

CHICAGO OPERATIONS MANUAL

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LOCATION OVERVIEW

Chicago (CK-CHI)

DETAIL	INFORMATION
Address	311 W Monroe St, Chicago, IL 60606
Phone	(312) 555-0401
Fax	(312) 555-0402
Service Radius	3.5 miles
Daily Capacity	350+ orders/day

MARKET FOCUS

Urban professionals, legacy customer base

LOCATION CHARACTERISTICS

- Legacy operation (first Casper's Kitchen location)
 - Highest daily volume capacity
 - Specialized deep dish equipment
 - Currently undergoing quality improvement initiative
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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 - 2:00 PM
Dinner Rush	5:00 PM - 8:00 PM

Note: Downtown office lunch rush is significant; weather heavily impacts delivery times

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
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AVAILABLE BRANDS

The following virtual brands operate from this location:

1. Deep Dish Dynasty
2. Chi-Town Dogs
3. Five Gals Burgers
4. Wing Commander
5. Italian Beef Brothers
6. Wok This Way
7. Pasta La Vista
8. Cluck Yeah
9. Taco 'Bout It
10. Grill Masters

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:** 2400 sq ft
- **Location Code:** CK-CHI

STATION LAYOUT

STATION	LOCATION
Prep	North side, expanded prep for high volume
Deep Dish Station	Northwest corner, dedicated pizza prep with dough retarder
Hot Line	Center kitchen, 3 parallel cooking lines
Grill Station	East side, burgers and Italian beef
Assembly	South side, multiple assembly lines
Packaging	Southeast corner, dual driver windows for speed

COOKING EQUIPMENT

- 6-burner commercial gas range (3 units - highest volume)
- 48" flat-top griddle (2 units)
- Dual-basket deep fryer (4 units)
- Convection oven (3 units)
- Deep dish pizza oven (specialized, 2 units)
- Char-broiler grill
- Hot dog steamer station

- Italian beef slicer and steam table

REFRIGERATION EQUIPMENT

- Walk-in cooler (12' x 14' - largest)
- Walk-in freezer (10' x 10')
- Prep table with refrigerated base (4 units)
- Reach-in cooler (3-door)
- Dough retarder (for deep dish)

OTHER EQUIPMENT

- Kitchen Display System (6 screens)
- Receipt printers (4 units)
- Heat lamp staging area (expanded)
- Deep dish pizza box station
- 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
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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

Alley access off Monroe St, loading zone (15-minute limit)

DRIVER ENTRANCE

Alley door, west side of building

PICKUP PROCESS

Pull into alley, buzz intercom, receive bags at alley window

IMPORTANT NOTES

- Alley can be congested during peak hours
- Alternative: metered street parking on Monroe (expensive)
- No overnight parking in alley
- Watch for delivery trucks during lunch rush

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
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LOCAL HEALTH REGULATIONS

REGULATORY AUTHORITY

Chicago Department of Public Health

PERMIT INFORMATION

- **Permit Type:** Retail Food Establishment License
- **Inspection Frequency:** Risk-based; typically 2-4 times per year

CERTIFICATION REQUIREMENTS

- **Food Handler:** City of Chicago Food Handler Training required within 30 days
- **Manager:** Chicago Food Service Sanitation Manager Certification required

SPECIAL REQUIREMENTS FOR CHICAGO

- Chicago Food Service Sanitation Certificate required
- Certified Food Service Manager on premises during all hours
- Grease trap pumping minimum quarterly
- Rat abatement program compliance

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

ILLINOIS LABOR REGULATIONS

REQUIREMENT	DETAILS
Minimum Wage	\$15.80/hour (Chicago)
Overtime	Over 40 hours/week = 1.5x (no daily overtime)
Meal Breaks	20-minute meal break required if shift exceeds 7.5 hours
Rest Breaks	No state-mandated rest breaks (company policy: 10 min per 4 hours)
Sick Leave	1 hour accrued per 40 hours worked, up to 40 hours annually

SPECIAL CONSIDERATIONS FOR CHICAGO

- Chicago Fair Workweek Ordinance applies
- Predictive scheduling with 10 days notice
- Premium pay for schedule changes
- Chicago Paid Leave and Paid Sick Leave Ordinance

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

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**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

Assembly Point: Alley exit, west side - gather near dumpster enclosure away from building

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	Northwestern Memorial Hospital - 251 E Huron St (10 min)
Fire Station	Engine 1 - 419 S Wells St (0.4 miles)
Police Non-Emergency	(312) 746-6000

UTILITIES SHUTOFF

Main electrical panel: basement utility room; Gas shutoff: alley side exterior (yellow handle)

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
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WEATHER PROTOCOLS

PRIMARY WEATHER CONCERNS FOR CHICAGO

- Extreme cold (winter) - equipment stress, driver safety, reduced delivery radius
- Snow and ice - significant delivery delays, slip hazards
- Summer heat waves - increased HVAC load, food safety vigilance

SEASONAL NOTES

Prepare for extreme seasonal variation; winters are harsh

WINTER WEATHER PROTOCOL

Activation Trigger: Below 20°F or significant snow/ice

Required Actions:

- Reduce delivery radius to 2.5 miles
- Extend quoted delivery times by 15-20 minutes
- Ensure all drivers have emergency kits
- Salt/ice melt at all entrances (check hourly)
- Hot food holding times reduced to prevent cold deliveries

SUMMER PROTOCOL

Monitor cooler temps more frequently; increase ice availability; hydration breaks for staff

LOCAL MANAGEMENT CONTACTS

KITCHEN MANAGEMENT

ROLE	NAME	PHONE	EMAIL
Kitchen Manager	Tony Russo	(312) 555-0411	trusso@casperskitchen.com
Assistant Manager	Michelle Washington	(312) 555-0412	mashington@casperskitchen.com
Quality Improvement Lead	David Chen	(312) 555-0413	dchen@casperskitchen.com
### Regional Management			

ROLE	NAME	PHONE	EMAIL
Regional Manager	Robert Martinez	(312) 555-0400	rmartinez@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)

QUALITY IMPROVEMENT INITIATIVE

The Chicago location is currently participating in a focused quality improvement initiative.

FOCUS AREAS

- Order accuracy improvement
- Delivery time consistency
- Customer satisfaction scores
- Staff training and retention

ADDITIONAL PROCEDURES

Additional quality checks in place; weekly review meetings with regional management

All staff are expected to participate actively in quality improvement efforts and bring suggestions to management.

DEEP DISH OPERATIONS (CHICAGO SPECIALTY)

PREP TIME REQUIREMENTS

Deep dish pizzas require 30-45 minute bake time

CUSTOMER COMMUNICATION

Recommend customers order deep dish 45+ minutes in advance

EQUIPMENT

Dedicated deep dish ovens maintain 425°F; dough retarder for daily fresh dough

TRAINING

All cooks receive specialized deep dish training

ACKNOWLEDGMENT

By signing below, I acknowledge that I have received and read the Chicago 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: _____

Chicago Operations Manual

Location Code: CK-CHI

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