

# San Francisco Operations Manual

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

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## Location Overview

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### San Francisco (CK-SF)

Detail	Information
Address	160 Spear St, San Francisco, CA 94105
Phone	(415) 555-0101
Fax	(415) 555-0102
Service Radius	4 miles
Daily Capacity	300+ orders/day

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### Market Focus

Health-conscious urban professionals

### Location Characteristics

- Highest concentration of health-focused brands
  - Strong brunch demand on weekends
  - Tech company catering orders common
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# Operating Hours & Peak Times

## Regular Hours

Day	Hours
Monday - Sunday	10:00 AM - 10:00 PM

## Peak Periods

Period	Time
Lunch Rush	11:00 AM - 1:30 PM
Dinner Rush	5:30 PM - 8:00 PM

**Note:** Tech company lunch breaks drive strong midday demand

## Staffing During Peak Hours

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

## Available Brands

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The following virtual brands operate from this location:

1. **Grain & Glory**
2. **Green Machine**
3. **Wok This Way**
4. **Pho Real**
5. **Thai One On**
6. **Mediterranean Nights**
7. **Taco 'Bout It**
8. **Pasta La Vista**
9. **Soul Bowl**
10. **Cluck Yeah**

### Brand Notes

- 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

## Facility Overview

- **Total Space:** 1800 sq ft
- **Location Code:** CK-SF

## Station Layout

Station	Location
Prep	Northwest corner, near walk-in access
Hot Line	Center kitchen, 2 parallel cooking lines
Wok Station	East wall, high-ventilation hood
Assembly	South side, adjacent to staging
Packaging	Southeast corner, near driver entrance

## Cooking Equipment

- 6-burner commercial gas range (2 units)
- 36" flat-top griddle
- Dual-basket deep fryer (2 units)
- Convection oven (2 units)
- Commercial wok station (high-BTU)
- Rice cooker (large capacity, 2 units)

- Panini press
- Commercial blender station

## Refrigeration Equipment

- Walk-in cooler (8' x 10')
- Walk-in freezer (6' x 8')
- Prep table with refrigerated base (3 units)
- Reach-in cooler (2-door)

## Other Equipment

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

## Equipment Responsibilities

- 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

# Kitchen Operations

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## Mise en Place

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

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

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

Order Type	Target Time	Maximum Time
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

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

**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:

Food Type	Internal Temperature
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

- 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

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**

Task	Frequency
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

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

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

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

Street loading zone on Spear St (yellow curb), 15-minute limit

## Driver Entrance

Side door on Spear St, marked 'Driver Pickup'

## Pickup Process

Check in via intercom, show order number on phone, receive bags at window

## Important Notes

- Do NOT park in building garage - expensive and slow
- Double parking enforced strictly during business hours
- Alternative: metered parking on Main St (2-hour limit)

## Driver Handoff Protocol

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

# Local Health Regulations

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## Regulatory Authority

**San Francisco Department of Public Health**

## Permit Information

- **Permit Type:** Food Facility Permit
- **Inspection Frequency:** Unannounced, typically 2-3 times per year

## Certification Requirements

- **Food Handler:** California Food Handler Card required within 30 days of hire
- **Manager:** ServSafe Manager Certification required for all supervisors

## Special Requirements for San Francisco

- Grease trap maintenance every 90 days
- Annual hood cleaning certification required
- CalCode compliance for food handler training
- Proposition 65 warning signage required

## Inspection Readiness

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

## California Labor Regulations

Requirement	Details
Minimum Wage	\$18.67/hour (San Francisco)
Overtime	Over 8 hours/day OR 40 hours/week = 1.5x; Over 12 hours/day = 2x
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 30 hours worked, up to 72 hours annually

## Special Considerations for San Francisco

- Predictive scheduling ordinance - schedules posted 14 days in advance
- Premium pay for schedule changes with less than 7 days notice
- Healthcare expenditure requirements for employers with 20+ employees

## 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

- 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

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

### 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- **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

**Assembly Point: Rear parking lot, north corner near loading dock**

### 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

Service	Contact
Emergency (Police/Fire/Medical)	911
Nearest Hospital	UCSF Medical Center - 505 Parnassus Ave (15 min)
Fire Station	Station 35 - 660 3rd St (0.5 miles)
Police Non-Emergency	(415) 553-0123

## Utilities Shutoff

Main electrical panel: back hallway; Gas shutoff: exterior west wall

## First Aid

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

## Earthquake Safety (California Locations)

DROP, COVER, HOLD ON. After shaking stops: check for gas leaks, evacuate if structural damage suspected, meet at assembly point

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## Weather Protocols

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### Primary Weather Concerns for San Francisco

- Fog and marine layer - affects driver visibility, especially evenings
- Occasional rain (winter) - increased delivery times, slip hazards

### Seasonal Notes

Mild year-round; no extreme weather protocols typically needed

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# Local Management Contacts

## Kitchen Management

Role	Name	Phone	Email
Kitchen Manager	Maria Santos	(415) 555-0111	msantos@casperskitchen.com
Assistant Manager	Kevin Tran	(415) 555-0112	ktran@casperskitchen.com

## Regional Management

Role	Name	Phone	Email
Regional Manager	Jennifer Wu	(415) 555-0100	jwu@casperskitchen.com

## Corporate Contacts

Department	Email
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)

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## Acknowledgment

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By signing below, I acknowledge that I have received and read the San Francisco 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: \_\_\_\_\_

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**Version 1.0 | January 2024**

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

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