

R&M Procedures

Repair - What to do when something breaks?

- For Repairs call SC Dispatch
- Dispatch will call out a vendor for service. It is the GM and RVP's responsibility to let Dispatch know if a vendor does NOT show up or if the repair is not made/effective.
- Dispatch will ONLY call stores & vendors back to verify items are fixed when it involves the following items:
 - o Above temp in Walk in cooler/freezer
 - o Charbroiler down
 - o All ovens down
 - o All POS terminals down
 - o All fryers down
 - o Grill down
 - o Health or Safety Issue
- For Parts or Supplies call SC Dispatch. Dispatch is only authorized to order parts from the SC Order Form. Any orders for items not on the SC Order Form must be approved.
- SC Dispatch is responsible for paying all Repair Vendors
- SC Dispatch operates on a weekly budget. Dispatchers will log all calls but only dispatch priority ones at the beginning of the week. Priority twos and threes will be dispatched if there is room in the budget towards the end of week.
- As always if you are not getting the service you need contact the Dispatch Manager, RVP and VP.

Before Calling Dispatch/Vendor Please Check The Following:

Charbroiler: Does the outlet have power? Reset the breaker? Is anything stuck/jammed up? Make sure the char is off, unplugged, and gas valve turned off.

Grill: Is the pilot lit? (Have them look by the temperature knob for pilot light) Does the outlet have power? Reset the Breaker? Try a different outlet?

Fryer: Is it plugged in? Is the pilot lit? (The pilot can be found if you open the doors on the fryer) Does the outlet have power? Reset the breaker? Try a different outlet? Try the reset button?

Microwave: Is it plugged in? Does the outlet have power? Reset the breaker? Try a different outlet?

Steamer: Is it plugged in? Does the outlet have power? Reset the breaker? Try a different outlet?

Transfer/Merco: Is it plugged in? Does the outlet have power? Reset the breaker? Try a different outlet?

Over shelf: Is it plugged in? Does the outlet have power? Reset the breaker? Try a different outlet?

Coffee Pot: Is it plugged in? Does the outlet have power? Reset the breaker? Try a different outlet?

Freezer: What is the temp? Is it in defrost? (The fans will be off in defrost) Is there ice built up on coil? (The coil is located behind the fans) Reset breaker? Reset main break in electrical room? Reset Disconnect on roof?

Cooler: What is the temp? Is it in defrost? (The fans will be off if in defrost) Is there ice built up on coil? (The coil is located behind the fans) Reset breaker? Reset main break in electrical room? Reset Disconnect on roof?

Exhaust Fans: Is the belt broke? Is the motor turning? Reset Breaker? Reset Disconnect on roof? Reset main breaker in electrical room? Get new fuses and put in?

Outside Lighting: How many parking lot lights are out? Have you tried new bulbs? Reset breaker? Is the time clock on?

Inside Lighting: How many lights are out? Have you tried new bulbs? Reset the breaker? Is the switch on?

Beverage Machine: Is power key or switch on machine set to "on"? Reset the breaker? If it is a Co2 problem, what does the gauge on the tank say?

What are the Priorities?

Priority One = A problem that endangers the health or safety of a guest or employee, or a problem that prevents the Store from serving a product or taking a sale. Every effort must be made to have the problem fixed immediately but absolutely within 24 hours. Examples: Air Conditioner, Dine Heater, Walk In Freezer, Walk In Cooler, 2 fryers down, fry dump completely down, char, grill completely down, plumbing backing up, coffee machines down, Char exhaust down, all lights out, shake mixer, transfer cabinet, over shelf, 2 ovens down, 1 pizza oven, dough mixer

Priority Two = A problem that can be operated with or around until man hours and/or appropriate funding are available. Every effort must be made to have the problem fixed within 7 days. Examples: Kitchen Heater, fry dump half down, fryer exhaust down, Ice machine, outside menu board, steamers, hand dryer, Reach In Cooler, Reach in Freezer, warming drawers, 1 fryer down, holding cabinet/drawer (prince castle), heat well, 1 oven down, pizza prep line down, leaking water

Priority Three = A problem which is not critical and can wait until appropriate funding is available. (Usually cosmetic in nature)
 Examples: Grill exhaust down, fly fans, cooks line, doors, bacon lamp, chicken warmer, lighting issues, cove base, light plumbing, missing floor tile, door closers, cord caps, graffiti removal, ceiling tiles, door handle,

*All priority levels are subject to change at the discretion of Management. It is the responsibility of the Store Manager to call in all Repair and Maintenance issues and to make sure Repairs are made timely in the best interest of our guests and employees. If a problem is not fixed in the appropriate amount of time, the Store Manager must begin to contact upper management until the situation is resolved.

What am I allowed to fix?

SC Dispatch is preauthorized to repair ONLY the following items. Authorization to perform work for any items not listed below requires the approval of the CEO. However any item that threatens the health or safety of our guests or employees is always approved.

Charbroiler	All Refrigeration/Freezers	Steamers/HeatWells	Grill
Fryer	Air Conditioners	Heaters	Lights
Fryers	Electrical	Doors	Door Closers
Plumbing	Coffee Machines	Cook Tables	Warming/Holding Cabinets
Transfer Cabinet/bin	Fry Dumps	Ice Machines	Fly Fans
Hand Dryers	DT Headset Systems	Mixers	Ovens
Shake Machine/Blender	Microwave	Over Shelf	SC Order Form

Depot and Shipping Procedures

PAR-Tech (Terminals)

- Dispatch troubleshoots and calls out a Tech if needed
- If Tech determines the hardware/terminal is not repairable on site then it will be depoted (shipped for repair and return)
- Dispatch will call PAR to report issue and verify if under warranty or not.
- PAR will give a Part Request # PRXXXXXXX
- Dispatch will direct Store Manager or Tech to put bad terminal in a box to ship for depot repair
- The Part Request # (PR#) needs to be written on the outside of the box in large print
- PAR will return terminal once repaired directly to the Store
- Repair time is generally 10-15 business days
- Dispatch will track Terminal until received back at store and operational

RF Technology (HME or Panasonic Drive Thru Order Takers)

- Dispatch troubleshoots
- Dispatch asks store for serial number of Order Taker
- Dispatch fills out a repair form at <http://rftechno.com/repair-form.html>
- Dispatch downloads prepaid label <http://rftechno.com/print-shipping-label.html>
- Dispatch emails repair form and prepaid label to the store GM to send in.
- Dispatch instructs GM to remove headset and battery prior to sending in. GM needs to supply box and wrap to protect unit.
- Dispatch will track unit until its returned to store and operational

3M (3M Drive Thru Order Takers)

- Dispatch troubleshoots
- Dispatch asks store for serial number of Order Taker
- Dispatch contacts 3M (option 1 or 2). Reports issue, check for warranty and requests a prepaid label
- Dispatch fills out 3M Depot Repair Form
- Dispatch emails GM the Repair form and the prepaid label
- Dispatch instructs GM to remove battery prior to sending in. GM needs to supply box and wrap to protect unit.
- Dispatch will track unit until its returned to store and operational.

Envysion Camera Systems

- Dispatch troubleshoots
- Dispatch contacts Envysion to ship out new camera or EnVR
- When new EnVR or Camera arrives Dispatch helps GM connect it and make sure its operational
- If its an EnVR then GM packs the old EnVR in the same box the new unit was delivered in and ships back to Envysion
- Dispatch confirms that Envysion receives old EnVR

QSR – Kitchen System Bump Bars and Epics

- Dispatch troubleshoots
- If determined to be bad, then order new one to replace bad unit
- Bad unit should be shipped to Main Office for possible repair

Credit Card Machines (stand alone type)

- Dispatch troubleshoots Line Issues and GM must call Bank HelpDesk to trouble shoot machine issues
- If its determined to be a bad machine by Bank Helpdesk then GM instructs Bank Helpdesk to send a new machine
- When New Machine arrives GM installs new Machine
- GM puts bad machine in box and ships back to Bank Repair Depot
- Dispatch will track units (new unit installed and bad unit returned)

RVP/GM Payout Allowance

- Store level cash payouts may be performed for the following items ONLY:
 - o Landscaping – Snow Plow – Pest Control – Misc. Office Supplies – Light bulbs.
- All other payouts must be approved by SC Dispatch, RVP and VP.

Paid Out & Dispatch Manager Procedures

- Dispatch Log
 - o Track depot/shipped items (ticket must stay open until product is returned, installed or job complete)
 - o Make sure the Dispatch Log is 100% complete
 - o Enter job costs from the invoices/payments into the Dispatch Log
 - o Confirm Dispatch is following up to verify items are fixed when it involves the following items:
 - Above temp in Walk in cooler/freezer
 - Charbroiler down
 - All ovens down
 - All POS terminals down
 - All fryers down
 - Grill down
 - Health or Safety Issues
- Vendors
 - o All vendors must be entered into a log for 1099 tracking at the end of the year
 - o All vendors must accept payments via company credit card
- Dispatch Credit Card
 - o Make sure all expenses are properly accounted for to the correct location/stores.
 - o Expenses over \$2,000 should be charged to AIP
 - o Expenses under \$2,000 should be charged to Repair & Maintenance
 - o All “repair, parts, and supply” vendors must be paid with Dispatch Credit Card
 - o All scheduled “maintenance” vendors such as hood cleaners, fire companies should be paid by check from accounts payable.