

# Pocket Quality Reference Guide

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# Grilled Meat Products

## Bacon, Applewood Smoked

### Receiving Deliveries & Storage

|                      |                                       |
|----------------------|---------------------------------------|
| Case count           | 640 strips per case                   |
| Package count        | 8 packs, 80 strips per pack           |
| Primary storage      | Walk-in freezer                       |
| Primary shelf life   | 270 days                              |
| Stack height         | 9 cases                               |
| Secondary storage    | Walk-in refrigerator                  |
| Thaw time            | 24 hrs, single layer on a thaw rack   |
| Secondary shelf life | Unopened: 10 days including thaw time |

### Grill Area Storage

|                       |                         |
|-----------------------|-------------------------|
| Grill area storage    | Grill area refrigerator |
| Grill area shelf life | Open pack: 72 hrs       |

### Grill Times, Temperatures & Settings

|                     |                            |
|---------------------|----------------------------|
| Cook time           | 90 sec start point         |
| Gap setting         | .265                       |
| Target removal time | 12 sec                     |
| Maximum run size    | 8 strips                   |
| Grill temperature   | Upper: 425°F, Lower: 365°F |
| Grill warm up time  | 20 min                     |

### Blodgett Combi Oven

|                  |                              |
|------------------|------------------------------|
| Minimum per tray | 1 sheet, 8 strips per tray   |
| Maximum per tray | 2 sheets, 16 strips per tray |
| Total trays      | Up to 5 trays                |
| Temperature      | 375°F                        |
| Cook time        | 4 min                        |
| Steam            | 10%                          |

### Convotherm Combi Oven

|                  |                              |
|------------------|------------------------------|
| Minimum per tray | 1 sheet, 8 strips per tray   |
| Maximum per tray | 2 sheets, 16 strips per tray |
| Total trays      | Up to 5 trays                |
| Temperature      | 385°F                        |
| Cook time        | 4 min 15 sec                 |
| Cook mode        | Hot air                      |
| Fan speed        | 100%                         |
| Crisp and tasty  | Level 3                      |
| Steam            | No                           |

### Bacon Rack Holding Instructions

|            |                         |
|------------|-------------------------|
| Bacon rack | Room temp 4 hrs         |
| Maximum    | 16 full strips per tray |

**Troubleshooting**

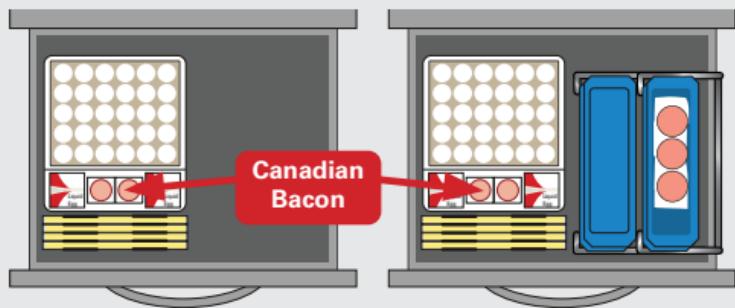
| <b>Problem</b>         | <b>Cause</b>                 | <b>Remedy</b>   |
|------------------------|------------------------------|---|
| Burnt/brittle/<br>hard | Overcooked,<br>grill too hot | Check settings, allow grill to cool to<br>proper temperature, check calibration |
| Limp/<br>not crispy    | Under-<br>cooked             | Check settings, increase cook time<br>to achieve target quality                 |

**Canadian Bacon****Receiving Deliveries & Storage**

|                           |                             |
|---------------------------|-----------------------------|
| <b>Case count</b>         | 312 ± 24 slices per case    |
| <b>Package count</b>      | 8 packs, 39 slices per pack |
| <b>Primary storage</b>    | Walk-in refrigerator        |
| <b>Primary shelf life</b> | 75 days unopened            |
| <b>Stack height</b>       | 7 cases                     |

**Grill Area Storage**

|                                 |   |
|---------------------------------|---|
| <b>Grill area storage</b>       | Grill area refrigerator                         |
| <b>Grill area shelf life</b>    | Open pack: 72 hrs                               |
| <b>Room temperature storage</b> | Can be stored near grill at room<br>temp 30 min |

**Refrigerated drawer holding options****Cold Zone Times & Settings**

|                         |                   |
|-------------------------|-------------------|
| <b>Cook time</b>        | 8-10 sec per side |
| <b>Maximum run size</b> | 8 slices          |

**UHC Holding Instructions**

|   |                            |
|---|----------------------------|
| <b>Slot temperature</b>   | 175°F or 185°F top/bottom  |
| <b>Holding time</b>   | 30 min                     |
| <b>Maximum per 1/3-size tray with<br/>false bottom and NO water</b> | 16 total, 4 stacks, 4 high |

**Troubleshooting**

| <b>Problem</b> | <b>Cause</b>                     | <b>Remedy</b>                                    |
|----------------|----------------------------------|--|
| Dark/dry       | Improper cooking/<br>overholding | Cook and place in UHC<br>according to procedures |

# Sausage

## Receiving Deliveries & Storage

|                           |                             |
|---------------------------|-----------------------------|
| <b>Case count</b>         | 324 ± 4 patties per case    |
| <b>Package count</b>      | 3 bags, 108 patties per bag |
| <b>Primary storage</b>    | Walk-in freezer             |
| <b>Primary shelf life</b> | <b>120</b> days             |
| <b>Stack height</b>       | 6 cases                     |

## Grill Area Storage

|                             |                          |
|-----------------------------|--------------------------|
| <b>Grill-side freezer</b>   | All day                  |
| <b>Secondary shelf life</b> | Use-thru date on package |

## Grill Times, Temperatures & Settings

|                            |                            |
|----------------------------|----------------------------|
| <b>Cook time</b>           | 88 sec start point         |
| <b>Gap setting</b>         | .350                       |
| <b>Target removal time</b> | 12 sec                     |
| <b>Maximum run size</b>    | 8 patties                  |
| <b>Grill temperatures</b>  | Upper: 425°F, Lower: 365°F |
| <b>Grill warm up time</b>  | 20 min                     |

## UHC Holding Instructions

|                                    |                                  |
|------------------------------------|----------------------------------|
| <b>Slot temperature</b>            | 175°F, 185°F or 200°F top/bottom |
| <b>Holding time</b>                | 60 min                           |
| <b>Maximum per tray with liner</b> | 16 total, 4 stacks, 4 high       |

## Troubleshooting

| Problem          | Cause  | Remedy  |
|------------------|--|---|
| Dry              | Grill settings incorrect   | Check settings, use tray liner  |
| Greasy/<br>soggy | No UHC liner   | Use tray liner  |
| Small            | Grill too hot, patties<br>overcooked or raw<br>product out of code | Check grill settings, calibration,<br>cooking procedures, and<br>internal temperature |

## Steak

### Receiving Deliveries & Storage

|                    |                      |
|--------------------|----------------------|
| Case count         | 128 patties per case |
| Primary storage    | Walk-in freezer      |
| Primary shelf life | 90 days              |
| Stack height       | 8 cases              |

### Grill Area Storage

|                      |                          |
|----------------------|--------------------------|
| Grill-side freezer   | All day                  |
| Secondary shelf life | Use-thru date on package |

### Grill Times, Temperatures & Settings

|                     |                            |
|---------------------|----------------------------|
| Cook time           | 158 sec (start point)      |
| Gap setting         | .530                       |
| Target removal time | 22 sec                     |
| Maximum run size    | 4 patties                  |
| Grill temperature   | Upper: 425°F, Lower: 365°F |
| Grill warm up time  | 20 min                     |

### UHC Holding Instructions

|                             |                                      |
|-----------------------------|--------------------------------------|
| Slot temperature            | 175°F top/bottom                     |
| Holding time                | 30 min                               |
| Maximum per tray with liner | 4 total, single layer (do not stack) |

### Troubleshooting

| Problem | Cause                                      | Remedy  |
|---------|--|---|
| Dry     | Improper cooking and/or holding procedures | Verify GAP is at .530, and cook time start achieves Food Safety Standards and Gold Standard Quality |

## Steak Seasoning

### Receiving Deliveries & Storage

|                    |                               |
|--------------------|-------------------------------|
| Case count         | 60 oz per case                |
| Package count      | 10 packages, 6-oz per package |
| Primary storage    | Dry storage                   |
| Primary shelf life | 12 months                     |
| Secondary storage  | Grill area in shaker          |

# Egg Products

## Folded Eggs

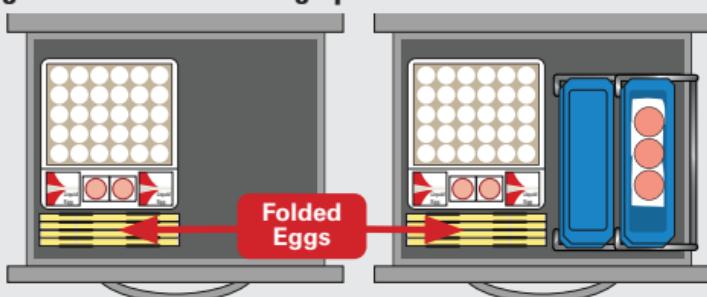
### Receiving Deliveries & Storage

|                             |                                     |
|-----------------------------|-------------------------------------|
| <b>Case count</b>           | 384 pieces per case                 |
| <b>Package count</b>        | 32 packs, 12 pieces per pack        |
| <b>Primary storage</b>      | Walk-in freezer                     |
| <b>Primary shelf life</b>   | 90 days                             |
| <b>Stack height</b>         | 6 cases                             |
| <b>Secondary storage</b>    | Walk-in refrigerator                |
| <b>Thaw time</b>            | 24 hrs, single layer on a thaw rack |
| <b>Secondary shelf life</b> | Unopened: 72 hrs including thaw     |

### Grill Area Storage

|                             |  |
|-----------------------------|--|
| <b>Secondary storage</b>    | Grill-side refrigerator                      |
| <b>Secondary shelf life</b> | Secondary code date                          |
| <b>Grill area</b>           | Can be stored near grill at room temp 30 min |

### Refrigerated drawer holding options



### Combi Ovens

| <b>Blodgett</b>         | <b>Folded Eggs</b> | <b>Folded Eggs Partial Tray</b> |
|-------------------------|--------------------|---------------------------------|
| <b>Minimum per tray</b> | 11                 | 2                               |
| <b>Maximum per tray</b> | 12                 | 10                              |
| <b>Total trays</b>      | Up to 3 trays      | Up to 3 trays                   |
| <b>Temperature</b>      | 360°F              | 360°F                           |
| <b>Cook time</b>        | 3 min 30 sec       | 3 min                           |
| <b>Steam</b>            | 90%                | 90%                             |

### Convotherm

### Folded Eggs

|                          |               |
|--------------------------|---------------|
| <b>Minimum per tray</b>  | 2 per tray    |
| <b>Maximum per tray</b>  | 12 per tray   |
| <b>Total trays</b>       | Up to 3 trays |
| <b>Temperature</b>       | 360°F         |
| <b>Cook time</b>         | 3 min 30 sec  |
| <b>Cook mode</b>         | Combi         |
| <b>Fan speed</b>         | 50%           |
| <b>Crisp &amp; tasty</b> | Level 0       |
| <b>Steam</b>             | 100%          |

## Grill Times, Temperatures & Settings

|                            |                            |
|----------------------------|----------------------------|
| <b>Cook time</b>           | 2 min                      |
| <b>Gap setting</b>         | .625                       |
| <b>Target removal time</b> | 30 sec                     |
| <b>Maximum run size</b>    | 12 eggs                    |
| <b>Cook temperature</b>    | Upper: 300°F, Lower: 285°F |
| <b>Warm up time</b>        | 20 min                     |

## Split-lid Retrofit

|                         |                   |
|-------------------------|-------------------|
| <b>Cook time</b>        | 1 min 45 sec      |
| <b>Maximum run size</b> | 6 front or 5 rear |
| <b>Cook temperature</b> | 285°F             |
| <b>Warm up time</b>     | 30 min            |

## Next Gen Egg Cooker

|                         |                   |
|-------------------------|-------------------|
| <b>Cook time</b>        | 2 min             |
| <b>Maximum run size</b> | 6 front or 6 rear |
| <b>Cook temperature</b> | 275°F             |
| <b>Warm up time</b>     | 30 min            |

*Next Gen Egg Cooker will arrive preprogrammed.*

## UHC Holding Instructions

|   |   |
|---|---|
| <b>Slot temperature</b>   | 175°F top/bottom  |
| <b>Holding time</b>   | 20 min  |
| <b>Maximum per 1/3-size tray with false bottom and Accu-Water</b> | 12 total, 6 stacks, 2 high<br>Add 1 pour of room temp water from the Accu-Water dispenser, refill as needed |

## Troubleshooting

| Problem                       | Cause                                | Remedy  |
|-------------------------------|--------------------------------------|---|
| <b>Brown on top or bottom</b> | Dirty grill                          | Clean grill after every run                                 |
|                               | Incorrect amount of clarified butter | Check the amount of clarified butter used                   |
|                               | Incorrect cook time                  | Check cooking procedures                                    |
|                               | Not enough water                     | Ensure enough water   |
| <b>Cold eggs</b>              | Eggs not thawed                      | Check thaw procedures, water amount, and equipment settings |
|                               | Not using correct amount of water    |   |
|                               | Incorrect cooking times and temps    |   |
| <b>Rubber</b>                 | Overcooked                           | Check cooking time and temp, adjust as necessary            |

# Scrambled Eggs (Liquid Eggs)

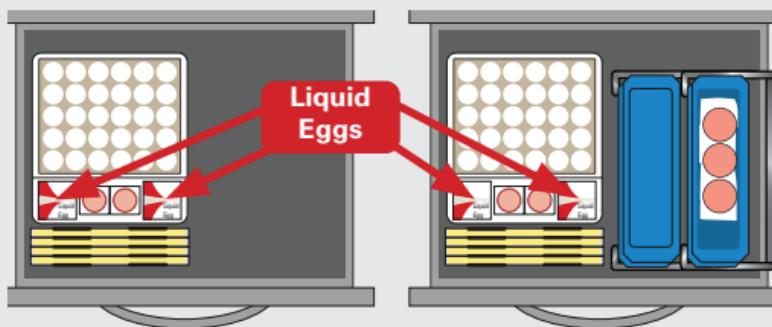
## Receiving Deliveries & Storage

|                           |                                   |
|---------------------------|-----------------------------------|
| <b>Case count</b>         | 39.6 lbs                          |
| <b>Package count</b>      | 18 cartons, 2.2 lbs per carton    |
| <b>Primary storage</b>    | Walk-in refrigerator              |
| <b>Primary shelf life</b> | 84 days                           |
| <b>Stack height</b>       | 5 cases                           |
| <b>Yield</b>              | 9 to 10 Big Breakfasts per carton |

## Grill Area Storage

|                             |  |
|-----------------------------|--|
| <b>Secondary storage</b>    | Grill-side refrigerator                      |
| <b>Secondary shelf life</b> | 24 hrs after opening                         |
| <b>Grill area</b>           | Can be stored near grill at room temp 30 min |

### Refrigerated drawer holding options



## Grill Times, Temperatures & Settings

|                            |  |
|----------------------------|--|
| <b>Cook time</b>           | Visual   |
| <b>Target removal time</b> | 20 sec   |
| <b>Maximum run size</b>    | 4 pours of liquid egg using 3.5-oz ladle, or<br>4 servings using manual egg scrambler<br>measuring cup |
| <b>Grill temperature</b>   | Lower: 285°F   |
| <b>Grill warm up time</b>  | 20 min   |

## UHC Holding Instructions

|   |   |
|---|---|
| <b>Slot temperature</b>   | 175°F top/bottom  |
| <b>Holding time</b>   | 20 min  |
| <b>Maximum per 1/3-size tray with false bottom and Accu-Water</b> | 4 total, single layer (do not stack). Add 1 pour of room temp water from the Accu-Water dispenser, refill as needed |

## Troubleshooting

| Problem                       | Cause                  | Remedy   |
|-------------------------------|------------------------|--|
| <b>Incorrect portion size</b> | Incorrect portion size | Manual scrambler: ensure proper ladle is being used to portion liquid eggs<br><br>Fork method: ensure proper dividing of scrambled eggs. First division is in the center, then divide the two remaining sections in half |

## Shell Eggs (Round)

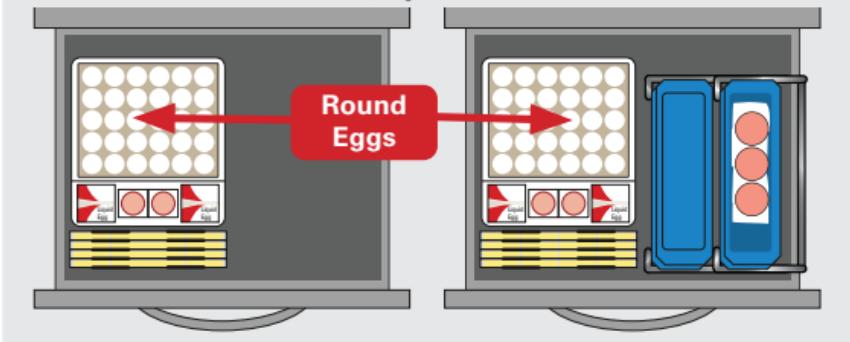
### Receiving Deliveries & Storage

|                 |                                    |
|-----------------|------------------------------------|
| Case count      | 180 eggs per case                  |
| Package count   | 6 trays, 30 eggs per tray          |
| Primary storage | 30 or 35 days, depending on region |
| Stack height    | 5 cases                            |

### Grill Area Storage

|                      |  |
|----------------------|--|
| Secondary storage    | Grill area refrigerator                      |
| Secondary shelf life | All day in grill area refrigerator           |
| Grill area           | Can be stored near grill at room temp 30 min |

### Refrigerated drawer holding options



### Grill Times, Temperatures & Settings

|                     |                            |
|---------------------|----------------------------|
| Cook time           | 2 min 30 sec start point   |
| Gap setting         | .625                       |
| Target removal time | 30 sec                     |
| Maximum run size    | 8 eggs                     |
| Grill temperature   | Upper: 300°F, Lower: 285°F |
| Grill warm up time  | 20 min                     |

### Split-lid Retrofit

|                  |                                |
|------------------|--------------------------------|
| Cook time, front | 2 min 30 sec                   |
| Cook time, rear  | 2 min 40 sec                   |
| Maximum run size | 6 front, 5 rear, total 11 eggs |
| Cook temperature | 285°F                          |
| Warm up time     | 30 min                         |

### Next Gen Egg Cooker

|                  |                                |
|------------------|--------------------------------|
| Cook time        | 2 min 30 sec                   |
| Maximum run size | 6 front, 6 rear, total 12 eggs |
| Cook temperature | 275°F                          |
| Warm up time     | 30 min                         |

Next Gen Egg Cookers will arrive preprogrammed.

***Shell Eggs (Round), continued***

| <b>Combi Ovens</b>       |                   |
|--------------------------|-------------------|
| <b>Blodgett</b>          | <b>Round Eggs</b> |
| <b>Minimum per tray</b>  | 1 per tray        |
| <b>Maximum per tray</b>  | 8 per tray        |
| <b>Total trays</b>       | Up to 3 trays     |
| <b>Temperature</b>       | 360°F             |
| <b>Cook time</b>         | 4 min 15 sec      |
| <b>Steam</b>             | 90%               |
| <b>Convotherm</b>        |                   |
| <b>Minimum per tray</b>  | 1 per tray        |
| <b>Maximum per tray</b>  | 8 per tray        |
| <b>Total trays</b>       | Up to 3 trays     |
| <b>Temperature</b>       | 360°F             |
| <b>Cook time</b>         | 4 min             |
| <b>Cook mode</b>         | Combi             |
| <b>Fan speed</b>         | 50%               |
| <b>Crisp &amp; Tasty</b> | Level 0           |
| <b>Steam</b>             | 100%              |

**UHC Holding Instructions**

|   |  |
|---|--|
| <b>Slot temperature</b>   | 175°F top/bottom   |
| <b>Hold time</b>  | 20 min   |
| <b>Maximum per 1/3-size tray with false bottom and Accu-Water</b> | 8 total, 4 stacks, 2 high<br>Add 1 pour of room temp water from the Accu-Water dispenser, refill as needed |

**Troubleshooting**

| <b>Problem</b> | <b>Cause</b> | <b>Remedy</b>   |
|----------------|--------------|---|
| <b>Runny</b>   | Undercooked  | Check cooking procedures, raw product, proper water amount, and equipment before adjusting cooking time |
| <b>Rubbery</b> | Overcooked   | Check cooking time and temperature, proper water amount, adjust as necessary                            |

# Hash Browns

## Hash Browns

### Receiving Deliveries & Storage

|                           |                           |
|---------------------------|---------------------------|
| <b>Case count</b>         | 150 pieces per case       |
| <b>Package count</b>      | 6 bags, 25 pieces per bag |
| <b>Primary storage</b>    | Walk-in freezer           |
| <b>Primary shelf life</b> | 180 days                  |
| <b>Stack height</b>       | 9 cases                   |

### Grill Area Storage

|                             |   |
|-----------------------------|---|
| <b>Secondary storage</b>    | Frozen fry dispenser rack or kitchen reach-in freezer |
| <b>Secondary shelf life</b> | Use-thru date on package                              |

### Fryer Times, Temperatures & Settings

|                           |              |
|---------------------------|--------------|
| <b>Cook time</b>          | 3 min        |
| <b>Maximum run size</b>   | 8 per basket |
| <b>Basket</b>             | Hash brown   |
| <b>Fryer temperature</b>  | 360°F        |
| <b>Fryer warm up time</b> | 45 min       |
| <b>Product selector</b>   | HBR          |

### Fry Station Holding Instructions

|                  |  |
|------------------|--|
| <b>Hold time</b> | 10 min in tray, single layer, bag hash browns to order |
|------------------|--|

### Troubleshooting

| Problem                  | Cause  | Remedy  |
|--------------------------|--|---|
| <b>Dark</b>              | Old fryer oil  | Follow oil management guidelines  |
| <b>Greasy/<br/>Soggy</b> | Overheld, pre-bagging, Hash brown basket left hanging over vat | Hold time less 10 minutes, bag to order, immediately dump hash browns onto rack |

# Ingredients

## American Cheese

| Receiving Deliveries & Storage |   |
|--------------------------------|---|
| <b>Case count</b>              | 1,280 slices per case                                 |
| <b>Package count</b>           | 8 sleeves, 160 slices per sleeve                      |
| <b>Primary storage</b>         | Walk-in refrigerator                                  |
| <b>Primary shelf life</b>      | 90 days   |
| <b>Stack height</b>            | 6 cases   |
| <b>Secondary storage</b>       | Grill-area refrigerator                               |
| <b>Secondary shelf life</b>    | 72 hrs, prepped in cheese pan                         |
| <b>Secondary holding time</b>  | Temper 2 hours in cheese pan, 2 hours on cheese plate |

## Troubleshooting

| Problem              | Cause                   | Remedy   |
|----------------------|-------------------------|--|
| <b>Not melted</b>    | Cheese too cold         | Ensure cheese is tempered correctly                    |
| <b>Dark and hard</b> | Exposed to air too long | Adhere to 2-hr hold time on cheese plate at prep table |

## Bagels

| Receiving Deliveries & Storage |                                     |
|--------------------------------|-------------------------------------|
| <b>Case count</b>              | 72 bagels per case                  |
| <b>Package count</b>           | 6 sleeves, 12 bagels per sleeve     |
| <b>Primary storage</b>         | Walk-in freezer                     |
| <b>Primary shelf life</b>      | 90 days                             |
| <b>Stack height</b>            | 7 cases                             |
| <b>Secondary storage</b>       | Bun racks, room temperature         |
| <b>Thaw time</b>               | 12 hrs, single layer on a thaw rack |
| <b>Secondary shelf life</b>    | 48 hrs, including 12 hrs thaw time  |

## Antunes Horizontal Radiant Toaster

|                      |                   |
|----------------------|-------------------|
| <b>Heater A</b>      | 65%               |
| <b>Heater B</b>      | 65%               |
| <b>Heater C</b>      | 0%                |
| <b>Toaster color</b> | 500 (start point) |

## Antunes MT-12 Toaster

|                     |        |
|---------------------|--------|
| <b>Warm up time</b> | 20 min |
|---------------------|--------|

## Prince Castle Universal Toaster

|                    |        |
|--------------------|--------|
| <b>Toast time</b>  | 48 sec |
| <b>Toast power</b> | 68%    |

**Prince Castle Horizontal Toaster**

Toast time 56 sec (start point)

Toast power 68%

**UHC Holding Instructions**

Slot temperature 175°F top/bottom

Holding time 20 min

Maximum per 1/3-size tray with wire rack 5, single layer

Maximum per 1/2-size tray with wire rack 10, single layer

**Biscuits, Frozen****Receiving Deliveries & Storage**

Case count 112 biscuits per case

Package count 7 trays, 16 biscuits per tray

Primary storage Walk-in freezer

Primary shelf life 90 days

Stack height 7 cases

Secondary storage Kitchen reach-in freezer

**Hobart/Wells "Non Flex" Oven**

| Trays   | Amount          | Temp  | Shelf Position      | Time          |
|---------|-----------------|-------|---------------------|---------------|
| 1       | 16 biscuits     | 375°F | Middle (5)          | 5 min         |
| 2       | 32 biscuits     | 375°F | Top (2), bottom (8) | 5 min         |
| Partial | 4 or 8 biscuits | 375°F | Middle (5)          | 3 min, 30 sec |

**Garland Convection "Flex" Oven**

| Trays   | Amount          | Temp  | Shelf Position      | Time          |
|---------|-----------------|-------|---------------------|---------------|
| 1       | 16 biscuits     | 375°F | Middle (5)          | 4 min, 15 sec |
| 2       | 32 biscuits     | 375°F | Top (2), bottom (8) | 4 min, 15 sec |
| Partial | 4 or 8 biscuits | 375°F | Middle (5)          | 3 min, 30 sec |

**Wells M 4200 "Flex" Oven**

| Trays   | Amount          | Temp  | Shelf Position      | Time          |
|---------|-----------------|-------|---------------------|---------------|
| 1       | 16 biscuits     | 375°F | Middle (5)          | 5 min         |
| 2       | 32 biscuits     | 375°F | Top (2), bottom (8) | 5 min         |
| Partial | 4 or 8 biscuits | 375°F | Middle (5)          | 3 min, 30 sec |

**Blodgett Combi Oven**

| Tray | Amount      | No. of Trays | Temp  | Time          |
|------|-------------|--------------|-------|---------------|
| Full | 16 biscuits | 3            | 375°F | 5 min, 45 sec |
| 1/2  | 8 biscuits  | 3            | 375°F | 5 min         |
| 1/4  | 4 biscuits  | 3            | 375°F | 4 min         |

**Biscuits, Frozen, continued****Convotherm Combi Oven**

| Tray        | Amount      | Number of Trays | Temp  | Time          | Mode    | Fan Speed | Crisp & Tasty |
|-------------|-------------|-----------------|-------|---------------|---------|-----------|---------------|
| <b>Full</b> | 16 biscuits | 3               | 375°F | 5 min, 45 sec | Hot air | 100%      | Level 0       |
| <b>1/2</b>  | 8 biscuits  | 3               | 375°F | 5 min, 45 sec | Hot air | 100%      | Level 0       |
| <b>1/4</b>  | 4 biscuits  | 3               | 375°F | 4 min         | Hot air | 100%      | Level 0       |

**Q-ing Oven**

| Code | Run Size    | Enter | Full Amount           | Q-ing Oven Time* |
|------|-------------|-------|-----------------------|------------------|
| 22   | 16 biscuits | 1     | 1 tray (16 biscuits)  | 2 min            |
|      |             | 2     | 1/2 tray (8 biscuits) | 1 min, 15 sec    |
|      |             | 3     | 1/4 tray (4 biscuits) | 45 sec           |

\*Note: Frozen Biscuits **cannot** be Q-ed in the OnCue Oven.

**UHC Holding Instructions**

|  |                  |
|--|------------------|
| <b>Slot temperature</b>                  | 175°F top/bottom |
| <b>Holding time</b>                      | 30 min           |
| <b>Maximum per 1/3-size tray w/liner</b> | 4 per tray       |
| <b>Maximum per 2/3-size tray w/liner</b> | 16 per tray      |

**Troubleshooting**

| Problem                        | Cause  | Remedy   |
|--------------------------------|--|--|
| <b>Dry/hard</b>                | Baked too long, overheld, thawed before Q-ing, didn't use butter | Check bake times, UHC hold time and temperature, keep frozen, ensure correct amount of softened butter is used (not clarified) |
| <b>Burnt/too light</b>         | Improper heating   | Check oven calibration, bake times, temperature settings, and shelf positioning  |
| <b>Doesn't separate easily</b> | Cold center  | Check oven calibration, bake times and temperature settings, verify Q-ing before baking  |

# Biscuits, Scratch Made

## Biscuit Mix

### Receiving Deliveries & Storage

|                           |  |
|---------------------------|--|
| <b>Case count</b>         | 15 pouches of biscuit mix<br>1 pouch of dusting flour  |
| <b>Package count</b>      | 2.29 lbs per pouch   |
| <b>Primary storage</b>    | Walk-in refrigerator   |
| <b>Primary shelf life</b> | 90 days  |
| <b>Stack height</b>       | 5 cases  |
| <b>Secondary storage</b>  | Grill-area refrigerator  |
| <b>Prepared trays</b>     | Label the bag with 30-min cooling time minimum and 6 hrs maximum refrigerated<br>Stage on bacon rack in walk-in cooler,<br>5 trays maximum |
| <b>Yield</b>              | 225 biscuits per case  |

## Buttermilk

### Receiving Deliveries & Storage

|                           |                                       |
|---------------------------|---------------------------------------|
| <b>Case count</b>         | 5 gal                                 |
| <b>Package count</b>      | 2 bags, 2.5 gal per bag               |
| <b>Primary storage</b>    | Walk-in refrigerator                  |
| <b>Primary shelf life</b> | 14 days                               |
| <b>Stack height</b>       | 5 cases                               |
| <b>Yield</b>              | 15 pours per pouch, 30 pours per case |

## Hobart/Wells "Non Flex" Oven

| Trays           | Amount            | Temp  | Shelf Position                  | Time           |
|-----------------|-------------------|-------|---------------------------------|----------------|
| <b>1 lined</b>  | 15 to 18 biscuits | 375°F | Middle (5)                      | 11 min, 30 sec |
| <b>2 lined</b>  | 30 to 36 biscuits | 375°F | Top (2), bottom (8)             | 12 min, 30 sec |
| <b>3 lined</b>  | 45 to 54 biscuits | 375°F | Top (2), middle (5), bottom (8) | 13 min         |
| <b>Partial:</b> | 6 to 9 biscuits   | 375°F | Middle (5)                      | 9 min, 30 sec  |
| <b>1 lined</b>  |                   |       |                                 |                |

## Garland Convection "Flex" Oven

| Trays           | Amount            | Temp  | Shelf Position                  | Time           |
|-----------------|-------------------|-------|---------------------------------|----------------|
| <b>1 lined</b>  | 15 to 18 biscuits | 375°F | Middle (5)                      | 11 min, 30 sec |
| <b>2 lined</b>  | 30 to 36 biscuits | 375°F | Top (2), bottom (8)             | 11 min, 30 sec |
| <b>3 lined</b>  | 45 to 54 biscuits | 375°F | Top (2), middle (5), bottom (8) | 11 min, 30 sec |
| <b>Partial:</b> | 6 to 9 biscuits   | 375°F | Middle (5)                      | 9 min          |
| <b>1 lined</b>  |                   |       |                                 |                |

**Biscuits, Scratch Made, continued****Wells M 4200 "Flex" Oven**

| Trays           | Amount            | Temp  | Shelf Position                  | Time           |
|-----------------|-------------------|-------|---------------------------------|----------------|
| <b>1 lined</b>  | 15 to 18 biscuits | 375°F | Middle (5)                      | 11 min, 30 sec |
| <b>2 lined</b>  | 30 to 36 biscuits | 375°F | Top (2), bottom (8)             | 11 min, 30 sec |
| <b>3 lined</b>  | 45 to 54 biscuits | 375°F | Top (2), middle (5), bottom (8) | 11 min, 30 sec |
| <b>Partial:</b> | 6 to 9 biscuits   | 375°F | Middle (5)                      | 9 min, 30 sec  |
| <b>1 lined</b>  |                   |       |                                 |                |

**Blodgett Combi Oven**

| Trays           | Amount            | No. of Trays | Temp  | Cook Time      | Steam |
|-----------------|-------------------|--------------|-------|----------------|-------|
| <b>Partial:</b> | 6 to 9 biscuits   | 1            | 375°F | 9 min          | No    |
| <b>1/2 tray</b> |                   |              |       |                |       |
| <b>Full</b>     | 15 to 18 biscuits | 2            | 375°F | 10 min, 30 sec | No    |

**Convotherm Combi Oven**

| Trays            | Amount          | No. of Trays | Temp  | Cook Time      | Mode    | Fan Speed | Crisp & Tasty |
|------------------|-----------------|--------------|-------|----------------|---------|-----------|---------------|
| <b>Partial,</b>  | 6 to 9 biscuits | 3            | 375°F | 9 min          | Hot air | 100%      | Level 3       |
| <b>1/2 tray</b>  |                 |              |       |                |         |           |               |
| <b>Full tray</b> | 15 biscuits     | 1 to 2       | 375°F | 10 min, 30 sec | Hot air | 100%      | Level 3       |

**UHC Holding Instructions**

|   |                  |
|---|------------------|
| <b>Slot temperature</b>                     | 175°F top/bottom |
| <b>Holding time</b>                         | 30 min           |
| <b>Maximum per 1/3-size tray with liner</b> | 4 per tray       |
| <b>Maximum per 2/3-size tray with liner</b> | 16 per tray      |

**Troubleshooting**

| Problem                        | Cause   | Remedy  |
|--------------------------------|---|---|
| <b>Dry/hard</b>                | Baked too long, overheld, didn't use stick butter | Check bake times, UHC holding times, and temperature settings, ensure softened stick butter is being used (not clarified) |
| <b>Burnt/too light</b>         | Improper heating                                  | Check oven calibration, bake times, temperature settings, and shelf positioning   |
| <b>Doesn't separate easily</b> | Cold center                                       | Check oven calibration, bake times, and temperature settings  |

## ***Breakfast Sauce***

### **Receiving Deliveries & Storage**

|                             |                                |
|-----------------------------|--------------------------------|
| <b>Case count</b>           | 128 oz per case                |
| <b>Package count</b>        | 8 pouches, 16 oz per pouch     |
| <b>Primary storage</b>      | Walk-in refrigerator           |
| <b>Primary shelf life</b>   | 120 days                       |
| <b>Stack height</b>         | 2 cases                        |
| <b>Secondary storage</b>    | Walk-in refrigerator           |
| <b>Secondary shelf life</b> | 7 days in FIFO squeeze bottles |
| <b>Grill area storage</b>   | All day, room temperature      |
| <b>Yield</b>                | 47 to 49 bagels per pouch      |

## ***Burrito, Sausage***

### **Burrito Mix**

### **Receiving Deliveries & Storage**

|                             |  |
|-----------------------------|--|
| <b>Case count</b>           | 12 lbs per case                                      |
| <b>Package count</b>        | 4 bags, 3 lbs per bag                                |
| <b>Primary storage</b>      | Walk-in freezer                                      |
| <b>Primary shelf life</b>   | 90 days  |
| <b>Stack height</b>         | 5 cases  |
| <b>Secondary storage</b>    | Walk-in refrigerator                                 |
| <b>Thaw time</b>            | 24 hrs, single layer on a thaw rack                  |
| <b>Secondary shelf life</b> | 72 hrs, including 24 hrs thaw time                   |
| <b>Yield</b>                | 23-24 burritos per bag, <b>285</b> burritos per case |

## ***Tortillas***

### **Receiving Deliveries & Storage**

|                             |                                     |
|-----------------------------|-------------------------------------|
| <b>Case count</b>           | 288 tortillas per case              |
| <b>Package count</b>        | 12 packages, 24 tortillas per pack  |
| <b>Primary storage</b>      | Walk-in freezer                     |
| <b>Primary shelf life</b>   | 120 days                            |
| <b>Stack height</b>         | 3                                   |
| <b>Secondary storage</b>    | Bun racks, room temperature         |
| <b>Thaw time</b>            | 12 hrs, single layer on a thaw rack |
| <b>Secondary shelf life</b> | 48 hrs, including 12 hrs thaw time  |

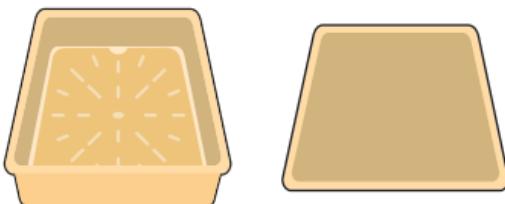
## ***Grill Area Storage, Rolled Burritos***

|                             |  |
|-----------------------------|--|
| <b>Secondary storage</b>    | Grill area refrigerator<br>Store in burrito pan, 20 rolled burritos maximum, 1 layer |
| <b>Secondary shelf life</b> | 24 hrs   |

**Burrito, Sausage, continued****Q-ing Oven & OnCue Oven**

| <b>Code</b> | <b>Full Run Size</b> | <b>Enter</b> | <b>Amount</b> | <b>Q-ing Oven Time</b> | <b>OnCue Oven Time</b> |
|-------------|----------------------|--------------|---------------|------------------------|------------------------|
| 55          | 6 burritos           | 1            | 1 burrito     | 19 sec                 | 19 sec                 |
|             |                      | 2            | 2 burritos    | 33 sec                 | 32 sec                 |
|             |                      | 3            | 3 burritos    | 45 sec                 | 44 sec                 |
|             |                      | 4            | 4 burritos    | 58 sec                 | 55 sec                 |
|             |                      | 5            | 5 burritos    | 78 sec                 | 70 sec                 |
|             |                      | 6            | 6 burritos    | 97 sec                 | 83 sec                 |

Half-size, amber, square container with lid and false bottom



Refer to the Q-ing/On Cue station guide for Sausage Burrito placement. Burritos can be Q-ed and served, or staged in UHC during high volume.

**UHC Holding Instructions**

|   |                           |
|---|---------------------------|
| <b>Slot temperature</b>                     | 175°F or 185°F top/bottom |
| <b>Holding time</b>                         | 20 min                    |
| <b>Maximum per 1/3-size tray with liner</b> | 6 burritos, single layer  |

**Troubleshooting**

| <b>Problem</b>     | <b>Cause</b>  | <b>Remedy</b>  |
|--------------------|---|--|
| <b>Hard or dry</b> | Improper preparation (tortillas exposed to air), adhering to secondary shelf life in reach-in refrigerator, or overholding in UHC. Not following Q-ing product position with a lid and false bottom | Ensure crew are following proper procedures for preparing and Q-ing burritos, monitoring secondary shelf life in walk-in refrigerator and UHC hold times |
| <b>Cold spots</b>  | Not completely thawed. Q-ing oven is not heating burritos to their optimal serving temperature  | Ensure 24-hr thaw, conduct an oven calibration check, immediately notify your owner/operator or supervisor if Q-ing oven does not meet standards         |

## Butter, Clarified

### Receiving Deliveries & Storage

|                             |                                |
|-----------------------------|--------------------------------|
| <b>Case count</b>           | 20 lbs per case                |
| <b>Package count</b>        | 4 lbs, 5 lbs per tub           |
| <b>Primary storage</b>      | Dry storage                    |
| <b>Primary shelf life</b>   | 90 days unopened               |
| <b>Secondary shelf life</b> | 14 days opened                 |
| <b>Stack height</b>         | 3 cases                        |
| <b>Secondary storage</b>    | Grill area at room temperature |
| <b>Secondary shelf life</b> | Melted: 36 hrs in spray bottle |

### Q-ing Oven & OnCue Oven

| Code | Full Run Size                      | Minimum Amount | Enter | Q-ing Amount | Oven Time | OnCue Oven Time |
|------|------------------------------------|----------------|-------|--------------|-----------|-----------------|
| 98   | 4 scoops                           | 2 scoops       | 2     | 2 scoops     | 30 sec    | 20 sec          |
|      | <i>Use blue handled #16 disher</i> |                | 3     | 3 scoops     | 30 sec    | 20 sec          |
|      |                                    |                | 4     | 4 scoops     | 30 sec    | 20 sec          |

If clarified butter is not melted, Q for an additional 10 seconds.

## Butter, Stick

### Receiving Deliveries & Storage

|                             |   |
|-----------------------------|---|
| <b>Case count</b>           | 144 sticks per case   |
| <b>Package count</b>        | 4 oz per stick  |
| <b>Primary storage</b>      | Walk-in refrigerator  |
| <b>Primary shelf life</b>   | 180 days  |
| <b>Stack height</b>         | 4 cases   |
| <b>Secondary storage</b>    | Pre-staged in butter cup with lid, good for 7 days in grill-area refrigerator |
| <b>Secondary shelf life</b> | 4 hrs after Q-ing at room temp or in butter warmer                            |

For Stick Butter yields refer to yields section at back of PQRG.

### Q-ing Oven & OnCue Oven

| Code | Full Run Size | Enter | Amount   | Q-ing Oven Time | OnCue Oven Time |
|------|---------------|-------|----------|-----------------|-----------------|
| 99   | 4 sticks      | 1     | 1 stick  | 15 sec          | 12 sec          |
|      |               | 2     | 2 sticks | 20 sec          | 16 sec          |
|      |               | 3     | 3 sticks | 25 sec          | 23 sec          |
|      |               | 4     | 4 sticks | 30 sec          | 28 sec          |

If necessary, heat in 2-second increments until temp of 82°F to 84°F is met.

### Troubleshooting

| Problem                        | Cause   | Remedy   |
|--------------------------------|---|--|
| <b>Liquefied</b>               | Overheated  | Discard  |
| <b>Leaking into warmer</b>     | Nozzle is cut                                       | Ensure squeeze bottle nozzle is not cut                            |
| <b>Not softened after Q-ed</b> | Not Q-ed properly, or Q-ing oven out of calibration | Ensure Q-ing procedures are followed, check Q-ing oven calibration |

## English Muffins

### Receiving Deliveries & Storage

|                             |                                     |
|-----------------------------|-------------------------------------|
| <b>Case count</b>           | 72 muffins per tray                 |
| <b>Package count</b>        | 6 bags, 12 muffins per bag          |
| <b>Primary storage</b>      | Walk-in freezer                     |
| <b>Primary shelf life</b>   | 90 days                             |
| <b>Stack height</b>         | 18 trays                            |
| <b>Secondary storage</b>    | Room temperature                    |
| <b>Thaw time</b>            | 12 hrs, single layer on a thaw rack |
| <b>Secondary shelf life</b> | 48 hrs, including 12 hrs thaw time  |

### Antunes Horizontal & Radiant Toaster

|                      |                   |
|----------------------|-------------------|
| <b>Heater A</b>      | 65%               |
| <b>Heater B</b>      | 65%               |
| <b>Heater C</b>      | 0%                |
| <b>Toaster color</b> | 750 (start point) |

### Antunes Universal Toaster

|                 |                |
|-----------------|----------------|
| <b>Speed</b>    | 178 to 184     |
| <b>Upper IR</b> | Range 80 to 84 |
| <b>Lower IR</b> | Range 32 to 36 |

### Prince Castle Universal Toaster

|                    |                             |
|--------------------|-----------------------------|
| <b>Toast time</b>  | 94 to 100 sec (start point) |
| <b>Toast power</b> | 68%                         |

### Antunes MT-12 Toaster

|                     |   |
|---------------------|---|
| <b>Warm up time</b> | 20 min  |
| <b>Toast time</b>   | Adjust screw in back of toaster to achieve target toast |

### Prince Castle Horizontal Toaster

|                    |                      |
|--------------------|----------------------|
| <b>Toast time</b>  | 94 sec (start point) |
| <b>Toast power</b> | 68%                  |

### UHC Holding Instructions

|  |  |
|--|--|
| <b>Slot temperature</b>                | 175°F top/bottom                         |
| <b>Holding time</b>                    | 15 min                                   |
| <b>Maximum per 1/3-size green tray</b> | 5 stacks, 1 high, 5 total, crown side up |

**Troubleshooting**

| <b>Problem</b>            | <b>Cause</b>  | <b>Remedy</b>   |
|---------------------------|---|---|
| <b>Burnt or too light</b> | Toast time is incorrect or improper cleaning of the toaster | Adjust the timer and ensure the toaster is regularly cleaned                            |
| <b>Cold</b>               | Overholding in the UHC or not properly thawed               | Ensure 15 min holding time in UHC is being followed<br>Use green tray with green insert |
| <b>Hard or dry</b>        | Not properly buttered                                       | Ensure English muffin crown is properly buttered<br>Use green tray with green insert    |
| <b>Soggy or hard</b>      | Incorrect UHC tray used                                     | Use green tray with green insert  |

**Hotcakes****Receiving Deliveries & Storage**

|                             |                                     |
|-----------------------------|-------------------------------------|
| <b>Case count</b>           | 216 hotcakes per case               |
| <b>Package count</b>        | 18 bags, 12 hotcakes per bag        |
| <b>Primary storage</b>      | Walk-in freezer                     |
| <b>Primary shelf life</b>   | 180 days                            |
| <b>Stack height</b>         | 8 cases                             |
| <b>Secondary storage</b>    | Walk-in refrigerator                |
| <b>Thaw time</b>            | 24 hrs, single layer on a thaw rack |
| <b>Secondary shelf life</b> | 72 hrs, including 24 hrs thaw time  |
| <b>Yield</b>                | 72 serving of 3 per order           |

**Grill Area Storage**

|                                |  |
|--------------------------------|--|
| <b>Grill-side refrigerator</b> | Follow secondary holding time on package |
|--------------------------------|--|

**Q-ing Oven & OnCue Oven**

| <b>Code</b> | <b>Full Run Size</b>     | <b>Enter</b> | <b>Amount</b>          | <b>Q-ing Oven Time</b> | <b>OnCue Oven Time</b> |
|-------------|--------------------------|--------------|------------------------|------------------------|------------------------|
| 33          | 2 orders, stacked 3 high | 1            | 1 order (3 hotcakes)   | 21 sec                 | 19 sec                 |
|             |                          | 2            | 2 orders (6 hotcakes)  | 41 sec                 | 40 sec                 |
|             |                          | 3            | 3 orders (9 hotcakes)  | 62 sec                 | Cannot heat in OnCue   |
|             |                          | 4            | 4 orders (12 hotcakes) | 80 sec                 | Cannot heat in OnCue   |

**UHC Holding Instructions**

|  |                                 |
|--|---------------------------------|
| <b>Slot temperature</b>                        | 175°F top/bottom                |
| <b>Holding time</b>                            | 30 min                          |
| <b>Maximum per 1/2-size fried product tray</b> | 4 orders (12 hotcakes) per tray |

*Hotcakes can be Q-ed and served, or be staged in UHC during high volume.*

## Hotcakes, continued

### Troubleshooting

| Problem         | Cause  | Remedy  |
|-----------------|--|---|
| Dry/hard edges  | Not refrigerated in grill area, exceeds 34°F to 40°F<br>Not protected by packaging<br>Exceeds holding time | Ensure proper handling in grill area is followed<br>Ensure holding time in UHC does not exceed 30 min |
| Cold spots      | Hotcakes not thawed before Q-ing   | Ensure hotcakes are properly thawed in single layer for 24 hrs  |
| Broken hotcakes | Case dropped, case not stored flat   | Ensure cases are not dropped, store cases flat, not on side   |

### McGriddles

#### Receiving Deliveries & Storage

|                    |                                  |
|--------------------|----------------------------------|
| Case count         | 192 McGriddles per case          |
| Package count      | 4 bags, 48 McGriddles per bag    |
| Primary storage    | Walk-in freezer                  |
| Primary shelf life | 270 days                         |
| Stack height       | 7 cases                          |
| Secondary storage  | Reach-in freezer                 |
| Yield              | 96 servings per case, 24 per bag |

#### Hobart/Wells "Non Flex" Oven

| Trays                  | Amount                       | Temp  | Shelf Position                     | Time  |
|------------------------|------------------------------|-------|------------------------------------|-------|
| 1/2:<br><b>1 lined</b> | 3 orders<br>(6 McGriddles)   | 375°F | Middle (5)                         | 7 min |
| <b>1 lined</b>         | 6 orders<br>(12 McGriddles)  | 375°F | Middle (5)                         | 7 min |
| <b>2 lined</b>         | 12 orders<br>(24 McGriddles) | 375°F | Top (2), bottom (8)                | 7 min |
| <b>3 lined</b>         | 18 orders<br>(36 McGriddles) | 375°F | Top (2), middle (5),<br>bottom (8) | 7 min |

**Note:** Maximum per tray is 12 McGriddles. Maximum bake is 3 trays.  
Bake McGriddles on a Quilon liner.

#### Garland Convection "Flex" Oven

| Trays                  | Amount                       | Temp  | Shelf Position                     | Time  |
|------------------------|------------------------------|-------|------------------------------------|-------|
| 1/2:<br><b>1 lined</b> | 3 orders<br>(6 McGriddles)   | 375°F | Middle (5)                         | 6 min |
| <b>1 lined</b>         | 6 orders<br>(12 McGriddles)  | 375°F | Middle (5)                         | 6 min |
| <b>2 lined</b>         | 12 orders<br>(24 McGriddles) | 375°F | Top (2), bottom (8)                | 6 min |
| <b>3 lined</b>         | 18 orders<br>(36 McGriddles) | 375°F | Top (2), middle (5),<br>bottom (8) | 6 min |

**Note:** Maximum per tray is 12 McGriddles. Maximum bake is 3 trays.  
Bake McGriddles on a Quilon liner.

## Wells M 4200 "Flex" Oven

| Trays                  | Amount                       | Temp  | Shelf Position                     | Time  |
|------------------------|------------------------------|-------|------------------------------------|-------|
| 1/2:<br><b>1 lined</b> | 3 orders<br>(6 McGriddles)   | 375°F | Middle (5)                         | 7 min |
| <b>1 lined</b>         | 6 orders<br>(12 McGriddles)  | 375°F | Middle (5)                         | 7 min |
| <b>2 lined</b>         | 12 orders<br>(24 McGriddles) | 375°F | Top (2), bottom (8)                | 7 min |
| <b>3 lined</b>         | 18 orders<br>(36 McGriddles) | 375°F | Top (2), middle (5),<br>bottom (8) | 7 min |

**Note:** Maximum per tray is 12 McGriddles. Maximum bake is 3 trays. Bake McGriddles on a Quilon liner.

## Blodgett Combi Oven

| Tray        | Amount       | Number of Trays | Temp  | Time  |
|-------------|--------------|-----------------|-------|-------|
| <b>Full</b> | 7 min/12 max | 3, lined        | 375°F | 7 min |

## Convotherm Combi Oven

| Tray        | Amount           | Number of Trays  | Temp  | Time  | Cook Mode | Fan Speed | Crisp & Tasty |
|-------------|------------------|------------------|-------|-------|-----------|-----------|---------------|
| <b>Full</b> | 6 min/<br>12 max | 1 to 3,<br>lined | 375°F | 6 min | Hot air   | 100%      | Level 0       |

## Secondary Storage Out of Oven

|   |  |
|---|--|
| <b>Pan</b>  | 1/3 4-inch deep pan with false bottom and no lid |
| <b>Hold time</b>  | Room temperature 4 hrs                           |
| <b>Maximum per 1/3-size 4-inch deep pan with false bottom</b> | 18 McGriddles, 3 rows of 6 McGriddles (shingled) |
| <b>Cool time</b>  | 15 min. If used within this time, no need to Q   |

## Q-ing Oven & OnCue Oven

| Code | Full Run Size              | Enter | Amount       | Q-ing Oven Time | OnCue Oven Time |
|------|----------------------------|-------|--------------|-----------------|-----------------|
| 11   | 4 orders<br>(8 McGriddles) | 1     | 2 McGriddles | 10 sec          | 9 sec           |
|      |                            | 2     | 4 McGriddles | 15 sec          | 14 sec          |
|      |                            | 3     | 6 McGriddles | 20 sec          | 20 sec          |
|      |                            | 4     | 8 McGriddles | 25 sec          | 25 sec          |

McGriddles can be Q-ed and served, or staged in UHC during high volume. Allow McGriddles to cool for 15 minutes out of oven. If used within 15 minutes, no need to Q.

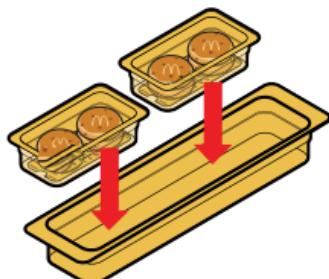
## McGriddles, continued

### UHC Holding Instructions

**Slot temperature** 175°F top/bottom

**Holding time** 20 min

**UHC trays** Place 1 or 2 utility trays inside 1/3-size UHC tray  
1 utility tray: 2 orders (4 McGriddles) per tray



McGriddles can be Q-ed and served, or staged in UHC during high volume.

### Troubleshooting

| Problem               | Cause   | Remedy   |
|-----------------------|---|--|
| <b>Doughy texture</b> | Internal temp not reaching target 170°F<br>Improper cooling     | Check oven calibration, bake time, and temp settings, ensure McGriddles are held in 1/3-size, amber, 4-inch pan with false bottom and no lid (shingled)      |
| <b>Too light/dark</b> | Improper reheating procedures                                   | Check oven calibration, bake time, and temperature settings, ensure McGriddles are baked from a frozen state   |
| <b>Dry/ too tough</b> | UHC hold time exceeded  | Ensure maximum holding time is 20 min in UHC and 4 hrs at room temperature after baking  |
| <b>Mis-shapen</b>     | Improper room temp staging<br>Exceeded holding time out of oven | Ensure McGriddles are staged properly with 3 rows of 6 cakes in 1/3-size 4-inch pan with false bottom, ensure McGriddles are not held out of oven over 4 hrs |

## Oatmeal

### Receiving Deliveries & Storage

**Case count** 150 packets per case

**Primary storage** Dry storage

**Primary shelf life** 270 days

**Stack height** 6 cases

**Secondary storage** Service area center island

**Secondary shelf life** Unopened use-thru date on package - Opened in pre-staged bowl with lid: 24 hrs

## Cranberry/Raisin Blend

### Receiving Deliveries & Storage

|                             |                          |
|-----------------------------|--------------------------|
| <b>Case count</b>           | 200 packets per case     |
| <b>Primary storage</b>      | Dry storage              |
| <b>Primary shelf life</b>   | 360 days                 |
| <b>Secondary storage</b>    | Center island            |
| <b>Secondary shelf life</b> | Use-thru date on package |

## Diced Apples

### Receiving Deliveries & Storage

|                             |  |
|-----------------------------|--|
| <b>Case count</b>           | 40 packets per case  |
| <b>Primary storage</b>      | Walk-in refrigerator   |
| <b>Primary shelf life</b>   | 14 days  |
| <b>Stack height</b>         | 3 cases  |
| <b>Secondary storage</b>    | Service area refrigerator or cold pan  |
| <b>Secondary shelf life</b> | Use-thru date on package<br>If using cold pan, pan must be changed every 4 hours |

## Q-ing Breakfast Products

Two types of Q-ing ovens are in McDonald's restaurant system – the standard Q-ing Oven and the OnCue Oven. Ensure the proper oven times are being followed.



## Biscuits, Frozen

| Code | Full Run Size | Enter | Amount                   | Q-ing Oven Time* |
|------|---------------|-------|--------------------------|------------------|
| 22   | 16 biscuits   | 1     | 1 tray<br>(16 biscuits)  | 2 min            |
|      |               | 2     | 1/2 tray<br>(8 biscuits) | 1 min, 15 sec    |
|      |               | 3     | 1/4 tray<br>(4 biscuits) | 45 sec           |

\*Note: Frozen Biscuits **cannot** be Q-ed in the OnCue Oven.

***Butter, Clarified***

| Code | Full Run Size | Minimum Amount | Enter | Amount   | Q-ing Oven Time | OnCue Oven Time |
|------|---------------|----------------|-------|----------|-----------------|-----------------|
| 98   | 4 scoops      | 2 scoops       | 2     | 2 scoops | 30 sec          | 20 sec          |
|      |               |                | 3     | 3 scoops | 30 sec          | 20 sec          |
|      |               |                | 4     | 4 scoops | 30 sec          | 20 sec          |

***Butter, Stick***

| Code | Full Run Size | Enter | Amount   | Q-ing Oven Time | OnCue Oven Time |
|------|---------------|-------|----------|-----------------|-----------------|
| 99   | 4 sticks      | 1     | 1 stick  | 15 sec          | 12 sec          |
|      |               | 2     | 2 sticks | 20 sec          | 16 sec          |
|      |               | 3     | 3 sticks | 25 sec          | 23 sec          |
|      |               | 4     | 4 sticks | 30 sec          | 28 sec          |

***Cinnamon Rolls***

| Code | Full Run Size    | Enter | Amount  | Q-ing Oven Time | OnCue Oven Time |
|------|------------------|-------|---------|-----------------|-----------------|
| 77   | 2 cinnamon rolls | 1     | 1 roll  | 12 sec          | 12 sec          |
|      |                  | 2     | 2 rolls | 20 sec          | 20 sec          |

***Hotcakes***

| Code | Full Run Size            | Enter | Amount                 | Q-ing Oven Time | OnCue Oven Time      |
|------|--------------------------|-------|------------------------|-----------------|----------------------|
| 33   | 2 orders, stacked 3 high | 1     | 1 order (3 hotcakes)   | 21 sec          | 19 sec               |
|      |                          | 2     | 2 orders (6 hotcakes)  | 41 sec          | 40 sec               |
|      |                          | 3     | 3 orders (9 hotcakes)  | 62 sec          | Cannot heat in OnCue |
|      |                          | 4     | 4 orders (12 hotcakes) | 80 sec          | Cannot heat in OnCue |

***McGriddles***

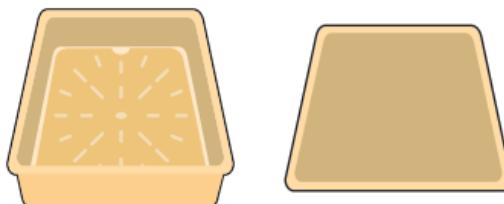
| Code | Full Run Size           | Enter | Amount       | Q-ing Oven Time | OnCue Oven Time |
|------|-------------------------|-------|--------------|-----------------|-----------------|
| 11   | 4 orders (8 McGriddles) | 1     | 2 McGriddles | 10 sec          | 9 sec           |
|      |                         | 2     | 4 McGriddles | 15 sec          | 14 sec          |
|      |                         | 3     | 6 McGriddles | 20 sec          | 20 sec          |
|      |                         | 4     | 8 McGriddles | 25 sec          | 25 sec          |

*McGriddles can be Q-ed and served, or staged in UHC during high volume. Allow McGriddles to cool for 15 min out of oven. If used within 15 min, no need to Q.*

## Sausage Burrito

| Code | Full Run Size | Enter | Amount     | Q-ing<br>Oven Time | OnCue<br>Oven Time |
|------|---------------|-------|------------|--------------------|--------------------|
| 55   | 6 burritos    | 1     | 1 burrito  | 19 sec             | 19 sec             |
|      |               | 2     | 2 burritos | 33 sec             | 32 sec             |
|      |               | 3     | 3 burritos | 45 sec             | 44 sec             |
|      |               | 4     | 4 burritos | 58 sec             | 55 sec             |
|      |               | 5     | 5 burritos | 78 sec             | 70 sec             |
|      |               | 6     | 6 burritos | 97 sec             | 83 sec             |

Half-size square container with lid and false bottom



Refer to the Q-ing/On Cue station guide for Sausage Burrito placement. Burritos can be Q-ed and served, or staged in UHC during high volume.

## Sausage Gravy

| Code | Full Run Size                        | Enter | Amount                           | Q-ing<br>Oven Time           | OnCue<br>Oven Time           |
|------|--------------------------------------|-------|----------------------------------|------------------------------|------------------------------|
| 23   | 1/2-size,<br>4" deep pan<br>with lid | 1     | 1 can                            | 3 min, 40 sec;<br>then stir  | 3 min, 40 sec;<br>then stir  |
|      |                                      | 2     | 2nd heat<br>cycle                | 3 min, 40 sec;<br>then stir* | 3 min, 40 sec;<br>then stir* |
|      |                                      | 3     | Additional<br>time, if<br>needed | 60 sec;<br>then stir**       | 60 sec;<br>then stir**       |

\*After heating second time, check internal temperature.

Temperature should be 160°F to 170°F.

\*\*If necessary, repeat until temperature reaches 160°F to 170°F.

Poor in metal pan, place in marinator.

## Biscuits & Gravy

| Code | Full Run Size                | Enter | Amount     | Q-ing<br>Oven Time | OnCue*<br>Oven Time |
|------|------------------------------|-------|------------|--------------------|---------------------|
| 24   | 2 1/9-size pans<br>with lids | 1     | 1 serving  | 15 sec             | 12 sec              |
|      |                              | 2     | 2 servings | 20 sec             | 16 sec              |

\*For OnCue remove shelf.

# Gold Standard Quality Descriptions

## *Hash Browns*



### **Appearance**

- Oval patties with varying degrees of golden tones on the surface.
- Minor highlights and bright white interior.
- Firm enough to hold without breaking easily.
- Not excessively oily.
- Served hot and fresh.

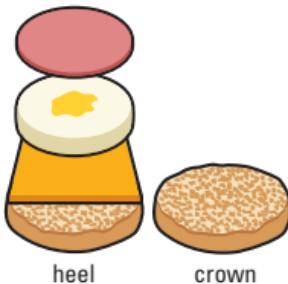
### **Temperature and Texture**

Crisp firm bite with moist potato inside and distinct piece identity, with slight bite resistance.

### **Taste**

Lightly seasoned, freshly cooked fried potato flavor, with clean oil flavor and slightly salty.

# Egg McMuffin



## Appearance

- Egg McMuffin is an egg, Canadian bacon, and cheese breakfast sandwich. The sandwich is neat and holds together well.
- The English muffin is a round, creamy-white muffin with medium golden brown exterior highlights, and a light cornmeal dusting.
- Internally, the muffin is porous with varying small and large holes (has pronounced nooks and crannies). With a brown uniform toast (not burnt).
- Cheese is slightly melted with draped corners.
- The whole round egg is fully cooked, with a cooked/gelled yellow yolk.
- Round Canadian style bacon is reddish pink, with a slightly darker rind.

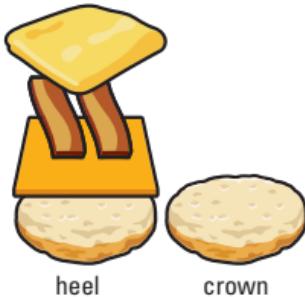
## Temperature and Texture

- The Egg McMuffin sandwich is hot.
- Toasted English Muffin is slightly crisp, with a tender, resilient, slightly moist texture.
- The egg is tender, moist, and slightly resilient, with a smooth creamy texture from the cheese.
- The Canadian style bacon is moist and tender with a slight chew.

## Taste

The taste is freshly toasted English Muffin, with mild egg, light butter, and cheddar cheese flavors, with a sweet and salty, smoked cured pork flavor.

## Bacon, Egg & Cheese Biscuit



### Appearance

- The sandwich is neat and holds together well.
- The biscuit has a uniform, golden brown, slightly shiny surface.
- Golden yellow folded egg, with 2 half strips of reddish-brown, Applewood smoked bacon.
- Cheese is slightly melted with draped corners.

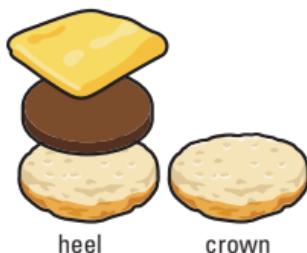
### Temperature and Texture

- The sandwich is hot.
- Biscuit is slightly crispy with a lightly buttered crown and a flaky, moist interior.
- The folded egg is tender, moist, and fluffy with a smooth creamy texture from the cheese.
- The bacon is slightly crisp and tender.

### Taste

The taste is a balanced blend of a tender, flaky, lightly buttered buttermilk biscuit, egg and creamy, mild cheddar cheese flavor and Applewood smoked, salty bacon flavor.

## Sausage Biscuit with Egg



### Appearance

- Sausage Biscuit with Egg is an egg and sausage breakfast sandwich. The sandwich is neat and holds together well.
- The biscuit has a uniform, golden brown, slightly shiny surface.

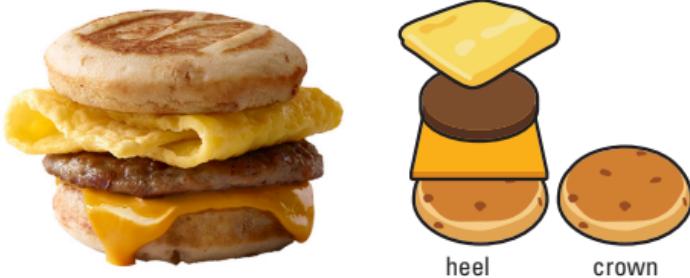
### Temperature and Texture

- The Sausage Biscuit with Egg sandwich is hot.
- Biscuit is slightly crispy with a lightly buttered crown and a flaky, moist interior.
- The folded egg is tender, moist, and fluffy.
- The sausage is moist and has a tender bite.

### Taste

Tender and flaky, lightly buttered buttermilk biscuit, moist fluffy egg and spicy/sage pork flavor with a slight sweetness and saltiness.

## Sausage, Egg & Cheese McGriddle



### Appearance

- The sandwich is neat and holds together well.
- The golden brown McGriddle cake is a non-uniform mix of light to golden brown color, infused with sweetness of syrup, and the Golden Arches logo clearly visible on the top.
- Golden yellow folded egg and a seared, brown, pork sausage patty and slightly melted cheese with draped corners.

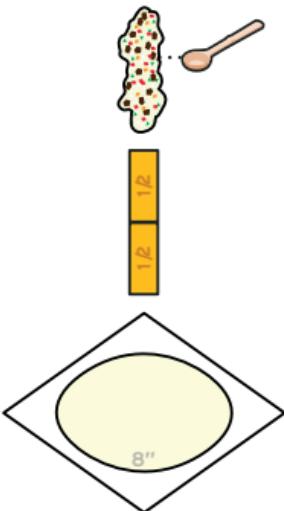
### Temperature and Texture

- The sandwich is hot.
- The McGriddle cake has a resilient outside surface with a slightly chewy, moist center that breaks down easily in the mouth with a dense pancake texture and hints of syrup. It may have a slight crispness on external edge.
- The folded egg is tender, moist, and fluffy with a smooth creamy texture from the cheese.
- The sausage is moist and has a tender bite.

### Taste

Sweet maple flavor from the McGriddle cake, with moist fluffy egg, spicy sage and red pepper heat from the pork sausage, and creamy mild cheddar cheese flavor.

## Breakfast Sausage Burrito



### Appearance

Sausage Burrito is an 8-inch creamy white flour tortilla with brown toast points filled with cheese, egg scrambles, red and green pepper pieces, and brown sausage crumbles.

### Temperature and Texture

- The burrito is hot.
- The tortilla is soft, tender and pliable.
- One end is folded and is tender, not hard or dry.
- The filling is a blend of moist, tender egg, sausage and vegetable pieces, and creamy cheese slightly melted.

### Taste

The taste is a well-balanced blend of tortilla, vegetables, egg, mild cheddar cheese, and slightly spicy pork sausage flavors, with a mild black pepper flavor.

## ***Big Breakfast with Hotcakes***



### **Appearance**

- Big Breakfast with Hotcakes is a platter with fluffy, bright yellow scrambled eggs, a seared, round pork sausage patty, a stack of golden brown, round hotcakes, and a golden brown biscuit.
- Hash brown has varying degrees of golden tones on the surface with minor highlights and bright white interior.
- Hash brown is firm enough to hold without breaking easily and not excessively oily.

### **Temperature and Texture**

- The sausage patty is moist and has a tender bite.
- Scrambled egg is moist and tender.
- Hotcakes are tender and have an airy texture, and the biscuit is slightly crispy with a flaky and moist interior.
- Hash brown is hot and fresh.
- Hash brown has a crisp firm bite with moist potato inside and distinct piece identity, with slight bite resistance.

### **Taste**

Pork sausage is slightly spicy with a moderate sage flavor and finishes with a slight sweetness and saltiness. Hotcakes have a balanced flavor of sweetness, a hint of vanilla and dairy flavor. Biscuit has a buttery, buttermilk flavor and the eggs have a mild eggy flavor. Hash brown is lightly seasoned, freshly cooked fried potato flavor, with clean oil flavor and slightly salty.

# **Breakfast Menu Quality Ingredients**

| <b>Ingredient</b>              | <b>Quality Characteristics</b>   |
|--------------------------------|--|
| <b>American Cheese</b>         | Creamy, mild cheddar flavor, slightly salty.   |
| <b>Bacon, Applewood Smoked</b> | Bacon is slightly crisp and chewy, but easy to bite through.   |
| <b>Bagels</b>                  | Lightly buttered, evenly toasted, golden brown, slightly crisp outside.  |
| <b>Breakfast Sauce</b>         | Creamy, glossy, pale yellow color with black pepper specks; vinegary, tangy, and peppery with mild onion, egg, and smoked bacon flavor.  |
| <b>Canadian Bacon</b>          | Light smoky, slightly salty flavor, pink color, dark rind.   |
| <b>English Muffins</b>         | Lightly buttered, evenly toasted, moist and slightly crisp.  |
| <b>Biscuits</b>                | Slightly crisp crown and heel, with a flaky, moist interior, buttermilk flavor, lightly buttered crown   |
| <b>Folded Eggs</b>             | Bright yellow color, moist, tender, fluffy, no browning.   |
| <b>McGriddles</b>              | Light golden brown with dark brown maple spots, clearly visible McDonald's logo, cream colored interior with some dark brown areas, springy, moist and slightly chewy, slightly crisp outside edge. Serve with Golden Arches logo facing out on finished sandwich. |
| <b>Hash Browns</b>             | Golden brown color, crispy outside, slightly salty, moist potato inside.   |
| <b>Hotcakes</b>                | Golden brown color, airy texture, sweet.   |
| <b>Round Eggs (Cooked)</b>     | Round, moist, and tender with the egg white solid and not runny, and the yolk gelled, not runny or hard cooked.  |
| <b>Sausage Burrito Mix</b>     | Tender, moist, light scrambled egg texture with slightly resilient, tender sausage pieces. Flavor is a well-balanced blend of sausage, egg, vegetables and black pepper flavoring.   |
| <b>Sausage Patties</b>         | Brown appearance, fairly round and consistent in size and color, uniform thickness, evenly browned, flat and no pink color, sweet, spicy, high quality pork, moist, juicy, tender to bite.   |
| <b>Scrambled Eggs</b>          | Bright yellow color, moist, tender, fluffy.  |
| <b>Steak Patties</b>           | Mild beef flavor, juicy, correctly seasoned.   |
| <b>Steak Seasoning</b>         | Strong salt, garlic, and black pepper flavor, textured with spice seeds, salt, dill seed, coriander seed, and red pepper.  |
| <b>Tortillas, 8-inch Flour</b> | Round to slightly oval and creamy white in color with medium brown toast points randomly spaced and visible on both sides, soft and pliable.   |

# Grilled Meat Products

## Bacon, Applewood Smoked

### Receiving Deliveries & Storage

|                             |                                       |
|-----------------------------|---------------------------------------|
| <b>Case count</b>           | 640 strips per case                   |
| <b>Package count</b>        | 8 packs, 80 strips per pack           |
| <b>Primary storage</b>      | Walk-in freezer                       |
| <b>Primary shelf life</b>   | <b>270</b> days                       |
| <b>Stack height</b>         | 9 cases                               |
| <b>Secondary storage</b>    | Walk-in refrigerator                  |
| <b>Thaw time</b>            | 24 hrs, single layer on a thaw rack   |
| <b>Secondary shelf life</b> | Unopened: 10 days including thaw time |

### Grill Area Storage

|                              |                         |
|------------------------------|-------------------------|
| <b>Grill area storage</b>    | Grill area refrigerator |
| <b>Grill area shelf life</b> | Open pack: 72 hrs       |

### Grill Times, Temperatures & Settings

|                            |                            |
|----------------------------|----------------------------|
| <b>Cook time</b>           | 90 sec start point         |
| <b>Gap setting</b>         | .265                       |
| <b>Target removal time</b> | 12 sec                     |
| <b>Maximum run size</b>    | 8 strips                   |
| <b>Grill temperature</b>   | Upper: 425°F, Lower: 365°F |
| <b>Grill warm up time</b>  | 20 min                     |

### Blodgett Combi Oven

|                         |                              |
|-------------------------|------------------------------|
| <b>Minimum per tray</b> | 1 sheet, 8 strips per tray   |
| <b>Maximum per tray</b> | 2 sheets, 16 strips per tray |
| <b>Total trays</b>      | Up to 5 trays                |
| <b>Temperature</b>      | 375°F                        |
| <b>Cook time</b>        | 4 min                        |
| <b>Steam</b>            | 10%                          |

### Convotherm Combi Oven

|                         |                              |
|-------------------------|------------------------------|
| <b>Minimum per tray</b> | 1 sheet, 8 strips per tray   |
| <b>Maximum per tray</b> | 2 sheets, 16 strips per tray |
| <b>Total trays</b>      | Up to 5 trays                |
| <b>Temperature</b>      | 385°F                        |
| <b>Cook time</b>        | 4 min 15 sec                 |
| <b>Cook mode</b>        | Hot air                      |
| <b>Fan speed</b>        | 100%                         |
| <b>Crisp and tasty</b>  | Level 3                      |
| <b>Steam</b>            | No                           |

### Bacon Rack Holding Instructions

|                   |                         |
|-------------------|-------------------------|
| <b>Bacon rack</b> | Room temp 4 hrs         |
| <b>Maximum</b>    | 16 full strips per tray |

**Troubleshooting**

| <b>Problem</b>             | <b>Cause</b>                 | <b>Remedy</b>   |
|----------------------------|------------------------------|---|
| Burnt/<br>brittle/<br>hard | Overcooked,<br>grill too hot | Check settings, allow grill to cool to<br>proper temperature, check calibration |
| Limp/<br>not crispy        | Undercooked                  | Check settings, increase cook time to<br>achieve target quality                 |

**10:1 Meat (Regular)****Receiving Deliveries & Storage**

|                           |                 |
|---------------------------|-----------------|
| <b>Case count</b>         | 384 ± 4 patties |
| <b>Primary storage</b>    | Walk-in freezer |
| <b>Primary shelf life</b> | 90 days         |
| <b>Stack height</b>       | 8 cases         |

**Grill Area Storage**

|                           |         |
|---------------------------|---------|
| <b>Grill-side freezer</b> | All day |
|---------------------------|---------|

**Grill Times, Temperatures & Settings**

|                            |                            |
|----------------------------|----------------------------|
| <b>Cook time</b>           | 38 sec start point         |
| <b>Gap setting stage 1</b> | .245 for 5 sec             |
| <b>Gap setting stage 2</b> | .265 for 33 sec            |
| <b>Target removal time</b> | 12 sec                     |
| <b>Maximum run size</b>    | 8 patties                  |
| <b>Grill temperature</b>   | Upper: 425°F, Lower: 365°F |
| <b>Grill warm up time</b>  | 20 min                     |

**UHC Holding Instructions**

|                                    |                            |
|------------------------------------|----------------------------|
| <b>Slot temperature</b>            | 175° top/bottom            |
| <b>Holding time</b>                | 15 min                     |
| <b>Maximum per tray with liner</b> | 16 total, 4 stacks, 4 high |

**Troubleshooting**

| <b>Problem</b> | <b>Cause</b>   | <b>Remedy</b>  |
|----------------|--|--|
| Dry            | Overheld in UHC<br>Not dialed in to<br>meet food safety<br>and quality<br>temperatures | Ensure product is not being<br>overheld in UHC<br>Check cooking procedures and<br>equipment before adjusting<br>cooking time           |
| Blow holes     | Overcooked<br>Patties not cooked<br>from frozen<br>(0 to -10°F)<br>Grill gaps          | Check cook time<br>Check cooking procedures<br>Check temperature of grill-side<br>freezer<br>Check gap settings using<br>go-no-go tool |

## **Quarter Meat (Fresh)**

### **Receiving Deliveries & Storage**

|                           |                                  |
|---------------------------|----------------------------------|
| <b>Case count</b>         | 60 patties per case              |
| <b>Package count</b>      | 4 sleeves, 15 patties per sleeve |
| <b>Primary storage</b>    | Walk-in refrigerator             |
| <b>Primary shelf life</b> | Use-thru date on box             |
| <b>Stack height</b>       | 9 cases                          |

### **Grill Area Storage**

|                                |                                  |
|--------------------------------|----------------------------------|
| <b>Grill-side refrigerator</b> | Follow 24-hr holding time on pan |
|--------------------------------|----------------------------------|

### **Grill Times, Temperatures & Settings**

|                            |                            |
|----------------------------|----------------------------|
| <b>Cook time</b>           | 68 sec start point         |
| <b>Gap setting</b>         | .395                       |
| <b>Target removal time</b> | 12 sec                     |
| <b>Maximum run size</b>    | 3 patties                  |
| <b>Grill temperature</b>   | Upper: 425°F, Lower: 365°F |
| <b>Grill warm up time</b>  | 20 min                     |

### **Troubleshooting**

| <b>Problem</b> | <b>Cause</b>          | <b>Remedy</b>                                     |
|----------------|-----------------------|---|
| Dry            | Grill tools not sharp | Ensure blades are sharp, if not replace as needed |
|                | Gap settings          | Check gap settings using go-no-go tool            |
|                | Cook time             | Check cook time<br>Check cooking procedures       |

**This is a cook to order product and should NEVER be held in the UHC.**

## Quarter Meat (Frozen)

### Receiving Deliveries & Storage

|                    |                      |
|--------------------|----------------------|
| Case count         | 120 patties per case |
| Primary storage    | Walk-in freezer      |
| Primary shelf life | 90 days              |
| Stack height       | 8 cases              |

### Grill Area Storage

|                    |         |
|--------------------|---------|
| Grill-side freezer | All day |
|--------------------|---------|

### Grill Times, Temperatures & Settings

|                        |                            |
|------------------------|----------------------------|
| Cook time              | 136 sec start point        |
| Gap setting stage 1    | .425 for 10 sec            |
| Gap setting stage 2    | .490 for 7 sec             |
| Gap setting stage 3    | .450 for 40 sec            |
| Gap setting/remove gap | .500                       |
| Target removal time    | 12 sec                     |
| Maximum run size       | 4 patties                  |
| Grill temperature      | Upper: 425°F, Lower: 365°F |
| Grill warm up time     | 20 min                     |

### UHC Holding Instructions

|                             |                           |
|-----------------------------|---------------------------|
| Slot temperature            | 175°F top/bottom          |
| Holding time                | 15 min                    |
| Maximum per tray with liner | 8 total, 4 stacks, 2 high |

### Troubleshooting

| Problem          | Cause   | Remedy   |
|------------------|---|--|
| Dry              | Overheld in UHC<br>Not dialed in to meet food safety and quality temperatures         | Ensure meat is not being overheld in UHC, check cooking procedures and equipment before adjusting cooking time             |
| Greasy/<br>soggy | Not using liner in UHC tray   | Use UHC tray liner   |
| Blow<br>holes    | Overcooked<br>Patties not cooked from frozen (0°F to -10°F)<br>Grill gaps not correct | Check cook time, check cooking procedures, check temperature on grill side freezer, check gap settings using go-no-go tool |

**McRib****McRib Sauce****Receiving Deliveries & Storage**

|                             |                                      |
|-----------------------------|--------------------------------------|
| <b>Case count</b>           | 512 oz per case                      |
| <b>Package count</b>        | 16 pouches, 32 oz per pouch          |
| <b>Primary storage</b>      | Dry storage                          |
| <b>Primary shelf life</b>   | 240 days                             |
| <b>Secondary storage</b>    | Grill area                           |
| <b>Secondary shelf life</b> | 7 days after opening<br>275 servings |

**Q-ing McRib Sauce**

| <b>Code</b> | <b>Pan</b>                      | <b>Enter Amount</b> | <b>Q-ing Oven Instructions</b>  | <b>OnCue Oven Instructions</b>  |
|-------------|---------------------------------|---------------------|---|---|
| 97          | 4-in deep 1/3-size pan with lid | 1 pouch             | Heat 70 sec,<br>Stir 8 to 20 sec<br><br>Repeat:<br>Heat 70 sec,<br>Stir 8 to 10 sec | Heat 50 sec,<br>Stir 8 to 20 sec<br><br>Repeat:<br>Heat 50 sec,<br>Stir 8 to 10 sec |

After heating second time, check internal temperature in 3 places. Temperature should be 145°F or above.

If necessary, heat in 15-sec increments until temp reaches 145°F

**McRib Patties****Receiving Deliveries & Storage**

|                           |                 |
|---------------------------|-----------------|
| <b>Case count</b>         | 108 per case    |
| <b>Primary storage</b>    | Walk-in freezer |
| <b>Primary shelf life</b> | 140 days        |

**Grill Area Storage**

|                           |         |
|---------------------------|---------|
| <b>Grill-side freezer</b> | All day |
|---------------------------|---------|

**Grill Times, Temperatures & Settings**

|                            |                            |
|----------------------------|----------------------------|
| <b>Cook time</b>           | 157 sec                    |
| <b>Gap setting</b>         | .530                       |
| <b>Target removal time</b> | 12 sec                     |
| <b>Maximum run size</b>    | 6 patties                  |
| <b>Grill temperature</b>   | Upper: 425°F, Lower: 365°F |
| <b>Grill warm up time</b>  | 20 min                     |

**UHC Holding Instructions**

|   |                           |
|---|---------------------------|
| <b>Slot temperature</b>                     | 175° top/bottom           |
| <b>Holding time</b>                         | 2 hrs                     |
| <b>Maximum 1/3-size per tray with sauce</b> | 6 total, 3 stacks, 2 high |

**Marinator Instructions**

|                     |            |
|---------------------|------------|
| <b>Temperature</b>  | 180°F      |
| <b>Holding time</b> | 3 hrs      |
| <b>Maximum</b>      | 15 patties |
| <b>Warm up time</b> | 1 hr       |

**McRib Buns****Receiving Deliveries & Storage**

|                             |  |
|-----------------------------|--|
| <b>Case count</b>           | 48 buns per tray   |
| <b>Package count</b>        | 2 packs, 24 per pack   |
| <b>Primary storage</b>      | Walk-in freezer  |
| <b>Primary shelf life</b>   | 90 days  |
| <b>Stack height</b>         | 18 trays   |
| <b>Secondary storage</b>    | Thaw rack  |
| <b>Thaw time</b>            | 4 hrs, single layer on a thaw rack<br>(12 hrs thaw time without thaw rack) |
| <b>Secondary shelf life</b> | 48 hrs, including 4 hrs thaw time<br>(12 hrs thaw time without thaw rack)  |

Toasting McRib buns information can be found on page 48.

**Troubleshooting**

| Problem                            | Cause   | Remedy   |
|------------------------------------|---|--|
| <b>Sauce is too cool</b>           | Heating procedure not followed                                  | Verify Q-ing oven is properly programmed with code 97 for 70 sec and heating procedures are followed |
| <b>Sauce not adhering to McRib</b> | Cooked patties are not properly drained when removed from grill | Ensure patties are drained properly when removed from grill  |
| <b>Under-cooked patty</b>          | McRib patties not cooked rib side down                          | Ensure patties are cooked rib side down  |

# Fried Products

## Chicken McNuggets & Spicy Chicken McNuggets

### Receiving Deliveries & Storage

|                           |                            |
|---------------------------|----------------------------|
| <b>Case count</b>         | 828 to 900 pieces per case |
| <b>Package count</b>      | 36 bags, 24 pieces per bag |
| <b>Primary storage</b>    | Walk-in freezer            |
| <b>Primary shelf life</b> | <b>180</b> days            |
| <b>Stack height</b>       | 6 cases                    |

### Grill Area Storage

|                             |                  |
|-----------------------------|------------------|
| <b>Secondary storage</b>    | Reach-in freezer |
| <b>Secondary shelf life</b> | All day          |

### Fryer Times, Temperatures & Settings

|                           |   |
|---------------------------|---|
| <b>Cook time</b>          | 3 min, 30 sec   |
| <b>Maximum run size</b>   | 48 McNuggets per basket                                   |
| <b>Basket</b>             | 4 slotted segmented: 2 bags<br>2 slotted segmented: 1 bag |
| <b>Fryer temperature</b>  | 360°F   |
| <b>Fryer warm up time</b> | 45 min  |
| <b>Product selector</b>   | NUG   |

### UHC Holding Instructions

|   |                        |
|---|------------------------|
| <b>Slot temperature</b>                         | 200°F top/bottom       |
| <b>Holding time</b>                             | 20 min                 |
| <b>Maximum per 1/2-size tray with wire rack</b> | 48 total, single layer |
| <b>Maximum per 1/3-size tray with wire rack</b> | 24 total, single layer |

### Troubleshooting

| Problem                  | Cause   | Remedy  |
|--------------------------|---|---|
| <b>Under-cooked/pink</b> | Incorrect temperature settings, incorrect basket used, and/or temperature abuse | Check settings, basket type, and ensure proper raw handling                     |
| <b>Damaged coating</b>   | Rough handling  | Ensure chicken products are handled with care                                   |
| <b>Dry</b>               | Overcooked and/or overheld in the UHC   | Check equipment settings and ensure product is discarded when hold time expires |

# McCrispy

## Receiving Deliveries & Storage

|                    |                           |
|--------------------|---------------------------|
| Case count         | 120-136 filets per case   |
| Package count      | 8 bags, 16 filets per bag |
| Primary storage    | Walk-in freezer           |
| Primary shelf life | 270 days                  |
| Stack height       | 6 cases                   |
| Yield              | 128 servings              |

## Grill Area Storage

|                      |                  |
|----------------------|------------------|
| Secondary storage    | Reach-in freezer |
| Secondary shelf life | All day          |

## Fryer Times, Temperatures & Settings

|                    |                   |
|--------------------|-------------------|
| Cook time          | 6 min, 55 sec     |
| Maximum run size   | 4 filets          |
| Basket             | 1/2-size, slotted |
| Fryer temperature  | 360°F             |
| Fryer warm up time | 45 min            |
| Product selector   | CSPY              |

## UHC Holding Instructions

|  |                       |
|--|-----------------------|
| Slot temperature                         | 185°F top/bottom      |
| Holding time                             | 60 min                |
| Maximum per 1/3-size tray with wire rack | 4 total, single layer |

## Troubleshooting

| Problem           | Cause   | Remedy  |
|-------------------|---|---|
| Under-cooked/pink | Incorrect temperature settings, incorrect basket used, and/or temperature abuse | Check settings, basket type, and ensure proper raw handling                     |
| Damaged coating   | Rough handling  | Ensure product is handled with care   |
| Dry               | Overcooked and/or overheated in the UHC   | Check equipment settings and ensure product is discarded when hold time expires |

## McChicken & Spicy McChicken

### Receiving Deliveries & Storage

|                           |  |
|---------------------------|--|
| <b>Case count</b>         | 224 to 240 pieces per case                                     |
| <b>Package count</b>      | 8 bags, 29 pieces per bag                                      |
| <b>Primary storage</b>    | Walk-in freezer  |
| <b>Primary shelf life</b> | <b>150</b> days, McChicken<br><b>180</b> days, Spicy McChicken |
| <b>Stack height</b>       | 6 cases  |

### Grill Area Storage

|                             |                  |
|-----------------------------|------------------|
| <b>Secondary storage</b>    | Reach-in freezer |
| <b>Secondary shelf life</b> | All day          |

### Fryer Times, Temperatures & Settings

|                           |                      |
|---------------------------|----------------------|
| <b>Cook time</b>          | 3 min, 30 sec        |
| <b>Maximum run size</b>   | 6 patties per basket |
| <b>Basket</b>             | 1/2-size, slotted    |
| <b>Fryer temperature</b>  | 360°F                |
| <b>Fryer warm up time</b> | 45 min               |
| <b>Product selector</b>   | McCh                 |

### UHC Holding Instructions

|   |                           |
|---|---------------------------|
| <b>Slot temperature</b>                         | 185°F or 200°F top/bottom |
| <b>Holding time</b>                             | 30 min                    |
| <b>Maximum per 1/2-size tray with wire rack</b> | 9 total, single layer     |
| <b>Maximum per 1/3-size tray with wire rack</b> | 6 total, single layer     |

### Troubleshooting

| Problem                  | Cause   | Remedy  |
|--------------------------|---|---|
| <b>Under-cooked/pink</b> | Incorrect temperature settings, incorrect basket used, and/or temperature abuse | Check settings, basket type, and ensure proper raw product handling             |
| <b>Damaged coating</b>   | Rough handling  | Ensure chicken products are handled with care                                   |
| <b>Dry</b>               | Overcooked and/or overheld in the UHC   | Check equipment settings and ensure product is discarded when hold time expires |

## Filet-O-Fish

### Receiving Deliveries & Storage

|                    |                           |
|--------------------|---------------------------|
| Case count         | 198 pieces per case       |
| Package count      | 6 bags, 33 pieces per bag |
| Primary storage    | Walk-in freezer           |
| Primary shelf life | 365 days                  |
| Stack height       | 6 cases                   |

### Grill Area Storage

|                      |                  |
|----------------------|------------------|
| Secondary storage    | Reach-in freezer |
| Secondary shelf life | All day          |

### Fryer Times, Temperatures & Settings

|                    |                       |
|--------------------|-----------------------|
| Cook time          | 3 min, 40 sec         |
| Maximum run size   | 8 filets              |
| Basket             | 1/2-size filet basket |
| Fryer temperature  | 350°F                 |
| Fryer warm up time | 45 min                |
| Product selector   | FILT                  |

### Prince Castle Steamer

|                  |  |
|------------------|--|
| Warm up time     | 20 min                                       |
| Steam cycle time | 12 sec                                       |
| Bun maximum      | 2, place cut side down, heel close to handle |
| Lower plate temp | 350°F  |

### Antunes Table Top Steamer

|                  |                        |
|------------------|------------------------|
| Warm up time     | 20 min                 |
| Steam cycle time | 12 sec                 |
| Bun maximum      | 2, place cut side down |
| Lower plate temp | 400°F                  |

### UHC Holding Instructions

|  |                       |
|--|-----------------------|
| Slot temperature                         | 185°F top/bottom      |
| Holding time                             | 30 min                |
| Maximum per 1/3 size tray with wire rack | 8 total, single layer |

### Troubleshooting

| Problem                         | Cause                          | Remedy  |
|---------------------------------|--------------------------------|---|
| Filet-O-Fish sticking to basket | Basket not seasoned/overcooked | Ensure basket of filets is seasoned in cooking oil, check vat temperature and cooking times |

# French Fries

## French Fries

### Receiving Deliveries & Storage

|                           |   |
|---------------------------|---|
| <b>Case count</b>         | 36 lbs per case   |
| <b>Package count</b>      | 6 bags, <b>96 oz</b> per bag  |
| <b>Primary storage</b>    | Walk-in freezer   |
| <b>Primary shelf life</b> | 275 days  |
| <b>Stack height</b>       | 6 cases   |
| <b>Yield</b>              | 47 kid servings<br>22.50 small servings<br>16 medium servings<br>10.5 large servings<br>8 basket servings |

### Frozen Fry Dispenser Secondary Storage

|                             |   |
|-----------------------------|---|
| <b>Secondary storage</b>    | Frozen fry dispenser or grill-area freezer                          |
| <b>Secondary shelf life</b> | All day   |
| <b>Volume/run size</b>      | Low: 1/2 lb<br>Medium: 1 lb ( <b>recommended</b> )<br>High: 1.5 lbs |

### Fryer Times, Temperatures & Settings

|                           |                  |
|---------------------------|------------------|
| <b>Cook time</b>          | 3 min, 10 sec    |
| <b>Basket</b>             | Full open basket |
| <b>Fryer temperature</b>  | 335°F            |
| <b>Fryer warm up time</b> | 45 min           |
| <b>Product selector</b>   | FRY              |

### Fry Station Holding Instructions

|                          |                                       |
|--------------------------|---------------------------------------|
| <b>Maximum hold time</b> | 7 min or less (gold standard quality) |
|--------------------------|---------------------------------------|

### Troubleshooting

| Problem                              | Cause   | Remedy   |
|--------------------------------------|---|--|
| <b>Bland flavor</b>                  | Improper use of Accu-Salt Dispenser   | Ensure both blue inserts are present in the Accu-Salt Dispenser, salt immediately after dumping fries in the fry bin       |
| <b>Cold Fries</b>                    | Over-held   | Cook less more often (utilizing 1 lb baskets)  |
| <b>Limp Fries</b>                    | Leaving frozen fries to thaw (pre-dispensing), pre-bagging, leaving basket over fry vat | Immediately place basket of fries from the fry dispenser into the fryer, bag to order, immediately dump fries into fry bin |
| <b>Dark &amp; Caramelized Flavor</b> | Old fryer oil   | Follow oil management guidelines   |

# Ingredients

## 86:14 Seasoning

### Receiving Deliveries & Storage

|                             |                                   |
|-----------------------------|-----------------------------------|
| <b>Case count</b>           | 30 lbs per case                   |
| <b>Package count</b>        | 15 bags, 2 lbs per bag            |
| <b>Primary storage</b>      | Dry storage                       |
| <b>Primary shelf life</b>   | Use-thru date on package          |
| <b>Secondary storage</b>    | Grill-area in seasoning dispenser |
| <b>Secondary shelf life</b> | Use-thru date on package          |

## American Cheese

### Receiving Deliveries & Storage

|                               |   |
|-------------------------------|---|
| <b>Case count</b>             | 1,280 slices per case                                 |
| <b>Package count</b>          | 8 sleeves, 160 slices per sleeve                      |
| <b>Primary storage</b>        | Walk-in refrigerator                                  |
| <b>Primary shelf life</b>     | 90 days   |
| <b>Stack height</b>           | 6 cases   |
| <b>Secondary storage</b>      | Grill-area refrigerator                               |
| <b>Secondary shelf life</b>   | 72 hrs prepped in cheese pan                          |
| <b>Secondary holding time</b> | Temper 2 hours in cheese pan, 2 hours on cheese plate |

### Troubleshooting

| <b>Problem</b>       | <b>Cause</b>            | <b>Remedy</b>  |
|----------------------|-------------------------|--|
| <b>Not melted</b>    | Cheese too cold         | Ensure cheese is tempered correctly                    |
| <b>Dark and hard</b> | Exposed to air too long | Adhere to 2-hr hold time on cheese plate at prep table |

## Big Mac Sauce

### Receiving Deliveries & Storage

|                             |                             |
|-----------------------------|-----------------------------|
| <b>Case count</b>           | 30 pouches per case         |
| <b>Package count</b>        | 20 oz per pouch             |
| <b>Primary storage</b>      | Walk-in refrigerator        |
| <b>Primary shelf life</b>   | 90 days                     |
| <b>Stack height</b>         | 6 cases                     |
| <b>Secondary storage</b>    | Prep table                  |
| <b>Secondary shelf life</b> | 24 hrs                      |
| <b>Temper</b>               | 4 hrs before use            |
| <b>Yield</b>                | 27 to 28 servings per pouch |

## Buns

### Receiving Deliveries & Storage

|                             |   |
|-----------------------------|---|
| <b>Case count</b>           | 30 Mac buns and Potato Rolls per tray,<br>60 Quarter and Regular buns per tray                            |
| <b>Package count</b>        | Quarter buns and Regular buns:<br>2 packs, 30 buns per pack<br>Big Mac buns and Potato Rolls: 30 per pack |
| <b>Primary storage</b>      | Walk-in freezer   |
| <b>Primary shelf life</b>   | 90 days   |
| <b>Stack height</b>         | 18 trays  |
| <b>Secondary storage</b>    | Thaw rack   |
| <b>Thaw time</b>            | 4 hrs, single layer on a thaw rack<br>(12 hrs thaw time without thaw rack)                                |
| <b>Secondary shelf life</b> | 48 hrs, including 4 hrs thaw time<br>(12 hrs thaw time without thaw rack)                                 |

### Toasting Big Mac Buns, Quarter Buns, Regular Buns, Potato Rolls, McRib Buns

#### Antunes Horizontal Toaster

|                            |                    |
|----------------------------|--------------------|
| <b>Warm up time</b>        | 20 min             |
| <b>Platen A</b>            | 540°F              |
| <b>Platen B</b>            | 540°F              |
| <b>Platen C</b>            | 490°F              |
| <b>Bun speed</b>           | 22 sec             |
| <b>Compression setting</b> | 4 (starting point) |

#### Antunes Universal Toaster

|                            |                    |
|----------------------------|--------------------|
| <b>Warm up time</b>        | 20 min             |
| <b>Bun speed</b>           | 22 sec             |
| <b>Platen temperature</b>  | 570°F              |
| <b>Compression setting</b> | 3 (starting point) |

#### Antunes Club Toaster

|                                 |        |
|---------------------------------|--------|
| <b>Warm up time</b>             | 20 min |
| <b>Bun speed</b>                | 22 sec |
| <b>Lower platen temperature</b> | 560°F  |
| <b>Upper platen temperature</b> | 560°F  |

#### Prince Castle Universal Toaster

|                            |        |
|----------------------------|--------|
| <b>Warm up time</b>        | 20 min |
| <b>Bun speed</b>           | 20 sec |
| <b>Platen temperature</b>  | 545°F  |
| <b>Club temperature</b>    | 530°F  |
| <b>Compression setting</b> | 24     |

**Prince Castle Horizontal Toaster**

|                                 |                    |
|---------------------------------|--------------------|
| <b>Toast time</b>               | 22 sec             |
| <b>Platen temperature</b>       | 455°F              |
| <b>Club section temperature</b> | 500°F              |
| <b>Compression knob setting</b> | 3 (starting point) |

**Steaming Filet-O-Fish Buns****Prince Castle Steamer**

|                         |  |
|-------------------------|--|
| <b>Warm up time</b>     | 20 min                                       |
| <b>Steam cycle time</b> | 12 sec                                       |
| <b>Bun maximum</b>      | 2, place cut side down, heel close to handle |
| <b>Lower plate temp</b> | 350°F  |

**Antunes Table Top Steamer**

|                         |                  |
|-------------------------|------------------|
| <b>Warm up time</b>     | 20 min           |
| <b>Steam cycle time</b> | 12 sec           |
| <b>Bun maximum</b>      | 2, cut side down |
| <b>Lower plate temp</b> | 400°F            |

**Ketchup, Bulk****Receiving Deliveries & Storage**

|                             |                             |
|-----------------------------|-----------------------------|
| <b>Case count</b>           | 12 lbs per case             |
| <b>Package count</b>        | 12 pouches, 1 lb per pouch  |
| <b>Primary shelf life</b>   | 180 days                    |
| <b>Primary storage</b>      | Dry storage                 |
| <b>Stack height</b>         | 8 cases                     |
| <b>Secondary storage</b>    | Prep table                  |
| <b>Secondary shelf life</b> | 24 hrs                      |
| <b>Yield</b>                | 78 to 82 servings per pouch |

**Lettuce, Shredded****Receiving Deliveries & Storage**

|                             |   |
|-----------------------------|---|
| <b>Case count</b>           | 20 lbs per case   |
| <b>Package count</b>        | 4 bags, 5 lbs per bag                                   |
| <b>Primary shelf life</b>   | 10 days   |
| <b>Primary storage</b>      | Walk-in refrigerator                                    |
| <b>Stack height</b>         | N/A   |
| <b>Secondary storage</b>    | Reach-in refrigerator/Prep table                        |
| <b>Secondary shelf life</b> | Reach-in refrigerator: 24 hrs open<br>Prep table: 2 hrs |
| <b>Yield</b>                | 74 to 76 servings per bag                               |

## *Mayonnaise*

### **Receiving Deliveries & Storage**

|                             |                             |
|-----------------------------|-----------------------------|
| <b>Case count</b>           | 30 pouches per case         |
| <b>Package count</b>        | 20 oz per pouch             |
| <b>Primary shelf life</b>   | 120 days                    |
| <b>Primary storage</b>      | Walk-in refrigerator        |
| <b>Stack height</b>         | 6 cases                     |
| <b>Secondary storage</b>    | Prep table                  |
| <b>Secondary shelf life</b> | 24 hrs                      |
| <b>Temper</b>               | 4 hrs before use            |
| <b>Yield</b>                | 38 to 39 servings per pouch |

## *Mustard, Bulk*

### **Receiving Deliveries & Storage**

|                             |                               |
|-----------------------------|-------------------------------|
| <b>Case count</b>           | 24 lbs per case               |
| <b>Package count</b>        | 24 pouches, 1 lb per pouch    |
| <b>Primary shelf life</b>   | 360 days                      |
| <b>Primary storage</b>      | Dry storage                   |
| <b>Stack height</b>         | 4 cases                       |
| <b>Secondary storage</b>    | Prep table                    |
| <b>Secondary shelf life</b> | 24 hrs                        |
| <b>Yield</b>                | 661 to 685 servings per pouch |

## *Onions, Dehydrated*

### **Receiving Deliveries & Storage**

|                             |   |
|-----------------------------|---|
| <b>Case count</b>           | 32 bags per case  |
| <b>Package count</b>        | 12 oz per bag   |
| <b>Primary shelf life</b>   | 365 days  |
| <b>Primary storage</b>      | Dry storage   |
| <b>Stack height</b>         | 5 cases   |
| <b>Secondary storage</b>    | Walk-in refrigerator or grill area refrigerator                                 |
| <b>Secondary shelf life</b> | Reach-in refrigerator: 24 hrs<br>Prep table: 4 hrs (not to exceed 24 hrs total) |
| <b>Yield</b>                | 375 to 395 servings per bag   |

## *Onions, Slivered*

### **Receiving Deliveries & Storage**

|                             |   |
|-----------------------------|---|
| <b>Case count</b>           | 10 lbs per case   |
| <b>Package count</b>        | 10 bags, 1 lb per bag                                   |
| <b>Primary shelf life</b>   | 10 days   |
| <b>Primary storage</b>      | Reach-in refrigerator/Prep table                        |
| <b>Stack height</b>         | 2 cases   |
| <b>Secondary storage</b>    | Reach-in refrigerator/Prep table                        |
| <b>Secondary shelf life</b> | Reach-in refrigerator: 24 hrs open<br>Prep table: 2 hrs |
| <b>Yield</b>                | 59 to 61 servings per bag                               |

## *Pickles, Crinkle-Cut*

### **Receiving Deliveries & Storage**

|                             |  |
|-----------------------------|--|
| <b>Case count</b>           | 920 pickles per case                         |
| <b>Package count</b>        | 1 container, 920 pickles per container       |
| <b>Primary shelf life</b>   | 150 days                                     |
| <b>Primary storage</b>      | Walk-in refrigerator                         |
| <b>Secondary storage</b>    | Grill-area refrigerator                      |
| <b>Secondary shelf life</b> | 30 days after opening<br>Chilled rail: 4 hrs |
| <b>Yield</b>                | 920 pickles per container                    |

## *Pickles, Regular*

### **Receiving Deliveries & Storage**

|                             |  |
|-----------------------------|--|
| <b>Case count</b>           | 3,000 to 3,060 pickles per case                |
| <b>Package count</b>        | 6 containers, 500 to 510 pickles per container |
| <b>Primary shelf life</b>   | 180 days                                       |
| <b>Primary storage</b>      | Dry storage                                    |
| <b>Stack height</b>         | 5 cases  |
| <b>Secondary storage</b>    | Prep table                                     |
| <b>Secondary shelf life</b> | 24 hrs   |
| <b>Yield</b>                | 500 to 510 pickles per container               |

## *Spicy Pepper Sauce*

### **Receiving Deliveries & Storage**

|                             |                             |
|-----------------------------|-----------------------------|
| <b>Case count</b>           | 128 oz per case             |
| <b>Package count</b>        | 8 pouches, 16 oz per pouch  |
| <b>Primary shelf life</b>   | 150 days                    |
| <b>Primary storage</b>      | Walk-in refrigerator        |
| <b>Secondary storage</b>    | Prep table                  |
| <b>Secondary shelf life</b> | 7 days                      |
| <b>Yield</b>                | 16 to 17 servings per pouch |

## ***Tomatoes, Roma (sliced)***

### **Receiving Deliveries & Storage**

|                             |  |
|-----------------------------|--|
| <b>Case count</b>           | 260 slices per case                      |
| <b>Package count</b>        | 4 sleeves per case, 64 slices per sleeve |
| <b>Primary shelf life</b>   | 10 days                                  |
| <b>Primary storage</b>      | Walk-in refrigerator                     |
| <b>Stack height</b>         | 3 cases                                  |
| <b>Secondary storage</b>    | Prep table/Chilled rail                  |
| <b>Secondary shelf life</b> | Prep table: 2 hrs, Chilled rail: 4 hrs   |

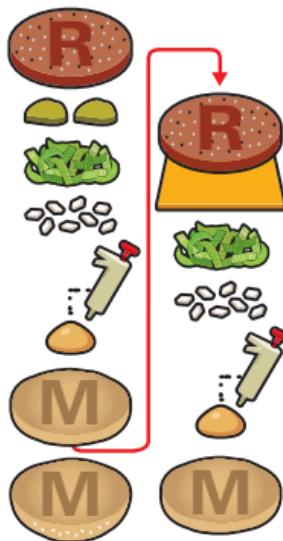
## ***Tartar Sauce***

### **Receiving Deliveries & Storage**

|                             |                             |
|-----------------------------|-----------------------------|
| <b>Case count</b>           | 30 pouches per case         |
| <b>Package count</b>        | 20 oz per pouch             |
| <b>Primary shelf life</b>   | 90 days                     |
| <b>Primary storage</b>      | Walk-in refrigerator        |
| <b>Stack height</b>         | 6 cases                     |
| <b>Secondary storage</b>    | Prep table                  |
| <b>Secondary shelf life</b> | 24 hrs open                 |
| <b>Temper</b>               | 4 hrs before use            |
| <b>Yield</b>                | 27 to 28 servings per pouch |

# Gold Standard Quality Descriptions

## Big Mac



### Appearance

- The sandwich stands tall on a three-layered bun with sesame seeds on the crown.
- It is neatly assembled with overflowing fresh, green shredded lettuce.
- The melted cheese has draped corners.
- The beef patty is visible outside the sesame seed bun.

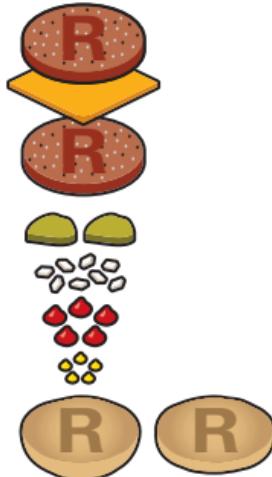
### Temperature and Texture

- The sandwich is warm and holds together well.
- The texture of the sandwich is a soft, resilient, moist bun, with tender, juicy beef, crisp lettuce, moist, melted creamy cheese and creamy sauce, with occasional crispness from the dill pickle, onions and relish.

### Taste

The taste is a signature taste that combines a distinctive balanced blend of freshly caramelized bread taste with sesame seeds, seared, seasoned mild beef, and creamy Big Mac sauce with a balance of sour, pungent mustard, sweet pickle relish, onion and savory tastes, fresh lettuce, creamy cheddar cheese flavor, with an isolated acidic bite from the dill pickle and mild onion.

## McDouble



### Appearance

- The sandwich has a uniform golden brown bun.
- The sandwich looks neat and holds together well.
- One slice of slightly melted cheese, draped corners, between two beef patties.

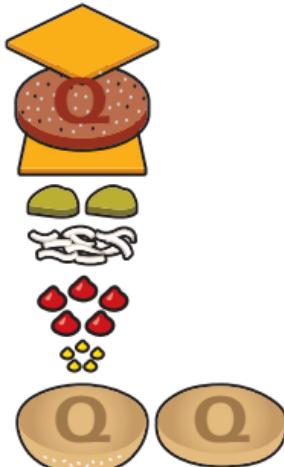
### Temperature and Texture

- The sandwich is hot.
- The texture of the sandwich is a soft, resilient, moist bun, with tender, juicy beef, moistness from the melted creamy cheese and the condiments with occasional crispness of the dill pickle and onion.

### Taste

The taste is a balanced blend of freshly caramelized bread taste, seared, seasoned mild beef, creamy, mild cheddar cheese flavor, sweet tangy McDonald's ketchup and mustard with an isolated acidic bite from the dill pickle and mild onion.

# **Quarter Pounder with Cheese**



## **Appearance**

- The sandwich is neat and holds together well on a medium brown, lightly glazed sesame seeded bun.
- The two slices of melted American cheese have draped corners and are fanned so that all 8 cheese corners can be seen.
- The beef patty is visible outside the bun.

## **Temperature and Texture**

- The sandwich is hot.
- The texture of the sandwich is a soft, tender, moist bun, with tender, crumbly, juicy beef, moistness from the melted creamy cheese and the condiments with occasional crispness of the dill pickles and fresh onions.

## **Taste**

The taste is a balanced blend of aromatics and flavors from freshly toasted bread, nutty-ness of sesame seeds, dominant seared and seasoned beef, creamy cheddar cheese, sweet tangy McDonald's ketchup and mustard with an isolated acidic bite that lingers from the dill pickle and fresh onion.

## Chicken McNuggets



### Appearance

- Fried Chicken McNugget tempura breading is light golden brown in color with natural reddish brown highlights.
- Chicken McNuggets should be in the four distinct shapes and are uniformly coated with ridges and peaks.

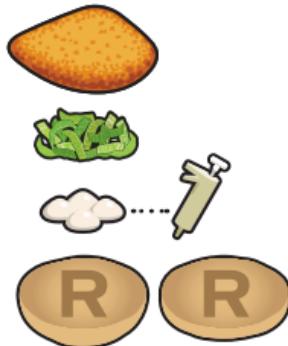
### Temperature and Texture

- The product is served fresh and hot.
- The breading texture has a light crisp and tender tempura coating that adheres firmly to the meat.
- Meat texture has a uniform firm bite and is slightly juicy.

### Taste

The taste is a slight fried corn and wheat flour breading taste with caramelized notes and clean oil taste. Mild chicken taste that is slightly salty with a hint of black pepper and celery taste in the breading.

# McChicken Sandwich



## Appearance

- The sandwich looks neat and holds together well.
- The sandwich has a uniform golden brown bun and a golden brown, crispy McChicken patty topped with fresh green shredded lettuce and mayonnaise.

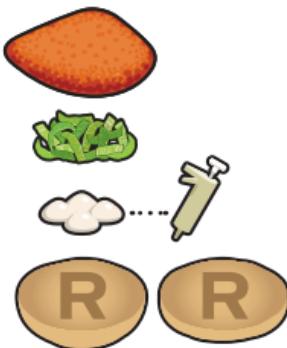
## Temperature and Texture

- The sandwich is hot.
- The bun is soft, resilient, tender, and moist. The light, crispy coating adheres firmly to the slightly juicy and tender chicken patty.
- The lettuce is slightly crisp and moist from creamy mayonnaise.

## Taste

The taste is a balanced blend of freshly caramelized bread and mild chicken flavor with black pepper and salty notes, fresh lettuce, and creamy mild lemon-character mayonnaise.

## Hot & Spicy McChicken



### Appearance

- Sandwich looks neat and holds together well.
- The sandwich has a uniform golden brown bun and a golden brown, crispy Hot & Spicy McChicken patty topped with fresh green shredded lettuce and mayonnaise.

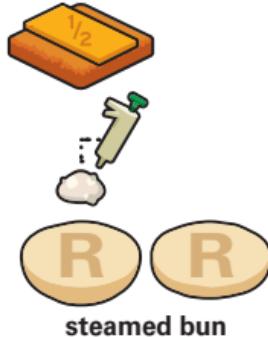
### Temperature and Texture

- The sandwich is hot.
- The light, crispy coating adheres firmly to the slightly juicy and tender chicken patty.
- The bun is soft, resilient, tender and moist. The lettuce is slightly crisp and moist from creamy mayonnaise.

### Taste

A balanced blend of freshly caramelized bread and spicy chicken flavor with cayenne pepper, fresh lettuce, and creamy mild mustard/lemon-character mayonnaise.

# Filet-O-Fish Sandwich



## Appearance

- The sandwich has a uniform golden brown steamed bun with a slight sheen.
- The corners of the golden brown fish portion and half slice of cheese are slightly visible.
- Sandwich looks neat and holds together well.

## Temperature and Texture

- The sandwich is hot.
- The texture of the sandwich is distinguished by a soft, steamed bun with fish fillet that is lightly crisp outside, tender, moist and flaky inside, with creamy tartar sauce and melted cheese.

## Taste

The taste is a balanced blend of fresh steamed bread taste, slightly acidic tartar sauce with a balanced blend of a dill pickle relish and fresh onion, mild fish, and slight mild cheddar cheese flavor.

## French Fries



### Appearance

- Externally bright, light golden with natural color highlights and a slight sheen.
- Internally white, fluffy and mealy like a freshly baked potato with slight separation of crust from flesh.
- French fries are straight and uniformly cut with varying lengths and minimal defects.
- Some salt crystals are visible on the surface.
- Served in a full bag or box.

### Temperature and Texture

- French fries are hot.
- Exterior texture is slightly crisp with a tender bite.
- Interior texture is mealy, slightly moist like a baked potato.

### Taste

The signature taste is a well-balanced flavor profile of freshly cooked fried potato, clean oil, and salt.

## Regular Menu Quality Ingredients

| Ingredient              | Quality Characteristics   |
|-------------------------|---|
| American Cheese         | Creamy, mild cheddar flavor, slightly salty.  |
| Apple Slices            | Crisp, firm, juicy peeled sliced apples with a sweet and tart apple flavor and a white, off-white to creamy interior color.   |
| Bacon, Applewood Smoked | Bacon is slightly crisp and chewy, but easy to bite through.  |
| Big Mac Sauce           | Slight tan/peach colored sauce with green sweet relish pieces, creamy texture, and a pungent mustard, sweet relish, sour, savory flavor.  |
| Buns, Potato Roll       | The potato roll has a golden brown crown with a light sheen and off center score. The interior is golden yellow that toasts up to a golden brown toast. The toasted roll is moist and slightly chewy with a slightly sweet bread flavor, resembling honey or caramelized sugar, with some baked/caramelized/toasted notes.  |
| Buns, Quarter Pounder   | Toasted soft bun is a medium brown color with a slight sheen. Minimal defects such as dents and wrinkles are acceptable before and after toasting. Seeded buns are uniformly covered with sesame seeds of uniform size. Internal texture is an open, slightly irregular grain and uniformly smooth across the surface. Internal toasted appearance of both crown and heel are caramelized to a medium brown color. Toasted buns should have a slightly sweet, fresh, deep caramelized-bread flavor. |
| Buns, Big Mac           | Toasted soft bun is a medium brown color with a slight sheen. Bun is uniformly round and symmetrical. Seeded buns are uniformly covered with white, opaque sesame seeds. Texture is soft, resilient, tender and moist. It has a fresh, caramelized-bread aroma and flavor with a slight sweetness.  |
| Buns, Regular           | Toasted soft bun is a medium brown color with a slight sheen. Bun is uniformly round and symmetrical. Texture is soft, resilient, tender and moist. It has a fresh, caramelized-bread aroma and flavor with a slight sweetness.   |
| Ketchup                 | Thick red and slightly sweet and tangy with spices.   |
| Lettuce, Shredded       | Light green, shredded strands of crisp iceberg lettuce. Fresh and mild flavor.  |

## **Regular Menu Quality Ingredients, continued**

| <b>Ingredient</b>            | <b>Quality Characteristics</b>   |
|------------------------------|--|
| <b>Mayonnaise</b>            | Color is eggshell white and is thick, creamy, salty, sour flavor with hints of lemon.  |
| <b>Mustard</b>               | Slightly thick, with a balanced blend of pungent mustard, sour vinegar, salt and spice flavors.                                    |
| <b>Onions, Reconstituted</b> | Small, chopped white onions with a mild onion flavor.  |
| <b>Onions, Slivered</b>      | Fresh onion slivers are white to very light yellow with a crisp bite. Slightly pungent in flavor.                                  |
| <b>Pickle Slices</b>         | Natural green, round and crisp slices with a distinctive dill flavor, rounded by other spices.                                     |
| <b>Tomatoes, Roma</b>        | Red, firm, and juicy with a fresh ripe tomato flavor.  |
| <b>Tartar Sauce</b>          | Creamy, thick, white sauce with pieces of crisp, green dill pickle and white fresh onion. Sour dill pickle and fresh onion flavor. |

# Dessert Products

## Cake Cones

### Receiving Deliveries & Storage

|                      |                                 |
|----------------------|---------------------------------|
| Case count           | 720 cones per case              |
| Package count        | 36 sleeves, 20 cones per sleeve |
| Primary storage      | Dry storage                     |
| Primary shelf life   | 365 days                        |
| Stack height         | 4 cases                         |
| Secondary storage    | Cone dispenser                  |
| Secondary shelf life | 24 hrs                          |

## M&Ms

### Receiving Deliveries & Storage

|                      |                              |
|----------------------|------------------------------|
| Case count           | 18 lbs per case              |
| Package count        | 6 bags, 3 lbs per bag        |
| Primary storage      | Dry storage                  |
| Primary shelf life   | 329 days                     |
| Secondary storage    | Service area candy dispenser |
| Secondary shelf life | 7 days                       |
| Yield                | 35 to 37 McFlurries per bag  |

## Oreo

### Receiving Deliveries & Storage

|                      |                                 |
|----------------------|---------------------------------|
| Case count           | 12 lbs per case                 |
| Package count        | 12 bags, 1 lb per bag           |
| Primary storage      | Dry storage                     |
| Primary shelf life   | 360 days                        |
| Secondary storage    | Service area candy dispenser    |
| Secondary shelf life | 7 days                          |
| Yield                | 20.5 to 21.5 McFlurries per bag |

## Sundae Toppings: Hot Fudge & Caramel

### Receiving Deliveries & Storage

|                      |                            |
|----------------------|----------------------------|
| Case count           | 384 oz per case            |
| Package count        | 8 pouches, 48 oz per pouch |
| Primary storage      | Dry storage                |
| Primary shelf life   | 180 days                   |
| Stack height         | 5 cases                    |
| Secondary storage    | Soft-serve machine         |
| Secondary shelf life | 14 days                    |
| Yield                | 43 to 45 sundaes per pouch |

## ***Ice Cream Mix (Shake Mix)***

### **Receiving Deliveries & Storage**

|                           |                          |
|---------------------------|--------------------------|
| <b>Case count</b>         | 5 gal per case           |
| <b>Package count</b>      | 2 bags, 2.5 gal per bag  |
| <b>Primary storage</b>    | Walk-in refrigerator     |
| <b>Primary shelf life</b> | 18 days                  |
| <b>Secondary storage</b>  | Shake machine            |
| <b>Yield</b>              | 65 to 68 sundaes per bag |

## ***Sundaes***

### **Sundae Machine Times & Temperatures**

|                                    |              |
|------------------------------------|--------------|
| <b>Start up time</b>               | 15 min       |
| <b>Soft serve draw temperature</b> | 16°F to 18°F |
| <b>Hopper temperature</b>          | 34°F to 40°F |

### **Sundae Toppings & Water Bath Temperatures**

|                                 |                |
|---------------------------------|----------------|
| <b>Topping draw temperature</b> | 115°F to 125°F |
| <b>Water bath temperature</b>   | 125°F to 135°F |

## ***Shakes***

### **Shake Machine Times & Temperatures**

|                           |              |
|---------------------------|--------------|
| <b>Start up time</b>      | 15 min       |
| <b>Draw temperature</b>   | 22°F to 24°F |
| <b>Hopper temperature</b> | 34°F to 40°F |

# Gold Standard Quality Descriptions

## Sundaes

### Appearance

- Soft serve ice cream is smooth, thick and creamy white, with some ice crystals noticeable, swirled to a peak and topped with smooth, dark brown hot fudge or golden caramel topping that clings to the ice cream.
- Served neatly in a full cup.



### Temperature and Texture

- Soft serve ice cream is cold, hot fudge or caramel topping is hot, and the hot/cold temperature contrast is noticeable.
- Firm creamy structure with slight amount of fine ice crystals.
- Melts slowly against tongue and palate, with a clean, light mouth coating.
- Hot fudge or caramel topping is thick and smooth.



### Taste

Rich, creamy, sweet clean dairy flavor, with a slight vanilla note. Hot fudge topping has a sweet dark chocolate flavor with well-rounded cocoa, vanilla, and dairy notes. Hot caramel topping is sweet and buttery.

# McCafé Baked Goods

## Apple Fritter

| <b>Receiving Deliveries &amp; Storage</b> |   |
|---|---|
| <b>Case count</b>                         | 72 fritters per case  |
| <b>Package count</b>                      | 12 sleeves, 6 fritters per sleeve   |
| <b>Primary storage</b>                    | Walk-in freezer   |
| <b>Primary shelf life</b>                 | 180 days  |
| <b>Stack height</b>                       | 6 cases   |
| <b>Secondary storage</b>                  | Room temperature; bakery rack to thaw, food pan or display case once opened |
| <b>Secondary shelf life</b>               | 48 hrs, including 5 hrs to thaw<br>12 hrs display case                      |

## Q-ing Oven & OnCue Oven

| Code | Amount           | Enter | Q-ing Oven | OnCue Oven |
|------|------------------|-------|------------|------------|
| 12   | 1 apple fritter  | 1     | 6 sec      | 6 sec      |
|      | 2 apple fritters | 2     | 12 sec     | 12 sec     |

## Blueberry Muffin

| <b>Receiving Deliveries &amp; Storage</b> |   |
|---|---|
| <b>Case count</b>                         | 72 muffins per case   |
| <b>Package count</b>                      | 12 sleeves, 6 muffins per sleeve  |
| <b>Primary storage</b>                    | Walk-in freezer   |
| <b>Primary shelf life</b>                 | 365 days  |
| <b>Stack height</b>                       | 5 cases   |
| <b>Secondary storage</b>                  | Room temperature; bakery rack to thaw, food pan or display case once opened |
| <b>Secondary shelf life</b>               | 48 hrs, including 5 hrs to thaw<br>12 hrs display case                      |

## Q-ing Oven & OnCue Oven

| Code | Amount              | Enter | Q-ing Oven | OnCue Oven |
|------|---------------------|-------|------------|------------|
| 12   | 1 blueberry muffin  | 1     | 6 sec      | 6 sec      |
|      | 2 blueberry muffins | 2     | 12 sec     | 12 sec     |

## Cinnamon Roll

| <b>Receiving Deliveries &amp; Storage</b> |   |
|---|---|
| <b>Case count</b>                         | 72 rolls per case   |
| <b>Package count</b>                      | 12 sleeves, 6 rolls per sleeve  |
| <b>Primary storage</b>                    | Walk-in freezer   |
| <b>Primary shelf life</b>                 | 180 days  |
| <b>Stack height</b>                       | 5 cases   |
| <b>Secondary storage</b>                  | Room temp; bakery rack to thaw, food pan  |
| <b>Secondary shelf life</b>               | 48 hrs, including 5 hrs to thaw<br>Display only in display case - must be wasted and replaced daily |

**Q-ing Oven & OnCue Oven**

| Code | Amount           | Enter | Q-ing Oven | OnCue Oven |
|------|------------------|-------|------------|------------|
| 77   | 1 cinnamon roll  | 1     | 12 sec     | 12 sec     |
|      | 2 cinnamon rolls | 2     | 20 sec     | 20 sec     |

**Chocolate Chip Cookies, Soft Baked****Receiving Deliveries & Storage**

|                      |                                       |
|----------------------|---------------------------------------|
| Case count           | 432 cookies per case                  |
| Package count        | 12 packages, 36 cookies per package   |
| Primary storage      | Walk-in freezer                       |
| Primary shelf life   | 90 days                               |
| Stack height         | 7 cases                               |
| Secondary storage    | Kitchen reach-in freezer              |
| Secondary shelf life | Cool time: 6 min, Display case: 4 hrs |

**Hobart/Wells, Garland Convection "Flex" & Wells M 4200 "Flex" Ovens**

| Trays   | Amount per tray                 | Temp  | Shelf Position                       | Time* |
|---------|---------------------------------|-------|--------------------------------------|-------|
| 1 lined | 20 cookies max                  | 375°F | Middle (5)                           | 2 min |
| 2 lined | 20 cookies max                  | 375°F | Top (2) & bottom (8)                 | 2 min |
| 3 lined | 20 cookies max<br>(3 trays max) | 375°F | Top (2), middle (5),<br>& bottom (8) | 2 min |

\*High altitude time: 1 min.

**Combi Ovens**

|                  | Blodgett     | Convotherm |
|------------------|--------------|------------|
| Minimum per tray | 4            | 6          |
| Maximum per tray | 20           | 20         |
| Total trays      | 3            | 3          |
| Temperature      | 375°F        | 375°F      |
| Cook time        | 2 min 30 sec | 2 min      |
| Cook mode        | N/A          | Hot Air    |
| Fan speed        | N/A          | 100%       |
| Crisp and tasty  | N/A          | Level 0    |
| Steam            | No           | No         |

**Troubleshooting**

| Problem              | Cause   | Remedy  |
|----------------------|---|---|
| Broken/<br>misshapen | Rough handling  | Ensure case is stored flat,<br>handled with care  |
| Hard/dark<br>color   | Oven not calibrated,<br>bake time incorrect,<br>package held improperly<br>in grill area, tray left on<br>top of oven to cool | Verify oven settings,<br>ensure cookies are kept<br>frozen before baking, cool<br>on non-heated surface |

# Pies, Apple

## Receiving Deliveries & Storage

|                           |                   |
|---------------------------|-------------------|
| <b>Case count</b>         | 240 pies per case |
| <b>Primary storage</b>    | Walk-in freezer*  |
| <b>Primary shelf life</b> | 90 days           |
| <b>Stack height</b>       | 6 cases           |

\*Do not store in grill-side freezer or reach-in freezer. Store minimum 4 feet from walk-in freezer door.

## Hobart/Wells, Garland Convection "Flex" & Wells M 4200 "Flex" Ovens

| Trays                       | Amount per tray | Temp  | Shelf Position       | Time*  |
|-----------------------------|-----------------|-------|----------------------|--------|
| <b>1 lined</b>              | 10 to 12 pies   | 375°F | Middle (5)           | 12 min |
| <b>2 lined</b>              | 20 to 24 pies   | 375°F | Top (2) & bottom (8) | 12 min |
| <b>Partial:<br/>1 lined</b> | 4-6-8 pies      | 375°F | Middle (5)           | 10 min |

**Note:** Maximum per tray is 12 pies, 2 trays.

## Combi Ovens

| Blodgett                | Partial Tray | Full Tray |
|-------------------------|--------------|-----------|
| <b>Minimum per tray</b> | 4            | 7         |
| <b>Maximum per tray</b> | 6            | 12        |
| <b>Total trays</b>      | 3            | 3         |
| <b>Temperature</b>      | 375°F        | 375°F     |
| <b>Cook time</b>        | 10 min       | 12 min*   |
| <b>Steam</b>            | No           | No        |

\*Main Menu/Rack Timer/QSR/5 tray pies

## Convotherm

| Convotherm              | Partial Tray | Full Tray |
|-------------------------|--------------|-----------|
| <b>Minimum per tray</b> | 2            | 12        |
| <b>Maximum per tray</b> | 10           | 12        |
| <b>Total trays</b>      | 3 trays      | 3 trays   |
| <b>Temperature</b>      | 375°F        | 375°F     |
| <b>Cook time</b>        | 10 min       | 11 min    |
| <b>Cook mode</b>        | Hot Air      | Hot Air   |
| <b>Fan speed</b>        | 100%         | 100%      |
| <b>Crisp and tasty</b>  | Level 0      | Level 0   |
| <b>Steam</b>            | No           | No        |

## Pies, Apple, continued

### Pie Merchandiser Holding Instructions

| Warm Up Time | Hold Temperature | Hold Time |
|--------------|------------------|-----------|
| 60 min       | 150°F to 180°F   | 3 hrs     |

**Note:** Pies should be boxed up upon removal from the oven.

One or two pies can be held in display case for display only.

Product **must not** be served, and be wasted and replaced daily.

### Troubleshooting

| Problem                     | Cause  | Remedy   |
|-----------------------------|--|--|
| Cracked/<br>broken          | Oven too hot,<br>temperature abuse   | Calibrate oven   |
| Burnt crust/<br>light crust | Oven too hot, pies thawed<br>before baking, incorrect<br>placement in oven | Calibrate oven, ensure<br>pies are kept frozen<br>until baking |
| Cold pies                   | Pies not boxed right away  | Ensure pies are boxed<br>right away after baking               |

## Q-ing McCafé Products

Two types of Q-ing ovens are in McDonald's restaurant system – the standard Q-ing Oven and the OnCue Oven. Ensure the proper oven times are being followed.



### Cinnamon Roll

| Code | Full Run Size    | Enter | Amount  | Q-ing Oven Time | OnCue Oven Time |
|------|------------------|-------|---------|-----------------|-----------------|
| 77   | 2 cinnamon rolls | 1     | 1 roll  | 12 sec          | 12 sec          |
|      |                  | 2     | 2 rolls | 20 sec          | 20 sec          |

### Other Bakery Products

Blueberry Muffins and Apple Fritters are served at room temperature (unless requested to be heated)

| Code | Full Run Size | Enter | Amount    | Q-ing Oven Time | OnCue Oven Time |
|------|---------------|-------|-----------|-----------------|-----------------|
| 12   | 2 products    | 1     | 1 product | 6 sec           | 6 sec           |
|      |               | 2     | 2 product | 12 sec          | 12 sec          |

# McCafé Beverage Menu Items

## Coffee, Hot Brewed

### Troubleshooting

| Problem           | Cause  | Remedy   |
|-------------------|--|--|
| <b>Too strong</b> | Not enough water, QC filter needs changing, spray head/filter basket dirty | Check water volume, change filter/clean head and basket  |
| <b>Too weak</b>   | Too much water, water temperature too low                                  | Check water volume, check water temperature with spray head removed                                |
| <b>Too bitter</b> | Product has exceeded holding time, pot not rinsed after each use           | Ensure coffee is discarded after 30 minutes in glass pot and 60 minutes in thermal pot. Rinse pot. |

## Coffee, Specialty

### Troubleshooting

| Problem                            | Cause                        | Remedy   |
|------------------------------------|------------------------------|--|
| <b>Drink is under-filled</b>       | Crew procedures incorrect    | Ensure cup is not removed from spout until machine beeps and light comes back on drink section panel |
| <b>All drinks are under-filled</b> | Machine not properly cleaned | Ensure all cleaning procedures are followed, cleaned twice daily if serving over 500 drinks a day    |

## Frappes & Smoothies

### Troubleshooting

| Problem                                   | Cause   | Remedy                       |
|---|---|------------------------------|
| <b>Cups are overfilled or underfilled</b> | Too much/little product dispensed, too much/little ice dispensed, bag installed incorrectly | Check calibration, check ice |
| <b>Watery/thick product</b>               | Ice hopper empty, too much/little product dispensed   | Fill hopper, calibrate       |

## Milk Shakes

### Troubleshooting

| Problem                                | Cause   | Remedy  |
|--|---|---|
| <b>Not enough syrup or too much</b>    | Out of calibration, plunger is sticking in syrup valve        | Calibrate, clean syrup valve                      |
| <b>Shake overfilled or underfilled</b> | Electronic eye out of calibration, mix is covering the sensor | Adjust the fill line/ clean the sensor            |
| <b>Thick product</b>                   | Improper priming procedures                                   | Drain the freezing cylinder and prime the machine |

# McCafé Beverage Products

## Coffee, Decaf

### Receiving Deliveries & Storage

|                             |                              |
|-----------------------------|------------------------------|
| <b>Case count</b>           | 84 pouches per case          |
| <b>Primary storage</b>      | Dry storage                  |
| <b>Primary shelf life</b>   | 90 days                      |
| <b>Secondary storage</b>    | Front counter service area   |
| <b>Secondary shelf life</b> | Use-thru date on package     |
| <b>Yield</b>                | 7.4 to 7.8 8-oz cups per bag |

### Brewer Times & Temperatures

| Brewer Temperature | Holding Temperature | Hold Time                        |
|--------------------|---------------------|----------------------------------|
| 195°F to 205°F     | 170°F to 180°F      | Glass: 30 min<br>Thermal: 60 min |

## Coffee, Premium Roast Regular

### Receiving Deliveries & Storage

|                             |                              |
|-----------------------------|------------------------------|
| <b>Case count</b>           | 160 pouches per case         |
| <b>Primary storage</b>      | Dry storage                  |
| <b>Primary shelf life</b>   | 90 days                      |
| <b>Secondary storage</b>    | Front counter service area   |
| <b>Secondary shelf life</b> | Use-thru date on package     |
| <b>Yield</b>                | 7.4 to 7.8 8-oz cups per bag |

### Brewer Times & Temperatures

| Brewer Temperature | Holding Temperature | Hold Time                        |
|--------------------|---------------------|----------------------------------|
| 195°F to 205°F     | 170°F to 180°F      | Glass: 30 min<br>Thermal: 60 min |

## Coffee Syrups:

### Vanilla, Sugar Free Vanilla, Hazelnut, & Caramel

### Receiving Deliveries & Storage

|                             |                             |
|-----------------------------|-----------------------------|
| <b>Case count</b>           | 198 oz per case             |
| <b>Package count</b>        | 6 bottles, 33 oz per bottle |
| <b>Primary storage</b>      | Dry storage                 |
| <b>Primary shelf life</b>   | 120 days                    |
| <b>Secondary storage</b>    | Service area                |
| <b>Secondary shelf life</b> | 14 days                     |
| <b>Yield</b>                | 32 to 34 drinks per bottle  |

## **Chocolate (Mocha) Syrup**

### **Receiving Deliveries & Storage**

|                             |                                  |
|-----------------------------|----------------------------------|
| <b>Case count</b>           | 248 oz per case                  |
| <b>Package count</b>        | 4 bottles, 62 oz per bottle      |
| <b>Primary storage</b>      | Dry storage                      |
| <b>Secondary storage</b>    | Service area                     |
| <b>Primary shelf life</b>   | 150 days                         |
| <b>Secondary shelf life</b> | 14 days                          |
| <b>Yield</b>                | 61 to 64 small drinks per bottle |

## **Cream, Bulk**

### **Receiving Deliveries & Storage**

|                             |   |
|-----------------------------|---|
| <b>Case count</b>           | 10 liters per case  |
| <b>Package count</b>        | 2 bags, 5 liters per bag  |
| <b>Primary storage</b>      | Walk-in refrigerator  |
| <b>Primary shelf life</b>   | 60 days   |
| <b>Secondary storage</b>    | Creamer machine   |
| <b>Secondary shelf life</b> | 7 days  |
| <b>Yield</b>                | 900 single creamer shots per case<br>450 single creamer shots per bag |

## **Creamer Cups**

### **Receiving Deliveries & Storage**

|                             |  |
|-----------------------------|--|
| <b>Case count</b>           | 550 to 600 cups per case   |
| <b>Primary storage</b>      | Walk-in refrigerator   |
| <b>Primary shelf life</b>   | 60 days  |
| <b>Secondary storage</b>    | Service area refrigerator  |
| <b>Secondary shelf life</b> | 3 days room temperature<br>If using cold pan, change pan every 4 hours |

## **Drizzle: Chocolate & Caramel**

### **Receiving Deliveries & Storage**

|                             |                                |
|-----------------------------|--------------------------------|
| <b>Case count</b>           | 72 oz per case                 |
| <b>Package count</b>        | 6 bottles, 12 oz per bottle    |
| <b>Primary storage</b>      | Dry storage                    |
| <b>Primary shelf life</b>   | 180 days                       |
| <b>Secondary storage</b>    | McCafé station                 |
| <b>Secondary shelf life</b> | 14 days                        |
| <b>Yield</b>                | 11.7 to 12.3 drinks per bottle |

## ***Equal, Bulk***

### **Receiving Deliveries & Storage**

|                             |   |
|-----------------------------|---|
| <b>Case count</b>           | 6 lbs per case  |
| <b>Package count</b>        | 6 bags, 1 lb per bag                                    |
| <b>Primary storage</b>      | Dry storage   |
| <b>Primary shelf life</b>   | 730 days  |
| <b>Secondary storage</b>    | Inside of automated sugar dispenser                     |
| <b>Secondary shelf life</b> | 30 days   |
| <b>Yield</b>                | 4,500 single shots per case<br>450 single shots per bag |

## ***Espresso Beans***

### **Receiving Deliveries & Storage**

|                             |                                  |
|-----------------------------|----------------------------------|
| <b>Case count</b>           | 32 lbs per case                  |
| <b>Package count</b>        | 16 bags, 2 lbs per bag           |
| <b>Primary storage</b>      | Dry storage                      |
| <b>Primary shelf life</b>   | 120 days                         |
| <b>Secondary storage</b>    | Service area                     |
| <b>Secondary shelf life</b> | Hopper: 24 hrs, Open bag: 72 hrs |
| <b>Yield</b>                | 111 to 117 12-oz cups per bag    |

## **Brewer Times & Temperatures**

**Brewer Temperature** 165°F to 175°F (taken from plain latte)

## ***Frappe Mix***

### **Receiving Deliveries & Storage**

|                             |   |
|-----------------------------|---|
| <b>Case count</b>           | 4 gal per case                          |
| <b>Package count</b>        | 2 bags, 2 gal per bag                   |
| <b>Primary storage</b>      | Walk-in refrigerator                    |
| <b>Primary shelf life</b>   | 90 days                                 |
| <b>Stack height</b>         | 5 cases                                 |
| <b>Secondary storage</b>    | BIM/BIC machine                         |
| <b>Secondary shelf life</b> | 14 days                                 |
| <b>Yield</b>                | <b>43 to 44</b> medium servings per bag |

## ***Ice Cream Mix (Shake Mix)***

### **Receiving Deliveries & Storage**

|                           |                              |
|---------------------------|------------------------------|
| <b>Case count</b>         | 5 gal per case               |
| <b>Package count</b>      | 2 bags, 2.5 gal per bag      |
| <b>Primary storage</b>    | Walk-in refrigerator         |
| <b>Primary shelf life</b> | 18 days (HTST), 60 days (UP) |
| <b>Secondary storage</b>  | Shake machine                |
| <b>Yield</b>              | 65 to 68 sundaes per bag     |

### **Shake Machine Times & Temperatures**

|                           |              |
|---------------------------|--------------|
| <b>Start up time</b>      | 15 min       |
| <b>Draw temperature</b>   | 22°F to 24°F |
| <b>Hopper temperature</b> | 34°F to 40°F |

## ***Iced Coffee Packets***

### **Receiving Deliveries & Storage**

|                             |  |
|-----------------------------|--|
| <b>Case count</b>           | 32 packets per case                      |
| <b>Primary storage</b>      | Dry storage                              |
| <b>Primary shelf life</b>   | 90 days not to exceed primary shelf life |
| <b>Secondary shelf life</b> | Use-thru date on package                 |
| <b>Yield</b>                | 25 medium servings per brew packet       |

### **Brewer Times & Temperatures**

| <b>Brewer Temperature</b> | <b>Holding Temperature</b> | <b>Hold Time</b> |
|---------------------------|----------------------------|------------------|
| 195°F to 205°F            | Room temperature           | 12 hrs           |

## ***Milk: Whole Bulk***

### **Receiving Deliveries & Storage**

|                             |                            |
|-----------------------------|----------------------------|
| <b>Case count</b>           | 5 gal per case             |
| <b>Package count</b>        | 2 bags, 2.5 gal per bag    |
| <b>Primary storage</b>      | Walk-in refrigerator       |
| <b>Primary shelf life</b>   | UP: 60 days, HTST: 20 days |
| <b>Secondary storage</b>    | Espresso machine           |
| <b>Secondary shelf life</b> | 7 days                     |

## ***Orange Juice Concentrate***

### **Receiving Deliveries & Storage**

|                             |                                  |
|-----------------------------|----------------------------------|
| <b>Case count</b>           | 13 lbs per case                  |
| <b>Package count</b>        | 2 bags, 6.5 lbs per bag          |
| <b>Primary storage</b>      | Walk-in refrigerator             |
| <b>Primary shelf life</b>   | 70 days                          |
| <b>Secondary storage</b>    | Orange juice machine             |
| <b>Secondary shelf life</b> | 30 days, follow use-thru date    |
| <b>Yield</b>                | 178 to 187 7-oz servings per bag |

# Shake Syrups: Chocolate, Vanilla, & Strawberry

## Receiving Deliveries & Storage

|                             |                                 |
|-----------------------------|---------------------------------|
| <b>Case count</b>           | 4 gal per case                  |
| <b>Package count</b>        | 4 bags, 1 gal per bag           |
| <b>Primary storage</b>      | Dry storage                     |
| <b>Primary shelf life</b>   | 14 days                         |
| <b>Stack height</b>         | 4 cases                         |
| <b>Secondary storage</b>    | Shake machine                   |
| <b>Secondary shelf life</b> | 14 days                         |
| <b>Yield</b>                | 117 to 123 small shakes per gal |

## Smoothie Mix:

### Mango Pineapple & Strawberry Banana

## Receiving Deliveries & Storage

|                             |  |
|-----------------------------|--|
| <b>Case count</b>           | 4 gal per case   |
| <b>Package count</b>        | 2 bags, 2 gal per bag                                    |
| <b>Primary storage</b>      | Walk-in refrigerator                                     |
| <b>Primary shelf life</b>   | Strawberry banana: 90 days,<br>mango pineapple: 120 days |
| <b>Stack height</b>         | 5 cases  |
| <b>Secondary storage</b>    | Station refrigerator                                     |
| <b>Secondary shelf life</b> | 14 days  |
| <b>Yield</b>                | 237 to 249 servings per 2 gal                            |

## Smoothie Yogurt

## Receiving Deliveries & Storage

|                             |                               |
|-----------------------------|-------------------------------|
| <b>Case count</b>           | 2 gal per case                |
| <b>Package count</b>        | 1 bag, 2 gal per bag          |
| <b>Primary storage</b>      | Walk-in refrigerator          |
| <b>Primary shelf life</b>   | 45 days                       |
| <b>Stack height</b>         | 5 cases                       |
| <b>Secondary storage</b>    | Blended iced machine          |
| <b>Secondary shelf life</b> | 7 days                        |
| <b>Yield</b>                | 233 to 245 servings per 2 gal |

## Splenda, Bulk

## Receiving Deliveries & Storage

|                             |   |
|-----------------------------|---|
| <b>Case count</b>           | 6 lbs per case  |
| <b>Package count</b>        | 6 containers, 1 lb per container                              |
| <b>Primary storage</b>      | Dry storage   |
| <b>Primary shelf life</b>   | 730 days  |
| <b>Secondary storage</b>    | Inside of automated sugar dispenser                           |
| <b>Secondary shelf life</b> | 30 days   |
| <b>Yield</b>                | 2,700 single shots per case<br>450 single shots per container |

## Sugar, Bulk

### Receiving Deliveries & Storage

|                             |   |
|-----------------------------|---|
| <b>Case count</b>           | 40 lbs per case   |
| <b>Package count</b>        | 10 bags, 4 lbs per bag                                  |
| <b>Primary storage</b>      | Dry storage   |
| <b>Primary shelf life</b>   | 730 days  |
| <b>Secondary storage</b>    | Inside of automated sugar dispenser                     |
| <b>Secondary shelf life</b> | 30 days   |
| <b>Yield</b>                | 4,500 single shots per case<br>450 single shots per bag |

## Sugar, Liquid

### Receiving Deliveries & Storage

|                             |                            |
|-----------------------------|----------------------------|
| <b>Case count</b>           | 198 oz per case            |
| <b>Package count</b>        | 6 bottles, 33 oz bottle    |
| <b>Primary storage</b>      | Dry storage                |
| <b>Primary shelf life</b>   | 120 days                   |
| <b>Secondary shelf life</b> | 14 days                    |
| <b>Yield</b>                | 32 to 34 drinks per bottle |

## Whipped Cream

### Receiving Deliveries & Storage

|                             |   |
|-----------------------------|---|
| <b>Case count</b>           | 12 cans per case  |
| <b>Primary storage</b>      | Walk-in refrigerator  |
| <b>Primary shelf life</b>   | Use-thru date on case   |
| <b>Secondary storage</b>    | Service area refrigerator   |
| <b>Secondary shelf life</b> | 14 days once opened and kept in<br>McCafé refrigerator or chill pan 4 hrs |
| <b>Yield</b>                | 27 to 28 servings per can   |

# Gold Standard Quality Descriptions

## Apple Pie

### Appearance

- Baked Apple Pie pastry crust is slightly uneven golden brown and flaky.
- The top pastry is an open lattice exposing filling with an even sprinkling of sugar across the top pastry.
- Filling is shiny, slightly thick, light brown with brown spice flecks with evenly distributed sliced apples.



### Temperature and Texture

- The product is served hot and fresh.
- The crust is tender and flaky with a slight crispness.
- The filling is slightly thick and smooth with slightly firm apple pieces.

### Taste

The crust is rich and buttery and the apple filling is sweet and slightly tart from the apples, with pronounced lingering cinnamon flavors.

## Apple Fritter

### Appearance

- Oval to round shape with some variation for a homemade appearance.
- The surface is covered in a clear or slightly opaque (white) glaze; beneath the glaze the fritter is golden to dark brown color with folds and wrinkles with apple pieces and cinnamon veins.



### Temperature and Texture

A moist, slightly chewy and short bite.

### Taste

Flavors of a fried sweet dough with cinnamon and apple flavors with a hint of vanilla from the glaze.

## Blueberry Muffin

### Appearance

- Muffin shape with a domed top that is golden brown topped with a buttery streusel crumb.
- Small splits in the crown are acceptable with blueberries randomly distributed on the surface.



### Temperature and Texture

Internally the muffin has a creamy, off-white color and cake-like texture with blueberries dispersed throughout.

### Taste

A cake-like bite paired with a sweet crunch from the streusel, followed by a moist, sweet, buttery, and slightly tart blueberry flavor.

## Cinnamon Roll

### Appearance

- The roll should be tightly wound with an irregular crown for a homemade appearance, it may be flat or moderately sloped in some areas.
- Medium-light golden brown appearance with the surface covered by a smooth, semi-solid, off-white, cream cheese icing.
- The roll will have cinnamon stripes throughout.



### Temperature and Texture

The roll is warm.

### Taste

Smooth, sweet cream cheese icing, moist and slightly chewy bite with a buttery and cinnamon flavor.

## Soft Baked Cookies

### Appearance

Golden brown chocolate chip cookies with a random distribution of chocolate chips.



### Temperature and Texture

Slightly firm and chewy with moist center and slightly crisp edges.

### Taste

Sweet, semisweet chocolate chip flavor throughout, like freshly baked cookie dough with sweet brown aromatics.

## Coffee, Hot

### Appearance

McDonald's McCafé coffee, made from Central and South American coffee beans, is hot and freshly brewed, dark brown in color and free of sediments, served in a full cup and properly customized with cream and/or sweetener, as ordered.



### Temperature and Texture

- Hot
- Medium body
- Freshly brewed (within 30 minutes of brewing in glass pot or 60 minutes in thermal pot)

### Taste

Fresh, rich, medium roast coffee aroma. Flavor is slightly bitter with a noticeable pleasant coffee aftertaste.

NOTE: Evaluate without cream or sweeteners.

## Hot Mocha

### Appearance

- McCafé Hot Mocha is served in a full McCafé hot cup, a rich hot espresso beverage, made with espresso, steamed (foamed) whole milk and chocolate syrup, topped with whipped cream and dark chocolate drizzle.



### Temperature and Texture

- Hot
- Creamy
- Smooth
- Heavy bodied

### Taste

A well balanced blend of rich, dark roast espresso coffee, steamed milk and dark chocolate flavor with a creamy, sweetened dairy flavor with noticeable vanilla notes, and a sweet, dark fudge flavor from the syrup and the drizzle.

## Iced Caramel Macchiato

### Appearance

A beverage made with ice, steamed milk, caramel-flavored syrup, marked with espresso and topped with caramel drizzle.



### Temperature and Texture

Beverage is served cold.

### Taste

A well balanced blend of dark roast espresso coffee, steamed milk, and caramel flavor, topped with caramel drizzle that is a sweet flavored syrup. Drink is not weak or watered down.

# McCafé Beverage Quality Ingredients

| Ingredient                | Quality Characteristics  |
|---------------------------|--|
| <b>Caramel Drizzle</b>    | Buttery, sweet, caramel-flavored syrup.  |
| <b>Caramel Frappé</b>     | Light brown, icy cold, smooth, creamy thick beverage, with a balanced blend of rich dark roast coffee and buttery caramel flavor, topped with creamy sweet vanilla-flavored whipped cream and sweet buttery caramel drizzle.   |
| <b>Caramel Mocha</b>      | A blend of espresso, steamed milk, caramel and chocolate flavor, topped with whipped cream and caramel drizzle.  |
| <b>Cream (bulk)</b>       | Slightly off-white color, clean dairy flavor.  |
| <b>Creamer Packets</b>    | Slightly off-white color, clean dairy flavor, tightly sealed packet.   |
| <b>Chocolate Drizzle</b>  | Sweet, dark chocolate fudge-flavored syrup.  |
| <b>Espresso</b>           | Hot, heavy-bodied, creamy, velvety smooth. Sweet clean aroma, a good balance of acidity and body, dark-roast coffee flavor with hints of dark chocolate with an absence of burnt, bitter notes.  |
| <b>Frappé</b>             | Thick and creamy caramel or mocha beverage, blended with ice and a hint of coffee, topped with whipped cream and caramel or chocolate drizzle.   |
| <b>Hot Chocolate</b>      | Hot, creamy, smooth blend of rich, dark chocolate syrup and steamed milk, topped with whipped cream, which has a creamy, sweetened dairy flavor with noticeable vanilla notes, and chocolate drizzle that is sweet dark fudge-flavored syrup.  |
| <b>Iced Caramel Mocha</b> | A blend of espresso, cold milk, caramel, and chocolate flavor topped with whipped cream and caramel drizzle.   |
| <b>Iced Coffee</b>        | Rich, smooth, creamy, beige-taupe, medium-roast beverage.  |
| <b>Iced Mocha</b>         | Cold, creamy, smooth, heavy bodied. A well-balanced blend of rich, dark-roast espresso coffee and dark chocolate flavor, topped with whipped cream, which has a creamy, sweetened dairy flavor with noticeable vanilla notes, and chocolate drizzle that is sweet, dark, fudge-flavored syrup. |
| <b>Latte</b>              | Hot, heavy-bodied, creamy, velvety smooth. Sweet clean aroma, a good balance of acidity and body, dark-roast coffee flavor with hints of dark chocolate with an absence of burnt, bitter notes.  |

## McCafé Beverage Ingredients, continued

| Ingredient                        | Quality Characteristics  |
|-----------------------------------|--|
| <b>Mango Pineapple Smoothie</b>   | Orange colored, icy cold, smooth, creamy thick beverage. Upfront sweet, tart, and fresh mango flavor with pineapple and a light creamy dairy note (from yogurt).   |
| <b>Mocha</b>                      | Hot, creamy smooth, heavy bodied. A well-balanced blend of rich, dark-roast espresso coffee, steamed milk and dark chocolate flavor, topped with whipped cream, which has a creamy, sweetened dairy flavor with noticeable vanilla notes, and chocolate drizzle that is sweet dark fudge-flavored syrup. |
| <b>Mocha Frappé</b>               | Chocolate brown, icy cold, smooth, creamy thick beverage, with a balanced blend of rich dark roast coffee and dark chocolate flavor, topped with creamy sweet vanilla-flavored whipped cream and sweet dark chocolate drizzle.   |
| <b>Premium Roast Coffee</b>       | Hot, dark brown color, rich, medium-roast coffee aroma and flavor, slightly sweet and bitter with a noticeable, pleasant coffee aftertaste.  |
| <b>Strawberry Banana Smoothie</b> | Light pink, icy cold, smooth, creamy thick beverage. Balanced strawberry and banana flavor, mostly sweet, slightly tart, with a light creamy dairy note (from yogurt).   |
| <b>Whipped Cream</b>              | Creamy, sweetened dairy flavor with noticeable vanilla notes.  |

# Beverage Menu Items

## Soft Drinks, Cold

### Troubleshooting

| Problem                               | Cause  | Remedy   |
|---------------------------------------|--|--|
| <b>Too weak</b>                       | Not enough syrup, too much ice, drink drawn too early                    | Check syrup calibration, check procedures for filling ice      |
| <b>Too sweet</b>                      | Too much syrup   | Calibrate, check water flow rate                               |
| <b>Carbonation weak or too strong</b> | CO2 pressure too low/high, draw temperature too high, draw time too fast | Check CO2 pressure, check water draw temperature and flow rate |

## Sweet Tea

### Troubleshooting

| Problem            | Cause  | Remedy   |
|--------------------|--|--|
| <b>Sour flavor</b> | Brewer not cleaned daily, tea held too long      | Ensure brewer and small wares equipment are cleaned, change dispenser liner                          |
| <b>Too weak</b>    | Brewer not calibrated properly, too much ice     | Calibrate brewer   |
| <b>Too strong</b>  | Not enough ice, possible water starvation issues | Ensure a full bucket of ice (192 oz) has been added before brewing, check water filters/water supply |

# Beverage Products

## Apple Juice

### Receiving Deliveries & Storage

|                             |                            |
|-----------------------------|----------------------------|
| <b>Case count</b>           | 50 boxes per case          |
| <b>Primary storage</b>      | Walk-in refrigerator       |
| <b>Primary shelf life</b>   | 273 days                   |
| <b>Secondary storage</b>    | Service area refrigerator  |
| <b>Secondary shelf life</b> | Use-thru date on juice box |

## Lemons

### Receiving Deliveries & Storage

|                             |   |
|-----------------------------|---|
| <b>Case count</b>           | Varies  |
| <b>Primary storage</b>      | Walk-in refrigerator                                      |
| <b>Primary shelf life</b>   | 21 days   |
| <b>Secondary storage</b>    | Service area  |
| <b>Secondary shelf life</b> | Once cut: 24 hrs refrigerated,<br>10 hrs room temperature |

## Milk Jugs, White & Chocolate

### Receiving Deliveries & Storage

|                             |                            |
|-----------------------------|----------------------------|
| <b>Case count</b>           | 48 jugs per case           |
| <b>Primary storage</b>      | Walk-in refrigerator       |
| <b>Primary shelf life</b>   | UP: 60 days, HTST: 18 days |
| <b>Secondary storage</b>    | Service area refrigerator  |
| <b>Secondary shelf life</b> | Use-thru date on milk jug  |

## Orange Juice, Bottled

### Receiving Deliveries & Storage

|                             |                              |
|-----------------------------|------------------------------|
| <b>Case count</b>           | 228 oz per case              |
| <b>Package count</b>        | 24 bottles, 12 oz per bottle |
| <b>Primary storage</b>      | Walk-in refrigerator         |
| <b>Primary shelf life</b>   | 180 days                     |
| <b>Secondary storage</b>    | Service area refrigerator    |
| <b>Secondary shelf life</b> | Use-thru date on bottle      |

## Soft Drink Syrup, Regular & Diet

### Receiving Deliveries & Storage

|                             |                             |
|-----------------------------|-----------------------------|
| <b>Case count</b>           | Varies                      |
| <b>Primary storage</b>      | Dry storage                 |
| <b>Primary shelf life</b>   | 273 days                    |
| <b>Secondary storage</b>    | Muti-plex or bulk Coke tank |
| <b>Secondary shelf life</b> | Use-thru date on box        |

## Sugar, MIS

### Receiving Deliveries & Storage

|                             |  |
|-----------------------------|--|
| <b>Case count</b>           | 5 gal  |
| <b>Primary storage</b>      | Dry storage  |
| <b>Primary shelf life</b>   | 122 days ambient   |
| <b>Secondary storage</b>    | Iced tea brewing stand   |
| <b>Secondary shelf life</b> | 14 days  |
| <b>Yield</b>                | Sweet tea: 279 servings per full BIB<br>(12 brew cycles per 5-gal BIB)<br>Southern sweet: 234 servings per full BIB (10 brew cycles per 5-gal BIB) |

## Tea Pouch, 3 oz

### Receiving Deliveries & Storage

|                             |                       |
|-----------------------------|-----------------------|
| <b>Case count</b>           | 32 bags per case      |
| <b>Package count</b>        | 32 bags, 3 oz per bag |
| <b>Primary storage</b>      | Dry storage           |
| <b>Primary shelf life</b>   | 365 days              |
| <b>Secondary storage</b>    | Under front counter   |
| <b>Secondary shelf life</b> | Use-thru date on box  |

### Brewer Times & Temperatures

| Brewer Temperature | Holding Temperature | Hold Time |
|--------------------|---------------------|-----------|
| 195°F to 205°F     | Room temperature    | 8 hrs     |

## Tea Bags, Individual

### Receiving Deliveries & Storage

|                             |                           |
|-----------------------------|---------------------------|
| <b>Case count</b>           | 500 bags per case         |
| <b>Package count</b>        | 5 boxes, 100 bags per box |
| <b>Primary storage</b>      | Dry storage               |
| <b>Primary shelf life</b>   | 545 days                  |
| <b>Secondary storage</b>    | Under front counter       |
| <b>Secondary shelf life</b> | Use-thru date on box      |

## Water, Bottled

### Receiving Deliveries & Storage

|                             |                           |
|-----------------------------|---------------------------|
| <b>Case count</b>           | 32 bottles per case       |
| <b>Primary storage</b>      | Walk-in refrigerator      |
| <b>Primary shelf life</b>   | 365 days                  |
| <b>Secondary storage</b>    | Service area refrigerator |
| <b>Secondary shelf life</b> | Use-thru date on bottle   |

# Gold Standard Quality Descriptions

## Cold Beverage

### Appearance

- Characteristic of the given beverage, with right color, full serving, and free of sediment.
- Ice is not melted.



### Temperature and Texture

- Beverage is served cold, with ice not melted.
- Carbonated beverages from the automated beverage station are properly carbonated.

### Taste

Drink meets characteristic flavor profile with clean taste and not weak or watered down according to standard description.

## Beverage Menu Quality Ingredients

| Ingredient                  | Quality Characteristics  |
|-----------------------------|--|
| Apple Juice,<br>Minute Maid | Clear, golden color, with a sweet, slightly tart, fresh apple juice flavor with no off flavors.  |
| Hot Tea                     | Hot, medium warm-brown color, clear, black and orange pekoe tea flavor.  |
| Lemons                      | Bright yellow skin that is free of bruises, gouges, and mold, moist and light-yellow interior that is free of bruises, dehydration, or mold.                                     |
| Milk,<br>Chocolate          | Cold, medium brown with a light reddish tint, sweet, clean dairy and chocolate flavors, tightly sealed containers.   |
| Milk,<br>White              | Cold, white, clean dairy flavor, tightly sealed containers.  |
| Orange Juice                | Cold, bright orange color, sweet orange flavor.  |
| Soft Drinks                 | Cold, evenly carbonated taste reflects correct syrup-to-water ratio, fresh ice, firm and dry cup.  |
| Sweet Tea                   | Clear, deep, rich, reddish-brown mahogany color. Smooth, full-bodies, strong tea flavor with hints of floral and orange. Strong natural sugar sweetness, a honey like sweetness. |
| Unsweetened<br>Iced Tea     | Clear, deep, rich, reddish-brown mahogany color. Smooth, full-bodied, strong tea flavor with hints of floral and orange.   |

# Condiments

## Cream Cheese Packets

### Receiving Deliveries & Storage

|                             |   |
|-----------------------------|---|
| <b>Case count</b>           | 100 packets per case  |
| <b>Primary storage</b>      | Walk-in refrigerator  |
| <b>Primary shelf life</b>   | 210 days  |
| <b>Stack height</b>         | 6 cases   |
| <b>Secondary storage</b>    | Service area refrigerator   |
| <b>Secondary shelf life</b> | Use-thru date on packet<br>If using cold pan, pan must be changed every 4 hrs |

## Equal Packets

### Receiving Deliveries & Storage

|                             |  |
|-----------------------------|--|
| <b>Case count</b>           | 2,000 packets per case                     |
| <b>Primary storage</b>      | Dry storage                                |
| <b>Primary shelf life</b>   | 36 months                                  |
| <b>Stack height</b>         | 6 cases                                    |
| <b>Secondary storage</b>    | Service area condiment bin                 |
| <b>Secondary shelf life</b> | 36 months not to exceed primary shelf life |

## Hotcake Syrup Packets

### Receiving Deliveries & Storage

|                             |  |
|-----------------------------|--|
| <b>Case count</b>           | 120 packets per case   |
| <b>Package count</b>        | 6 trays, 20 packets per tray   |
| <b>Primary storage</b>      | Dry storage  |
| <b>Primary shelf life</b>   | 120 days   |
| <b>Stack height</b>         | 6 cases  |
| <b>Secondary storage</b>    | Service area: condiment bin<br>Customer use: rack above the HLZ to heat prior to serving |
| <b>Secondary shelf life</b> | 120 days not to exceed primary shelf life  |

## Jelly Packets: Grape & Strawberry

### Receiving Deliveries & Storage

|                             |   |
|-----------------------------|---|
| <b>Case count</b>           | 500 packets per case                      |
| <b>Primary storage</b>      | Dry storage                               |
| <b>Primary shelf life</b>   | 150 days                                  |
| <b>Stack height</b>         | 8 cases                                   |
| <b>Secondary storage</b>    | Service area condiment bin                |
| <b>Secondary shelf life</b> | 150 days not to exceed primary shelf life |

## Ketchup, Bulk, 3 gal

### Receiving Deliveries & Storage

|                      |   |
|----------------------|---|
| Case count           | 3 gal per case                            |
| Package count        | 1 bag, 3 gal per bag                      |
| Primary storage      | Dry storage                               |
| Primary shelf life   | 180 days                                  |
| Stack height         | 8 cases                                   |
| Secondary storage    | Bulk ketchup dispenser                    |
| Secondary shelf life | 180 days not to exceed primary shelf life |

## Ketchup Packets

### Receiving Deliveries & Storage

|                      |   |
|----------------------|---|
| Case count           | 1,680 packets per case                    |
| Primary storage      | Dry storage                               |
| Primary shelf life   | 180 days                                  |
| Stack height         | 6 cases                                   |
| Secondary storage    | Service area condiment bin                |
| Secondary shelf life | 180 days not to exceed primary shelf life |

## Mayonnaise Packets

### Receiving Deliveries & Storage

|                      |   |
|----------------------|---|
| Case count           | 204 packets per case                      |
| Primary storage      | Dry storage                               |
| Primary shelf life   | 180 days                                  |
| Stack height         | 10 cases                                  |
| Secondary storage    | Service area condiment bin                |
| Secondary shelf life | 180 days not to exceed primary shelf life |

## McNugget Sauce Packets

### Receiving Deliveries & Storage

|                      |  |
|----------------------|--|
| Case count           | BBQ, Honey Mustard, Sweet & Sour, Ranch, and Spicy Buffalo: 350 packets<br>Hot Mustard: 250 packets per case |
| Primary storage      | Dry storage  |
| Primary shelf life   | 120 days   |
| Stack height         | 9 cases  |
| Secondary storage    | Service area condiment bin   |
| Secondary shelf life | 120 days not to exceed primary shelf life  |

## Mustard Packets

### Receiving Deliveries & Storage

|                      |   |
|----------------------|---|
| Case count           | 250 packets per case                      |
| Primary storage      | Dry storage                               |
| Primary shelf life   | 120 days                                  |
| Stack height         | 13 cases                                  |
| Secondary storage    | Service area condiment bin                |
| Secondary shelf life | 120 days not to exceed primary shelf life |

## Pepper Packets

### Receiving Deliveries & Storage

|                             |   |
|-----------------------------|---|
| <b>Case count</b>           | 6,000 packets per case                    |
| <b>Package count</b>        | 6 packages, 1,000 packets per package     |
| <b>Primary storage</b>      | Dry storage                               |
| <b>Primary shelf life</b>   | 365 days                                  |
| <b>Stack height</b>         | 6 cases                                   |
| <b>Secondary storage</b>    | Service area condiment bin                |
| <b>Secondary shelf life</b> | 365 days not to exceed primary shelf life |

## Salt Packets

### Receiving Deliveries & Storage

|                             |  |
|-----------------------------|--|
| <b>Case count</b>           | 6,000 packets per case                     |
| <b>Package count</b>        | 6 packages, 1,000 packets per package      |
| <b>Primary storage</b>      | Dry storage                                |
| <b>Primary shelf life</b>   | 24 months                                  |
| <b>Stack height</b>         | 6 cases                                    |
| <b>Secondary storage</b>    | Service area condiment bin                 |
| <b>Secondary shelf life</b> | 24 months not to exceed primary shelf life |

## Splenda Packets

### Receiving Deliveries & Storage

|                             |  |
|-----------------------------|--|
| <b>Case count</b>           | 2,000 packets per case                     |
| <b>Primary storage</b>      | Dry storage                                |
| <b>Primary shelf life</b>   | 36 months                                  |
| <b>Stack height</b>         | 6 cases                                    |
| <b>Secondary storage</b>    | Service area condiment bin                 |
| <b>Secondary shelf life</b> | 36 months not to exceed primary shelf life |

## Sugar Packets

### Receiving Deliveries & Storage

|                             |  |
|-----------------------------|--|
| <b>Case count</b>           | 2,000 packets per case                     |
| <b>Primary storage</b>      | Dry storage                                |
| <b>Primary shelf life</b>   | 24 months                                  |
| <b>Stack height</b>         | 6 cases                                    |
| <b>Secondary storage</b>    | Service area condiment bin                 |
| <b>Secondary shelf life</b> | 24 months not to exceed primary shelf life |

## Whipped Butter Pats

### Receiving Deliveries & Storage

|                             |  |
|-----------------------------|--|
| <b>Case count</b>           | 1,000 packets per case   |
| <b>Primary storage</b>      | Walk-in refrigerator (shipped frozen)                                      |
| <b>Primary shelf life</b>   | 180 days   |
| <b>Stack height</b>         | 9 cases  |
| <b>Secondary storage</b>    | Service area refrigerator  |
| <b>Secondary shelf life</b> | Use-thru date on pat<br>If using cold pan, pan must be changed every 4 hrs |

## Yields

### Breakfast

| Product         | Yield                                |
|-----------------|--------------------------------------|
| Breakfast sauce | 47 to 49 bagels per pouch            |
| Burrito mix     | 24 burritos per bag                  |
| Liquid eggs     | 9 to 10 Big Breakfasts per container |

### Stick Butter

| Product                     | 2 Sticks | 3 Sticks | 4 Sticks |
|-----------------------------|----------|----------|----------|
| English Muffin crowns       | 68       | 102      | 136      |
| Bagels (crown & heel)       | 41       | 61       | 82       |
| Potato Rolls (crown & heel) | 27       | 41       | 55       |

### Grill Area

| Product            | Yield                             |
|--------------------|-----------------------------------|
| Big Mac sauce      | 27 to 28 Big Macs per pouch       |
| Dehydrated onions  | 375 to 395 hamburgers per bag     |
| Grill area ketchup | 78 to 82 hamburgers per pouch     |
| Mayonnaise         | 38 to 39 sandwiches per pouch     |
| Mustard            | 661 to 685 hamburgers per pouch   |
| Pickles            | 522 to 548 per container          |
| Shredded lettuce   | 74 to 76 Big Macs per bag         |
| Slivered onions    | 59 to 61 Quarter Pounders per bag |
| Tartar sauce       | 27 to 28 sandwiches per pouch     |

### French Fries

| Product      | Yield                       |
|--------------|-----------------------------|
| French fries | 47 kid servings per bag     |
|              | 22.5 small servings per bag |
|              | 16 medium servings per bag  |
|              | 10.5 large servings per bag |
|              | 8 basket servings per bag   |

## Desserts

| Product               | Yield                            |
|-----------------------|----------------------------------|
| Hot fudge and caramel | 43 to 45 sundaes per bag         |
| M&Ms                  | 35 to 37 McFlurries per bag      |
| Oreo                  | 20.50 to 21.5 McFlurries per bag |
| Shake syrups          | 71 to 79 small shakes per gal    |
| Vanilla ice cream mix | 65 to 68 sundaes per bag         |
| Whipped cream         | 27 to 28 servings per can        |

## McCafé/Coffee/OJ

| Product                        | Yield                            |
|--------------------------------|----------------------------------|
| Espresso beans                 | 111 to 117 12-oz cups per bag    |
| Chocolate and caramel drizzle  | 11.7 to 12.3 drinks per bottle   |
| Chocolate (mocha) syrup        | 61 to 64 small drinks per bottle |
| Frappe mix                     | 243 to 255 servings per bag      |
| Ground coffee                  | 7.4 to 7.8 8-oz cups per bag     |
| Liquid sugar                   | 32 to 34 drinks per bottle       |
| Mango pineapple smoothie mix   | 237 to 249 servings per 2 gal    |
| McCafé coffee syrups           | 32 to 34 drinks per bottle       |
| Orange juice                   | 178 to 187 7-oz servings per bag |
| Smoothie yogurt                | 233 to 245 servings per 2 gal    |
| Strawberry banana smoothie mix | 237 to 249 servings per 2 gal    |

## Food Safety Temperatures

| Product      | Min Food Safety Temp | Quality Temp Range | Quality Box |
|--------------|----------------------|--------------------|-------------|
| Shelled Eggs | 155                  | Gelled Yolk        | 4 of 4      |
| Steak        | 155                  | 155-190            | 4 of 4      |
| Sausage      | 155                  | 155-190            | 4 of 4      |
| 10:1         | 155                  | 155-170            | 2 of 4      |
| 4:1          | 175                  | 175-190            | 3 of 3      |
| McRib        | 155                  | N/A                | N/A         |
| McNuggets    | 165                  | N/A                | N/A         |
| McChicken    | 165                  | N/A                | N/A         |
| McCrispy     | 165                  | N/A                | N/A         |
| Filet-O-Fish | 155                  | N/A                | N/A         |

# UHC Layouts

The following UHC layouts are recommended based on national core items only. Please check with your Owner/Operator for UHC layouts for LTOs and local options.

UHC warm up time is 30 minutes.

## *Breakfast*

### **High Density UHC**

◀ HLZ

|        |           |         |
|--------|-----------|---------|
| Flex   | Sausage   | C Bacon |
| Flex   | Sausage   | Burrito |
| Flex   | Sausage   | Burrito |
| Flex   | Sausage   | Round   |
| Folded | Scrambled | Round   |
| Folded | Scrambled | Round   |

## *Lunch*

### **High Density UHC**

◀ HLZ

|           |          |       |
|-----------|----------|-------|
| McChicken | Off      | Off   |
| McChicken | Off      | Off   |
| McChicken | Off      | Off   |
| Flex      | Flex     | Flex  |
| LTO/McRib | McCrispy | Filet |
| LTO/McRib | McCrispy | Filet |

|            |      |         |
|------------|------|---------|
| Hotcake    |      | Hotcake |
| McGriddles |      | Hotcake |
| McGriddles | Flex | Muffin  |
| McGriddles | Flex | Muffin  |
| Biscuit    |      | Muffin  |
| Biscuit    |      | Muffin  |

|         |      |         |
|---------|------|---------|
| 10:1    | 10:1 | Flex    |
| 10:1    | Flex | Flex    |
| 10:1    | Flex | Flex    |
| Flex    | Flex | Flex    |
| Nuggets |      | Nuggets |
| Nuggets |      | Nuggets |



## Building Blocks

Targets are most effective when all the blocks below are in place



If your Drive Thru is not performing to its full potential, look at all aspects of its operations. By using the above building-block approach, you can discover areas that need improvement and build the business from the bottom up.

For more information on the DT Pyramid, refer to the DT Execution page on @mcd.

**Optimal Pull Forward Percentage**

**10-15%**

OEPE times should be about  
2 times that of KVS times

Order End to  
Present End  
Standard is

**120  
SECONDS  
OR LESS**

# Keep Your Eyes on Fries

**Fries are the #1 Item Sold on McDelivery**

- Fries are also the**
- #1 missing item**
- #1 item with quality issues**

## How Can You Help?

- When McDelivery Order hits expo monitor (3 to 4 minutes before courier arrives),  
**drop FRESH FRENCH FRIES!**
- Assemble the complete order when it is ready (including fries). Seal the order when it is completed
- Best Bets:** Highlight pick ticket items as order is assembled
- Fold inner bags to help retain heat
- Seal the yellow rope handle bag with 3 tamper-evident stickers prior to courier arrival
- Verify order number with courier/dasher



## Accuracy Best Bets

Accuracy is critical with the  
McDelivery CUSTOMERS  
that you never see!

**50% of customers who have inaccuracies with their order don't place another order.**

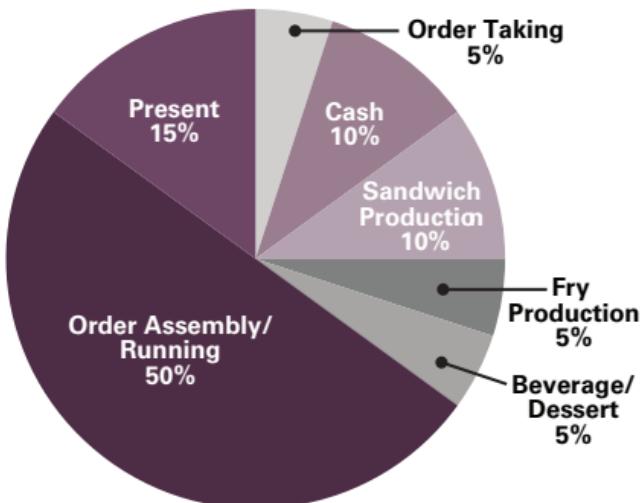
### Best Bets

- Highlight each item on pick ticket to validate each product is included
- Have two people complete the order: a beginner and a finisher to have two sets of eyes doublechecking the order
- Ensure restaurant hours are correct on RFM

# Drive Thru Diagnostics to Improve OEPE

## Common DT Pain Point Impacts

### Where to focus on DT Diagnostics



## Solutions

### Solution by Function

#### Order Assembly

- Split the Expeditor/Runner function
- Ensure someone is designated to take out Pulled Forward Orders
- Keep Order Assembly area clear of clutter and well stocked
- Ensure a DT coordinator is positioned where appropriate
- Ensure the DT team is not responsible for Curbside or McDelivery orders

#### Present

- Pull complex orders forward to keep the wheels moving – Use the 3 W's (Where, Why and Wait time)
- Healthy range for Pull Forward is 10-15%
- Reposition crew as needed to eliminate production bottlenecks (Fries, McCafé, Desserts)

#### Cash

- Split the Order Taker/Cashier function
- Coin changers
- Consider relocating printer to Present booth
- Contactless payment

# Maximize the Potential

Leading success comes from  
pulling all 3 levers of

## Projecting • Scheduling • Execution

### Projections

#### Accurate Projections are Critical

Factors to consider are:

- Promotions
- Seasonality
- Ensuring Store Hours are accurate in eLabor
- Holidays

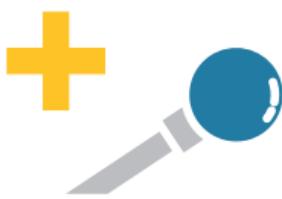


### Scheduling

#### Schedule for Growth

Once schedules are generated:

- Resolve unassigned shifts
- Balance scheduled hours to fixed and variable guide
- Review and resolve errors, exceptions and warnings



### Execution

#### Execute the Plan

- Use the DSPT to ensure the right people are in the right place at the right time
- Designate a person for Pull Forward orders and MOP orders
- Consider positioning a cross trained person in the anchor position to eliminate danger zones
- Position a production leader when there is not a production manager

# POS Timing Reports

Run and review this report at the end of every shift. Use the information to review performance and set targets for the next shift.

|                 |  |                                       |
|-----------------|--|---------------------------------------|
| <b>PRODSALE</b> | <b>Product sales</b><br>Total Drive Thru product net sales   |                                       |
| <b>CARSV</b>    | <b>Cars served</b><br>Total number of cars served during time period   |                                       |
| <b>OTT</b>      | <b>Order taker item</b><br>Starts on first menu item keystroke and ends on order stored                                      | Optimal:<br><b>25 seconds or less</b> |
| <b>T/C</b>      | <b>Transaction counts</b><br>Number of Drive Thru transactions during time period  |                                       |
| <b>OECB</b>     | <b>Order end to cash begin</b><br>Starts on order store and ends on order recall   |                                       |
| <b>AVG</b>      | <b>Average check</b><br>Drive Thru average check during time period  |                                       |
| <b>CASH</b>     | <b>Cash</b><br>Starts on order recall and ends on order tender/drawer close  | Optimal:<br><b>15 seconds or less</b> |
| <b>TOTL</b>     | <b>Total time</b><br>Starts on first keystroke and ends when order is served   |                                       |
| <b>PSNT</b>     | <b>Present</b><br>Starts on order tender/drawer close and ends when order is served  | Optimal:<br><b>30 seconds or less</b> |
| <b>OEPE%A</b>   | <b>Order end to present end percentage achieved</b><br>Percentage of cars during that time frame meeting 120 seconds or less |                                       |

|              |  |  |
|--------------|--|--|
| <b>OEPE</b>  | <b>Order end to present end</b><br>Starts on order stored and ends when order is served from present or held monitor | Optimal:<br><b>120 seconds or less</b> |
| <b>PFWD%</b> | <b>Pull forward percentage</b><br>Percentage of cars for time period that were pulled forward                        | Optimal:<br><b>10-15%</b>              |
| <b>PFWD</b>  | <b>Pull forward</b><br>Average pull forward time per transactions for these orders.                                  |  |
|              | <b>Note:</b> PFWD time is included in OEPE.  |  |

## ***McDonald's DT Service Time Standards***

OTT = 25 seconds or less

Cash = 15 seconds or less

Present = 15" or less (30" on POS report)

OEPE 120" or less

| TIME                                | PRODSA<br>LE |   | T/C<br>OECB               | AVG<br>CASH       | TOTL<br>PSNT      | OEPE%<br>OEPE     | PFWD%<br>PFWD        |
|-------------------------------------|--------------|---|---------------------------|-------------------|-------------------|-------------------|----------------------|
|                                     | CARS         | V |                           |                   |                   |                   |                      |
| 11:00                               | 349          |   | 58                        | 7.27              | 121               | 72%               | 10%                  |
|                                     | 59           |   | 24                        | 27                | 47                | 97                |                      |
| 12:00                               | 414          |   | 87                        | 7.42              | 104               | 82%               | 14%                  |
|                                     | 88           |   | 26                        | 18                | 38                | 78                |                      |
| 13:00                               | 505          |   | 111                       | 7.19              | 108               | 65%               | 12%                  |
|                                     | 110          |   | 59                        | 21                | 38                | 118               | 15%                  |
| TOTAL<br>OR AVG                     | 588          |   | 3368                      | 7.72              | 764               | 57%               | 11%                  |
|                                     | 588          |   | 33                        | 25                | 77                | 141               | 6%                   |
| PRESET<br>OEPE                      |              |   | 120                       |                   |                   |                   |                      |
| <b>Total number of cars served:</b> | <b>110</b>   |   | <b>Order taking time:</b> | <b>21 seconds</b> | <b>Cash time:</b> | <b>38 seconds</b> | <b>Pull forward:</b> |
|                                     |              |   |                           |                   |                   |                   |                      |
|                                     |              |   |                           |                   |                   |                   |                      |

Times are based on registered keystrokes.

# Mobile Order and Pay with Ready on Arrival Technology

## EXECUTE AS DESIGNED

By following the operational standards and procedures listed below, we have an opportunity to impress our Guests by delivering a high level of service and drive everyday performance.

### **EAD Crew Prompt:**

Ask the guest if they will be using the McDonald's App. **EAD Greet Guest by Name**

Greet customer at COD:

*"Welcome to  
McDonald's!  
Will you be using  
the mobile app  
today?"*

Ask for code:

*"May I  
have your  
4-digit  
code?"*

Yes

**Address the customer by name once  
you have used the 4-digit code**

## Refunding Delivery

Doordash and Uber Eats refund support can be reached at:

**Doordash - 855-973-1040**

**Uber Eats - 833-275-3287**

# Mobile Order and Pay with Ready on Arrival Technology

Customer places order, selects the restaurant and pick-up point (front counter, curbside, table service, drive thru), and then pays.

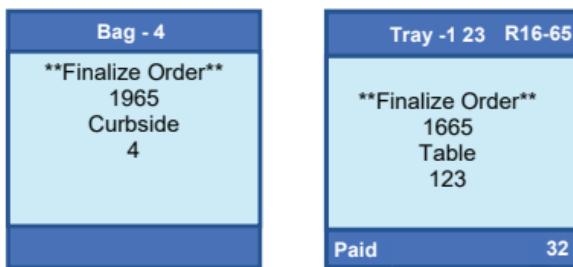
When a customer orders away from the restaurant, the order is sent to the FC Expo and production monitors when the customer is approximately three minutes away from the restaurant.

Front Counter Expo will display Curbside # or Table # but not location as the customer travels to the restaurant.



After serving order, assemble the order making sure filled drinks, straws, napkins, and requested condiments are in the bag/on the tray. A 'Stage' sticky pick ticket will be printed. Place the "Stage" sticky pick ticket in the center of the bag/side of tray.

On the Front Counter Expo, the Customer Location Cell (CLC) shows the customer arrived at Curbside #4 or Table #123.



Serve order and attach the second pick ticket to the bag/tray on top of the staging ticket. Run the order to Curbside spot #4 or Table #123. Present the order, greeting customer by name, and ensure they have everything they need (condiments, napkins, straws). Say, "Hi 'insert customer name', is there anything else I can get for you?" Crew should be wearing fully stocked apron for Curbside or Table service, plus a safety vest for Curbside.

# Shift Questions

## Pre-Shift • During Shift • Post-Shift

### Pre-Shift

Am I prepared  
to lead this shift—  
executing outstanding  
QSC and customer  
satisfaction?

- Employees and customer safety and wellness are the top priority
- Pre-shift checklist completed and focused on people, equipment and products; needs action items are taken care of before the shift
- Team positioned to maximize QSC with the most versatile person in the anchor position to address any danger zones
- All ordering channels ready to execute QSC (Drive Thru, front counter, MOA, delivery, kiosk)
- Today's trends, KPIs, and challenges discussed with the previous shift manager
- Targets set and communicated
- Current promotions communicated
- Training expectations communicated



## ***During Shift***

**Am I leading  
the shift effectively  
and positively?**

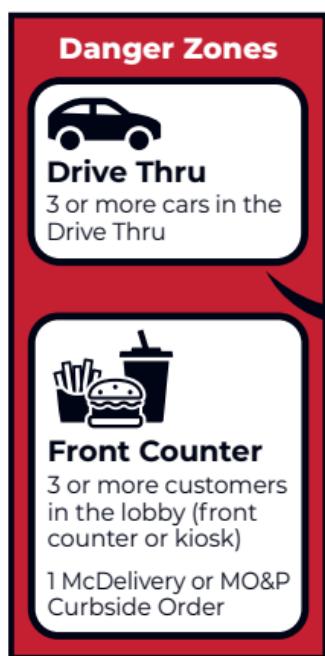
- Responding to health and safety needs/requirements
- Following up on restaurant safeguards (hand-washing and gloves)
- Coaching team members and providing positive and development-targeted feedback
- Providing updates on expectations and targets
- Conducting regular travel paths
- Eliminating danger zones to ensure QSC
- Modeling and coaching to improve hospitality
- Engaging with employees and customers
- Responding to customer concerns professionally and effectively
- Taking care of the employee needs (breaks, training, etc.)

## ***Post Shift***

**Did I lead a  
well-run shift?**

- What were the results of the shift (trends, KPIs, challenges)?
- What went well during this shift?
- Did the shift meet the guests' expectations?
- Was the shift prepared (people, equipment, and products) for the next manager?
- Was all pertinent information communicated to the appropriate people?
- Was feedback provided to the team on behavior and performance?
- What could be 'even better if' for my next shift?
- What do I need to do to prepare for my next shift?

# Troubleshooting Tool



**Likely Cause:**  
Product not available  
**Check...**

**Front Counter Only**

**Likely Cause:**  
Product not available  
**Check...**

If the  
Danger  
Zone  
persists,  
check...

**1 Production – Food**  
3 or more orders on the KVS  
1 Quarter Patty on the HOTG monitor

**2 Fries/ Hash Browns**  
3 or less orders of fries prepared

**3 Production – McCafé**  
With a Beverage Specialist positioned  
3 or more orders on the McCafé monitor  
Without a Beverage Specialist positioned  
1 or more orders on the McCafé monitor

**Production – Front Counter Beverage**  
Without a Front Counter ABS and drink person positioned  
3 or more orders on the Beverage Monitor

**Drive Thru**

**Front Counter**

**Positioning**

- Temporarily reposition the anchor person from the DSPT to eliminate danger zone
- Keep crew in position
- Go to 2-sided prep when appropriate
- Verify Production Manager is positioned when 5 or more crew in grill (10+ on floor)
- Designate a Production leader during all hours of business
- Ensure the grill person is reacting quickly to HOTG monitor

**Shift Preparation**

- Ensure proper stock levels
- Ensure all equipment is available and working properly
- Ensure all equipment and products are set up to reduce steps, turns, and bends
- Confirm current promotional build guides are posted
- Ensure cabinet levels are established and are being followed

- Temporarily reposition the anchor person from the DSPT to eliminate danger zone
- Keep Crew in position
- Add a fry and/or hash brown person when needed

- Ensure proper stock levels
- Ensure all equipment is available and working properly

- Temporarily reposition the anchor person from the DSPT to eliminate danger zone
- Verify crew are trained on role of McCafé Beverage Specialist
- Confirm that the runner is making McCafé beverages when no Beverage Specialist is positioned
- Verify that a Beverage Specialist is added to schedule according to VLH
- Ensure that the crew are reacting immediately when an order appears on the beverage monitor

- Ensure proper stock levels
- Ensure all equipment is available and working properly
- Ensure all equipment and products are set up to reduce steps, turns, and bends
- Confirm current promotional build guides are posted

- Temporarily reposition the anchor person from the DSPT to eliminate danger zone
- Making a drink is a team responsibility. However, the front counter runner will take primary responsibility for making soft drinks.
- If the runner is busy the order taker or someone else should step in
- Accommodate drink refill requests as soon as possible
- Ensure the schedule and positioning tool are set for crew pour

- Ensure proper stock levels
- Ensure all equipment is available and working properly
- Ensure all equipment and products are set up to reduce steps, turns, and bends

**Positioning**

- Split all functions when possible
- Keep crew in position
- Confirm Shift Leader is addressing blockages (bottlenecks) by repositioning the anchor position AND flexing in and out as needed
- Pull forward and curbside orders are delivered by someone outside the Drive Thru team

**Shift Preparation**

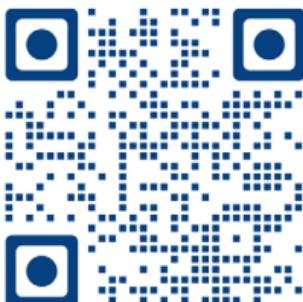
- Ensure proper stock levels
- Ensure all equipment is available and working properly
- Ensure all equipment and products are set up to reduce steps, turns, and bends

- Temporarily reposition the anchor person from the DSPT to eliminate danger zone
- Verify GESSL assigned and expectations set
- Confirm crew focused on primary roles
- Clear responsibilities for who will assemble and present McDelivery and curbside orders

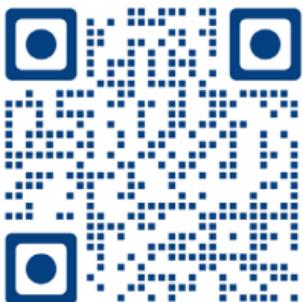
- Ensure proper stock levels
- Ensure all equipment is available and working properly
- Ensure all equipment and products are set up to reduce steps, turns, and bends

# QR Codes

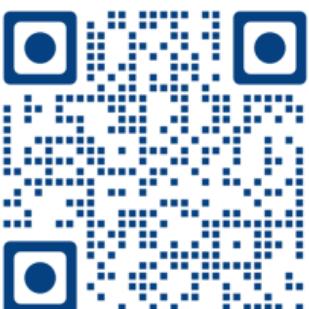
*Equipment*



*O&T Manual*



*Be Well Served*



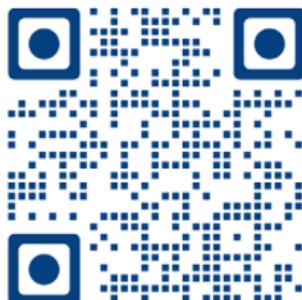
QR CODES

*Fred*



# QR Codes

*Planned Maintenance Calendar*



*McDelivery*

