

# Tastico Grill – Franchise Operations Manual (Excerpt)

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## Page 1 – Introduction & Brand Standards

Welcome to the **Tastico Grill Franchise Network**.

This manual sets forth the operating policies and standards that every franchisee must follow to ensure a consistent dining experience across all restaurants.

### **Our Mission:**

To deliver flavorful, freshly prepared meals at affordable prices while creating a welcoming space for families, friends, and communities.

### **Core Brand Principles:**

- **Consistency:** A Tastico Grill burger in New York must taste the same as one in Dubai.
- **Quality:** Only approved suppliers and recipes are permitted.
- **Safety:** Every restaurant must maintain strict hygiene and workplace safety standards.
- **Sustainability:** Reduce food waste and source environmentally responsible packaging.
- **Hospitality:** Treat every guest with warmth, respect, and efficiency.

Franchisees are expected to comply fully with the procedures outlined in this manual. Non-compliance may result in corrective audits, temporary suspension, or termination of franchise rights.

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## Page 2 – Food Safety & Hygiene

Food safety is non-negotiable at Tastico Grill. Every staff member must complete **Food Hygiene Certification** training annually and display certificates in staff rooms.

### **Key Requirements:**

#### **1. Storage & Handling:**

- Dry goods must be stored **at least 15 cm above the floor**.

- Refrigerated items must be kept at  $\leq 4^{\circ}\text{C}$ .
- Frozen stock stored at  $-18^{\circ}\text{C}$  or below.
- Cleaning chemicals must be stored **separately from food areas**.

## 2. Preparation:

- Raw and cooked items must be prepared on **separate surfaces**.
- Use **color-coded cutting boards**:
  - Red = Raw Meat
  - Green = Vegetables
  - Blue = Seafood
  - Yellow = Poultry
- Staff must sanitize knives and tools between tasks.

## 3. Cooking & Serving:

- Chicken must reach an internal temperature of  $75^{\circ}\text{C}$  before serving.
- Hot meals must be served at  $\geq 63^{\circ}\text{C}$ .
- Discard any food left in the **danger zone ( $5-60^{\circ}\text{C}$ )** for more than **2 hours**.

## 4. Staff Hygiene:

- Mandatory **handwashing every 30 minutes** and after handling raw food.
- Hairnets, gloves, and aprons are required in kitchens.
- Jewelry, watches, and long nails are prohibited for kitchen staff.



## Page 3 – Supplier & Inventory Management

### Approved Suppliers:

Franchisees may purchase meat, vegetables, and condiments only from **Tastico Grill–approved suppliers**. Any exceptions require written approval.

### Delivery Checks:

- Inspect packaging integrity and expiry dates immediately.
- Reject damaged or improperly labeled shipments.
- Log every delivery in the **Supplier Audit System**.

### Inventory Control:

- Apply the **First In, First Out (FIFO)** method to stock rotation.
- Conduct **weekly inventory audits** and reconcile with the POS system.
- Report discrepancies exceeding **2% of stock value** to head office.
- Maintain minimum stock levels equal to **5 days of average sales**.

### Waste Management:

- Record all discarded food items with reason codes.
  - Aim for less than **3% food waste** per month.
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## Page 4 – Customer Service & Staff Conduct

### Customer Experience Standards:

- Greet all guests within **30 seconds** of arrival.
- Take orders within **3 minutes** of seating.
- Serve meals within **15 minutes** (unless otherwise stated).
- Use the “**Listen – Apologize – Resolve – Thank**” method for complaints.

### Staff Conduct:

- Employees must wear **clean, branded uniforms**.
- Personal mobile phones are prohibited in customer-facing areas.
- Staff must maintain courtesy with customers and team members at all times.

- Smoking and vaping are strictly prohibited during shifts.

**Training Requirements:**

- New employees: **20 hours of onboarding training**.
- Quarterly refresher sessions on **customer service & hygiene**.
- Managers must complete annual **Leadership & Compliance training**.

**Community Engagement:**

Each franchise is encouraged to host at least **two local community events per year**, such as charity drives or school partnership programs.