

>> Silicon Valley Operations Manual

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

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Location Overview

Silicon Valley (CK-SV)

DETAIL	INFORMATION
Address	2500 El Camino Real, Palo Alto, CA 94306
Phone	(650) 555-0201
Fax	(650) 555-0202
Service Radius	4 miles
Daily Capacity	200+ orders/day

Market Focus

Tech workers, startups, late-night orders

Location Characteristics

- Fastest-growing location in network
 - Extended hours until 1 AM
 - Campus delivery protocols for tech companies
 - No day-of-week pattern - consistent volume all week
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Operating Hours & Peak Times

Regular Hours

DAY	HOURS
Monday - Sunday	10:00 AM - 1:00 AM

Peak Periods

PERIOD	TIME
Lunch Rush	11:30 AM - 1:30 PM
Dinner Rush	6:00 PM - 8:30 PM
Late Night	9:00 PM - 1:00 AM
Note: Significant late-night volume from tech campuses; no day-of-week pattern - consistent all week	

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

The following virtual brands operate from this location:

1. **NootroNourish**
2. **Wok This Way**
3. **Thai One On**
4. **Burrito Bandits**
5. **Pizza My Heart**
6. **Wing Commander**
7. **Curry Up**
8. **Seoul Food**
9. **Cluck Yeah**
10. **Five Gals Burgers**

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:** 2200 sq ft
- **Location Code:** CK-SV

Station Layout

STATION	LOCATION
Prep	North side, large prep area for high volume
Hot Line	Center kitchen, 3 parallel cooking lines
Pizza Station	Northwest corner, dedicated pizza prep and oven
Wok Station	East wall, high-ventilation hood
Assembly	South side, extended staging for late-night volume
Packaging	Southeast corner, dual driver windows

Cooking Equipment

- 6-burner commercial gas range (2 units)
- 48" flat-top griddle
- Dual-basket deep fryer (3 units - high volume)
- Convection oven (2 units)
- Commercial wok station (high-BTU)
- Pizza oven (deck style)
- Rice cooker (large capacity, 2 units)
- Commercial blender station

Refrigeration Equipment

- Walk-in cooler (10' x 12')
- Walk-in freezer (8' x 10')
- Prep table with refrigerated base (4 units)

- Reach-in cooler (3-door)
- Beverage cooler

Other Equipment

- Kitchen Display System (5 screens)
- Receipt printers (4 units)
- Heat lamp staging area (expanded)
- Three-compartment sink
- Handwashing stations (3)

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

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.

Food Safety & Hygiene

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

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

Parking

Dedicated lot behind building, 8 spaces marked 'Delivery Drivers Only'

Driver Entrance

Rear entrance, automatic door with driver code

Pickup Process

Park in designated spot, enter code 4521# at rear door, proceed to pickup counter

Important Notes

- Ample parking available - no street parking needed
- Well-lit lot for late-night safety
- Security camera coverage of parking area

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

Campus Delivery Notes (Silicon Valley)

Some campuses require advance security clearance; drivers must check delivery notes for campus-specific instructions

Participating Companies: Google, Meta, Apple, various startups

Note: Badge requirements vary; allow extra time for campus deliveries

Local Health Regulations

Regulatory Authority

Santa Clara County Environmental 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 Silicon Valley

- 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	\$17.55/hour (Palo Alto)
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 Silicon Valley

- Extended hours require careful overtime management
- Late-night differential pay for shifts ending after 11 PM
- Split shift premium if gap exceeds meal period

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

Safety & Emergency Procedures

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: Front sidewalk, east side near El Camino Real

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	Stanford Hospital - 300 Pasteur Dr (10 min)
Fire Station	Station 2 - 2675 Hanover St (0.8 miles)
Police Non-Emergency	(650) 329-2413

Utilities Shutoff

Main electrical panel: kitchen office; Gas shutoff: exterior north wall (red valve)

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

Weather Protocols

Primary Weather Concerns for Silicon Valley

- Occasional wildfires (fall) - may affect air quality and delivery
- Rare but intense rain events - drainage issues in parking lot

Seasonal Notes

Generally mild; air quality alerts possible during fire season

Air Quality Protocol (California)

Monitor AQI; masks available for outdoor work if AQI exceeds 150

Local Management Contacts

Kitchen Management

ROLE	NAME	PHONE	EMAIL
Kitchen Manager	Raj Patel	(650) 555-0211	rpatel@casperskitchen.com
Assistant Manager	Amanda Chen	(650) 555-0212	achen@casperskitchen.com
Late Night Supervisor	Derek Kim	(650) 555-0213	dkim@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)

Acknowledgment

By signing below, I acknowledge that I have received and read the Silicon Valley 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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For company-wide policies, please refer to the Casper's Kitchen Corporate Handbook.