

Troubleshooting - Manager Training Module

At Burrito Express, we know things don't always go according to plan. This troubleshooting module is designed to help managers quickly identify and resolve common issues. Use this guide to know what to check first and who to contact if further help is needed.

AC/Heating Units

- Adjust thermostat in small increments, wait 15 minutes.
- Check the circuit breaker.
- If not resolved, contact Upper Management. Or Jesus at 480-332-7317

Pepsi Machine

- Check CO2 tank: replace if in red zone.
- Verify carbonator is plugged in.
- Check power (breaker, GFI, key position).
- Ice issues: clear jams or blockages.
- No syrup: check box, fittings, and pump.
- If not resolved, contact your soda vendor.

Flat Griddle

- Check power and GFI outlet.
- Check gas valves and regulator.
- If not resolved, contact upper management.

Floor Drains / Odors

- Use plunger if toilet won't flush.
- Post restroom closed sign if needed.
- Try clearing floor drains with hose/plunger.
- For odors, pour hot water.
- If unresolved, contact Upper Management.

For anything regarding plumbing contact Walter at 480 352 2313

Fryers

- Check pilot light and gas valves.
- Clear breather hole on regulator.
- If unresolved, contact upper management or vendor

Grease Trap

- Stop water use if overflowing.
- Contact landlord or service provider.

Hood System

- Check power switch and circuit breaker.
- If not working, contact Vendor or Jesus at 480-332-7317

POS System (Clover)

- Check internet connection.
- Unplug and replugin the system, wait 15–30 sec.
- Verify Clover is connected and has paper.
- If not working, contact Johny at 480-738-8628.

REFRIGERATION- JESUS 4803327317

PLUMBING ISSUES- WALTER 4803522313

HANDYMAN- SANTOS 4804169389

Water Heater

- - Check if the pilot light is on. If it's out, follow lighting instructions posted on the unit.
- - Inspect breaker or fuse box for any tripped breaker (if electric).
- - For gas heaters, ensure the gas valve is open and gas line is connected.
- - Check the thermostat setting — should be at least 120°F.
- - Look for signs of leaks around the base.
- - If water is not heating or leaking continues, contact Walter (Plumbing) at 480-352-2313 or Upper Management.