
16. Start cleaning slicer.
17. Start counting cash tips and register at 8:45pm.

## **9.2 Tasks To Do Once Store Closes (When Opening Hours End)**

1. Turn off open sign, and lock the front door.
2. Transfer onions, lettuce, and tomatoes from front line to grill, so that grill is fully stocked for openers.
3. Put lettuce, tomatoes, and onions into bottom meat case cubby. Start wrapping meats with saran wrap. Turn off meat case lights.
4. Finish counting production report (if necessary).
5. Finish deep cleaning both slicers.
6. Complete any cleaning tasks for the night.
  - Finish any remaining dishes.
  - Clean grease vents (if necessary).
  - Remove soda nozzles and place in sanitizer water (if necessary).
7. Sweep and mop the front line (and the back line, if not already done).
8. Print out detailed sales report, and finish paperwork.
9. Make sure all checklist tasks are complete (and initialed).

## **10 Vocabulary For Communicating With Spanish Customers Who Don't Speak English**