

# *Bellevue Operations Manual*

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**Location Code: CK-BEL | Version 1.0 | Effective Date: January 2024**

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## Location Overview

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### Bellevue (CK-BEL)

<i>Detail</i>	<i>Information</i>
Address	1200 Bellevue Way NE, Bellevue, WA 98004
Phone	(425) 555-0301
Fax	(425) 555-0302
Service Radius	4 miles
Daily Capacity	250+ orders/day

### Market Focus

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Suburban families, comfort food

### Location Characteristics

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- Earliest closing time (9 PM)
  - Highest family meal bundle orders
  - Strong weekend volume
  - Consistent, predictable demand patterns
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## Operating Hours & Peak Times

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### Regular Hours

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<i>Day</i>	<i>Hours</i>
Monday - Sunday	10:00 AM - 9:00 PM

### Peak Periods

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<i>Period</i>	<i>Time</i>
Lunch Rush	11:30 AM - 1:00 PM
Dinner Rush	5:00 PM - 7:30 PM

**Note:** Strong family dinner rush; high weekend volume especially Saturday

### Staffing During Peak Hours

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During peak periods, all staff should expect:

- Higher order volume and faster pace
  - Multiple orders in queue simultaneously
  - Shorter ticket times expected
  - Additional staff may be scheduled
  - Clear communication becomes critical
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## *Available Brands*

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The following virtual brands operate from this location:

- 1. Five Gals Burgers**
- 2. Cluck Yeah**
- 3. Wing Commander**
- 4. Pasta La Vista**
- 5. Taco 'Bout It**
- 6. Pizza My Heart**
- 7. Comfort Kitchen**
- 8. Mac Attack**
- 9. Grill Masters**
- 10. Family Feast**

## **Brand Notes**

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- Brand availability may change based on market demand
  - Check KDS for current active brands each shift
  - Some brands share menu items and ingredients
  - Special promotions may temporarily feature specific brands
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## Kitchen Layout & Equipment

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### Facility Overview

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- **Total Space:** 1900 sq ft
- **Location Code:** CK-BEL

### Station Layout

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Station	Location
Prep	North side, near walk-in access
Grill Station	Center, dedicated burger/grill line
Hot Line	Center kitchen, 2 cooking lines
Pasta Station	West side, pasta prep and cooking
Assembly	South side, family meal packaging area
Packaging	Southeast corner, near driver entrance

### Cooking Equipment

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- 6-burner commercial gas range (2 units)
- 48" flat-top griddle (heavy-duty for burgers)
- Dual-basket deep fryer (3 units)
- Convection oven (2 units)
- Pizza oven (conveyor style)

- Char-broiler grill
- Pasta cooker station
- Commercial mixer (for fresh pasta)

## **Refrigeration Equipment**

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- Walk-in cooler (10' x 10')
- Walk-in freezer (8' x 8')
- Prep table with refrigerated base (3 units)
- Reach-in cooler (2-door)
- Dessert display cooler

## **Other Equipment**

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- Kitchen Display System (4 screens)
- Receipt printers (3 units)
- Heat lamp staging area
- Family meal packaging station
- Three-compartment sink
- Handwashing stations (2)

## **Equipment Responsibilities**

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- Inspect equipment at start of each shift
  - Report any malfunctions immediately to shift supervisor
  - Never operate damaged equipment
  - Follow cleaning schedules posted at each station
  - Know location of emergency shutoffs
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## Kitchen Operations

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### Mise en Place

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Before each shift:

1. Check ingredient par levels at your station
2. Prep any items below par level
3. Organize tools and equipment
4. Verify equipment is functioning properly
5. Review any menu updates or 86'd items

### Station Responsibilities

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Each station has a designated lead during peak hours. Station leads are responsible for:

- Maintaining station cleanliness
- Ensuring adequate ingredient stock
- Communicating delays to the shift supervisor
- Training new team members at their station

### Order Queue Management

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Orders appear on the Kitchen Display System (KDS) in the sequence received. Key principles:

- **FIFO**: First In, First Out—always work orders in sequence
- **Batching**: When multiple orders have the same items, batch preparation is encouraged
- **Communication**: Call out ticket times approaching threshold (8 minutes for standard orders)
- **Escalation**: Alert shift supervisor if queue exceeds 15 orders



## Standard Preparation Times

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<i>Order Type</i>	<i>Target Time</i>	<i>Maximum Time</i>
Simple (1-2 items)	8 minutes	12 minutes
Standard (3-4 items)	12 minutes	18 minutes
Complex (5+ items)	15 minutes	22 minutes

Times are measured from order receipt to ready-for-pickup status.

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## *Food Safety & Hygiene*

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### **Handwashing Requirements**

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Proper handwashing is required:

- Before starting work
- After using the restroom
- After touching face, hair, or body
- After handling raw proteins
- After handling trash or cleaning supplies
- After sneezing, coughing, or blowing nose
- When switching between tasks

### **Proper Handwashing Technique:**

1. Wet hands with warm water
2. Apply soap
3. Scrub for at least 20 seconds, including between fingers and under nails
4. Rinse thoroughly
5. Dry with single-use paper towel
6. Use paper towel to turn off faucet

### **Temperature Control**

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**Danger Zone:** 40°F - 140°F (4°C - 60°C)

Food must not remain in the danger zone for more than 2 hours total.

### **Minimum Cooking Temperatures:**

<i>Food Type</i>	<i>Internal Temperature</i>
Poultry	165°F (74°C)
Ground beef	160°F (71°C)
Beef steaks	145°F (63°C)
Pork	145°F (63°C)
Fish	145°F (63°C)
Eggs	160°F (71°C)

## Cross-Contamination Prevention

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- Store raw proteins on lower shelves, below ready-to-eat items
- Use color-coded cutting boards:
  - **Red**: Raw meat
  - **Yellow**: Raw poultry
  - **Blue**: Raw fish
  - **Green**: Produce
  - **White**: Dairy/Bread
- Never reuse marinades that contacted raw protein
- Sanitize surfaces between tasks

## Allergen Management

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Common allergens we handle include: peanuts, tree nuts, shellfish, fish, milk, eggs, wheat, soy, and sesame.

### Allergen Protocols:

1. Read all order notes for allergen alerts
2. Use clean, sanitized equipment for allergen-free orders
3. Change gloves before preparing allergen-free items
4. Never substitute ingredients without customer approval
5. When in doubt, escalate to shift supervisor

### Cleaning Schedule

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<i>Task</i>	<i>Frequency</i>
Work surfaces	After each use
Cutting boards	After each use
Cooking equipment	After each use
Floors	Every 2 hours and end of shift
Walk-in cooler	Daily
Hood vents	Weekly
Deep cleaning	Monthly

## Order Fulfillment

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### Order Lifecycle

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Every order passes through these stages:

- 1. Order Created:** Customer places order via delivery platform
- 2. GK Started:** Kitchen begins food preparation
- 3. GK Finished:** Cooking complete
- 4. GK Ready:** Order packaged and staged for pickup
- 5. Driver Arrived:** Delivery driver arrives at kitchen
- 6. Driver Picked Up:** Driver collects order
- 7. In Transit:** Driver en route to customer (GPS tracked)
- 8. Delivered:** Order delivered to customer

### Quality Checkpoints

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Before marking an order complete:

#### Cooking Quality:

- Proteins cooked to proper temperature
- Proper seasoning and sauce application
- Correct portion sizes
- Appropriate presentation

#### Packaging Quality:

- Correct items included
- Proper containers used
- Lids secured tightly

- Hot items separated from cold items
- Appropriate utensils included
- Napkins included
- Receipt attached to bag

## **Order Staging**

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Completed orders are placed in the staging area:

- Hot items under heat lamps
  - Cold items in refrigerated staging
  - Orders organized by expected pickup time
  - Never stack orders on top of each other
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## *Driver Pickup Procedures*

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### **Parking**

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Adjacent parking structure, Level 1 - spaces 101-110 marked for delivery

### **Driver Entrance**

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Ground floor entrance from parking structure, follow 'Delivery' signs

### **Pickup Process**

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Park in designated spaces, enter through parking level door, check in at counter

### **Important Notes**

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- Free parking for drivers in designated spaces
- Structure is covered - good for rainy weather
- Elevator access available for accessibility

### **Driver Handoff Protocol**

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When a driver arrives:

1. Verify driver identity via app or code
  2. Confirm order number
  3. Hand over correct bag(s)
  4. Update order status to "Picked Up"
  5. Thank the driver
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## *Local Health Regulations*

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### **Regulatory Authority**

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**Public Health - Seattle & King County**

### **Permit Information**

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- **Permit Type:** Food Service Permit
- **Inspection Frequency:** Risk-based; typically 1-3 times per year

### **Certification Requirements**

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- **Food Handler:** Washington State Food Worker Card required before first shift
- **Manager:** ServSafe Manager Certification required for supervisors

### **Special Requirements for Bellevue**

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- Food Worker Card required for all employees
- Grease interceptor cleaning records required
- HACCP plan for specialized processes
- Annual permit renewal required

### **Inspection Readiness**

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Always be prepared for unannounced inspections:

- Maintain current certifications for all staff
- Keep temperature logs up to date
- Ensure all cleaning schedules are documented



- Food labeling must be current (date, time, preparer initials)
  - MSDS sheets accessible for all chemicals
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## Labor Laws & Scheduling

### Washington Labor Regulations

Requirement	Details
Minimum Wage	\$16.28/hour (Washington State)
Overtime	Over 40 hours/week = 1.5x (no daily overtime)
Meal Breaks	30-minute unpaid meal break required if shift exceeds 5 hours
Rest Breaks	10-minute paid rest break for every 4 hours worked
Sick Leave	1 hour accrued per 40 hours worked

### Special Considerations for Bellevue

- No daily overtime requirement (differs from California)
- Paid Family and Medical Leave program (state-administered)
- Long-term care insurance payroll deduction

### Scheduling

- Schedules are posted weekly via our scheduling app
- Posted by Thursday for the following week
- Shift swap requests must be approved by supervisor
- Availability changes require 2 weeks notice
- Overtime requires pre-approval

## **Time Tracking**

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- Clock in/out at designated terminal
  - Meal breaks must be clocked out
  - Rest breaks are paid (remain clocked in)
  - Report any time discrepancies to supervisor immediately
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## Safety & Emergency Procedures

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### General Safety Rules

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1. Walk, don't run, in the kitchen
2. Keep aisles and exits clear
3. Clean spills immediately
4. Use wet floor signs
5. Lift with your legs, not your back
6. Never leave equipment unattended while in use
7. Know the location of fire extinguishers and first aid kits

### Fire Safety

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#### Fire Extinguisher Types:

- **Class K:** Kitchen fires (grease, cooking oil)
- **Class ABC:** General fires

#### Fire Extinguisher Use (PASS):

- **P**ull the pin
- **A**im at base of fire
- **S**queeze the handle
- **S**weep side to side

#### Grease Fire Protocol:

1. Turn off heat source
2. Cover with metal lid if safe
3. Use Class K extinguisher if needed

4. NEVER use water on grease fires
5. Evacuate if fire spreads

## Emergency Evacuation

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**Assembly Point: Adjacent parking structure, Level 1, near elevator lobby**

### Evacuation Procedure:

1. Stop all equipment
2. Alert others verbally
3. Exit via nearest safe exit
4. Meet at designated assembly point
5. Account for all staff
6. Do not re-enter until cleared by emergency services

## Emergency Contacts

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<i>Service</i>	<i>Contact</i>
Emergency (Police/Fire/Medical)	911
Nearest Hospital	Overlake Medical Center - 1035 116th Ave NE (5 min)
Fire Station	Station 4 - 1715 114th Ave SE (1.2 miles)
Police Non-Emergency	(425) 452-6917

## Utilities Shutoff

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Main electrical panel: utility room (key required); Gas shutoff: exterior east wall

## **First Aid**

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First aid kits are located at each handwashing station. Contents include:

- Bandages and gauze
- Burn gel
- Antiseptic wipes
- Gloves
- Eye wash
- CPR mask

### **For Serious Injuries:**

1. Call 911
  2. Notify shift supervisor
  3. Apply first aid if trained
  4. Do not move injured person unless danger present
  5. Complete incident report
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## *Weather Protocols*

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### **Primary Weather Concerns for Bellevue**

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- Rain (frequent) - slip hazards, driver delays
- Winter conditions - occasional ice and snow (rare but impactful)

### **Seasonal Notes**

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Rainy season October-April; prepare for extended delivery times

### **Winter Weather Protocol**

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**Activation Trigger:**

**Required Actions:**

### **Rain Protocol**

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Extra floor mats deployed; frequent floor checks; driver rain gear available

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## Local Management Contacts

### Kitchen Management

<i>Role</i>	<i>Name</i>	<i>Phone</i>	<i>Email</i>
Kitchen Manager	Sarah Mitchell	(425) 555-0311	smitchell@casperskitchen.com
Assistant Manager	James Park	(425) 555-0312	jpark@casperskitchen.com

### Regional Management

<i>Role</i>	<i>Name</i>	<i>Phone</i>	<i>Email</i>
Regional Manager	Michael Torres	(425) 555-0300	mtorres@casperskitchen.com

### Corporate Contacts

<i>Department</i>	<i>Email</i>
Human Resources	hr@casperskitchen.com
Operations	ops@casperskitchen.com
IT Support	it@casperskitchen.com
Safety	safety@casperskitchen.com

**Corporate Emergency Line:** 1-800-CK-HELP1 (1-800-254-3571)





## *Family Meal Operations (Bellevue Focus)*

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### **Popular Bundles**

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- Family Feast (feeds 4-6)
- Kids Combo Packs
- Sunday Dinner Special

### **Packaging Notes**

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Family meals use larger containers with compartmentalized sides

### **Volume Note**

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40% of dinner orders are family-sized bundles

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## *Acknowledgment*

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By signing below, I acknowledge that I have received and read the Bellevue Operations Manual. I understand the procedures, policies, and expectations specific to this location and agree to comply with them.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

\_\_\_\_\_

**Bellevue Operations Manual**

**Location Code: CK-BEL**

**Version 1.0 | January 2024**

**Property of Casper's Kitchen - Confidential**

For company-wide policies, please refer to the Casper's Kitchen Corporate Handbook.