

MANAGER FRONT COUNTER TRAINING MANUAL



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Our mission is to be the number 1 burrito destination in Arizona. Serving only the best quality food.

- *Providing fresh, authentic, and amazing food*
- *We will treat every customer like a friend*
- *Our employees will enjoy their work and respect the Company and their co-workers*
- *Quick, Clean and Correct – Regardless of how busy your location is, always strive to be quick, clean and correct in all your duties.*

Our core values will be the foundation for your accountability. We will work hard to help you develop an understanding of these core values and every day you will be reviewed based on how successfully you live these core values.

As the manager, you will need to go over the core values with the new employee daily. As these core values are the foundation of our success!!

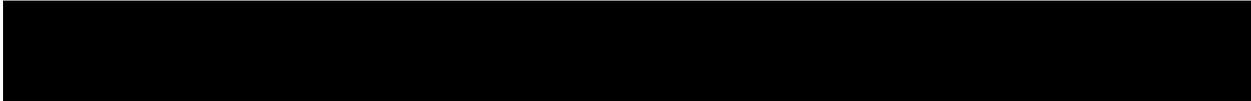
The Burrito Express was founded in 1994 by Angel Marin Sr. After being laid off at the airlines, Angel felt like it was time to go into business for himself. Angel had an idea for a Mexican food concept that offered delivery, along with the most amazing tasting food.

Angel Sr. decided to test the market and started delivering food out the kitchen in his home for 3 months. Along with his wife and 4 young children, they would prep food in the evening for business the next day. He would use his then 16-year son to deliver his new product to the local businesses for lunch. The response was great. He got so busy that after a short 3 months he decided to open his first location.

The first location was in Chandler on Arizona Avenue and Warner. Not satisfied with only one location, Angel pushed on and opened his second shop in 1998 in Mesa. There are currently 7 Stores including Tempe, Gilbert and Scottsdale. The Burrito Express is currently operated by Angel's sons, Angel Jr. and Mark.

Our success has come from our food. We provide authentic, fresh, and delicious Burritos that have developed an incredible group of loyal customers. We work hard to treat these customers as family.

Burrito Express will continue to grow and is committed to providing outstanding career opportunities to people that can help us achieve that growth. Whether start full time or part time and regardless of your position we will make a great place for you if you embrace The Burrito Express Way.



1. Westwood Village
450 N Alma School Rd
Mesa, AZ 85201
2. Alma Elliot Square
985 W Elliot Rd, #6
Chandler, AZ 85225
3. Plaza Del Sol
1605 S Gilbert Rd
Gilbert, AZ 85295
4. Tempe
933 E University Drive
Tempe, AZ 85281
5. McCormick Ranch
9619 N Hayden Rd, #103
Scottsdale, AZ 85258
6. Higley and Baseline
5202 E Baseline Rd
Gilbert, AZ 85234
7. Kyrene and Elliot
744 W Elliot Rd
Tempe, AZ 85284

Proper Onboarding

BE Employee Onboarding Process Guide

Objective: The onboarding process at Burrito Express is designed to welcome new employees into our team. It's vital to approach this process with patience and thoroughness, ensuring all new members fully understand their roles, responsibilities, and the culture of BE. Regular check-ins and clarifications throughout the process will reinforce their understanding and integration into the team.

Day 1 Overview:

1. Uniform Distribution:

- Employee will receive the below uniform items after 2 weeks of training :
 - BE hat
 - 2 BE shirts
 - Non-slip shoes

2. Employee Packet:

- Hand out an employee packet containing:
 - Manuals specific to their position
 - Payroll and other administrative forms
- Assist the new member in filling out all forms on Day 1 to ensure timely payment processing. Send the completed forms to the correct email address (to be specified).

3. Team and Environment Introduction:

- Introduce them to the team and give a comprehensive tour of the restaurant, including:
 - Work areas
 - Equipment
 - Cleaning supplies and protocols
 - Food storage and inventory management
 - Restroom locations and maintenance

4. Standards and Expectations Briefing:

- Sit down with the new employee to review the Burrito Express standards, covering:
 - BE Mission Statement
 - Core Values
 - Company History and Locations
 - Communication guidelines
 - Expectations for the first week
- Engage in a dialogue, asking questions to gauge their understanding.

5. **Initial Training Session:**

- The new employee will shadow the person or people at the position they will be working at. They will not be doing anything other than observing the processes and procedures for that position.
- The manager will maintain a close eye on the new hire, explaining in more detail what is happening during the work day.

6. **End-of-Day Review:**

- Spend 15 minutes reviewing the day's activities, addressing any concerns or questions, and clarifying future expectations and shift schedules.
- Assess the new employee's willingness, attitude, and suitability for the role. Contact BE corporate management if there are concerns about their fit or performance.

Important Notes:

- The success of the onboarding process depends on clear communication, patience, and supportive guidance.
- Regular feedback and open lines of communication are essential to integrate new members into the BE culture effectively.
- Adjustments to the onboarding process should be made as necessary to accommodate individual needs and learning paces.

This guide outlines a structured approach to welcoming and training new employees, ensuring they start their journey at BE with a solid foundation and clear understanding of their role and our values.



Feedback / Reviews – In addition to the formal quarterly reviews we will be giving you constant feedback. We believe that constant feedback makes good employees great. Our goal is never to make you feel bad or to humiliate you. We want to do everything we can to make you more successful both at The Burrito Express and in your life beyond Burrito Express. Do we have your permission to give you this feedback whenever we see an instance where we can help you improve? In addition to ongoing feedback we will utilize a short 5-minute weekly evaluation process designed to keep you on track. Again, the goal is to be positive geared to your success.

We want to make Burrito Express a special place to work. We'll work hard to keep you aligned with our core values and pointed towards success; however, if we can't get you on track do, we have permission to let you know.

Communication of Issues – your feedback can improve as well. You will learn things about our operations and our customers that will be incredibly valuable. If you see something let us know. We will value your feedback. If you ever become frustrated with any aspect of your experience at Burrito Express, please let us know. We want to support you. Please keep in mind that the best way to express your concerns is with a nice even tone. We'll listen carefully and act accordingly to support you. Whenever possible direct your concerns to your manager. If contact with your manager is not feasible please contact the Director of Operations to express your concerns.

Ask Questions – If you are uncertain, ask someone. We want to help you avoid guessing whenever possible. The manager is trained to respond quickly to any questions you may have.



The employee handbook has information that is key to your success. During your first 20 days you will be required to pass a test that covers the handbook. When you pass the test, we'll pay you \$20 on the spot as a thank you for your commitment. If you don't pass the test, we'll work with you to help you pass, but please keep in mind that if you can't pass the test, we may have to part ways with you. Let's work together to make sure that doesn't happen.

Key Elements to Focus

Punctuality is important. Please arrive 10 minutes early for your shift. Late arrival is unacceptable.

Uniforms - Upon completing your first 2 weeks of training, you will receive 2 Burrito Express shirts and a hat or visor. This uniform is to be worn during every work shift. If you arrive without a complete uniform, or it is unclean and unpresentable, you will be sent home to retrieve it or required to purchase a shirt on-site. Shirts and hats/visors are available for purchase at \$15.00 each. Additionally, please ensure your hair and face are well-kept and wear close-toed, non-slip shoes for all shifts.

Smoking, including the use of e-cigarettes, is not allowed in the restaurant or while you are working or wearing your uniform. Smoke breaks should be taken before putting on your uniform, as the smell of smoke can negatively impact the taste of food.

Do not show up to work under the influence of drugs or alcohol. This includes the consumption of or smoking marijuana. If you violate this policy, you will be sent home immediately and terminated!

Breaks - If you are scheduled to work for 7 hours or less, you will receive a mandatory 10-minute break. If your shift is longer than 7 hours, you will receive a 30-minute break. All breaks are unpaid and must be coordinated with a manager.

Cell Phones - The use of cell phones or headphones is not permitted during work hours except during your scheduled break times.

Time off policy - If you are planning to request time-off outside of 2 weeks, you would need to submit a request via email to timeoffatbe@gmail.com. Your requests will be reviewed then you will receive a response within a few days. Approval will be based on a first come first serve and staff availability. If requesting time off inside of 2 weeks, you will need to talk with your manager and fellow employees to see about getting your shift covered. If there is an emergency, And you will not be able to make it into work, please notify the manager as soon as possible before your shift. **No call, no show, will most likely result in loss of job.**

No disorderly or indecent conduct that makes our guests experience anything but a good one. This means no bad mouthing, bad attitudes towards customers or other employees, and no swearing or use of harsh language at any time..

Your paycheck amount, hourly wage, any raises, or any bonus money received is done in confidentiality. If you disclose any amounts to other employees, you will forfeit any and all extra money gained.

Honesty is mandatory. Theft, mishandling funds, and failure to charge for food (outside of employee benefits) are strictly prohibited.

Report any customer service issues to management immediately so they may remedy the situation ASAP.

We work on 3 strikes, you are out, basis. This means there will be a simple procedure for not following policy. 1) Verbal warning, 2) Written warning, 3) Loss of job.

Paychecks - are distributed on Fridays after 1:30 PM. Accurate clocking in/out is required for correct payment. Time clock errors must be reported to the manager within the same week to avoid payment delays. Only employees can pick up their paychecks. Clocking in/out for others leads to immediate termination.

The company has a zero-tolerance policy for actions that endanger or threaten the safety and well-being of others. This includes drug or alcohol use on the premises, sexual harassment, theft, violence, threats, and discrimination. Employees who engage in these behaviors will be terminated immediately.

Meals - Employees are allowed a single, on-shift meal benefit, consisting of one menu item that must be consumed on the premises. This item will be rung in by the manager at the register. This meal benefit is exclusively for on-duty consumption and cannot be applied to off-duty meals. Any food items removed from the premises without payment constitute theft. All employee meals must be consumed in the dining room or other designated eating areas and are prohibited in the kitchen.

Raises - Employee performance reviews will be conducted quarterly. During these reviews, employees will have the opportunity to receive a wage increase of 1%, 3%, or 5% based on their job performance over the previous quarter.

The Training Process/ What to Expect

General Guidelines: As this being their first day, it is important to go slow and be detailed! We want the new employee to feel comfortable and not overwhelmed. This may be their first job, so have patients and repeat this as often as needed to get them acquainted with the way we do things at Burrito Express

Day 1:

- You will be provided with the employee handbook and the manager on duty (MOD) will provide an overview of the operations.

Now, input their information into the POS system and provide them with their unique PIN for clocking in and out. Ensure that all their details are entered accurately and completely.

Give them the paperwork for payroll and have them fill it out and turn it in before they leave their first day.

- Address any questions or comments regarding the manual to the MOD.
- Start learning the Core Values; keep a card with you during all work hours.
- Get Introduced to the team!
- Learn the punch list. The manager will show you in detail every item on the punch list and how it is expected to be done. You will be responsible for managing the punch list, making sure it was completed for the previous day and then get it completed before you leave each day

As the manager, you will be responsible for showing the new cashier 1st hand how to do each item on the punch list. Talk with them about the importance of getting the list done the Burrito Express (quality and quick)

- Study the menu (including ingredients)

Take around 15 to 20 minutes to go over every menu item; the ingredients, codes and how things are made.

- Read and review the Do NOT Do List list with the manager.

This list is very important for overall consistency and quickness. Make sure to go over each item and explain why we do not do that, and then help them with the responses or alternatives for the customer's request.

- Learning the POS system
 - Different payment types.
 - Cash
 - Cards
 - Gift cards

Go ahead and run a \$5.00 gift card so they can see how the transaction is done.

- Learn the Burrito Express Counter Greeting/Conversation Process
- Watch the POS system is being run by the experienced employees. Focus on how they interact with the customers, how they hand out numbers and ask for salsa.
Allow them to observe the register for a few hours either with you or your best cashier. Focus on greetings, repeating the order, asking for here or to go, the type of salsas, and giving out numbers correctly.
Do wait to answer questions or teach about the POS while customers are in line or in the process of ordering.
- Sit down with the manager and review the entire menu; ingredients, codes, and do not do list.
- Take menu test
This test is for you more than it is for them. This will help you understand what they have retained and what they need to focus on moving forward. Our goal is to have them pass with a 100% BY THE END OF 8 full days of training.
- Complete daily punch list towards end of shift with manager supervision
This time around, as the manager, you will be watching the new employee complete the daily punch list. Make sure to be with them the whole time and correct anything they are doing that is not the Burrito Express way.
- Review the Core Values

Day 2:

- Address any questions or comments regarding the previous day to your supervisor.
- Go over the clocking instructions again with the manager.
- Walk through the daily punch in the morning with the manager, making sure it was completed from the previous shift.

- Continue to learn the entire menu (including ingredients). Take 10 minutes to sit and study and go over the codes, ingredients, and measurements for all burritos!
After they are done studying, take about 10 minutes and give them a verbal test on the codes and ingredients for all the burritos. It's very beneficial to you to get your people trained and up to speed as quickly as possible.
- Complete a sleeve of each salsa color.
Make sure they are doing salsa cups clean, correct (up to the line) and they are mixing the salsa before they start filling the cups. They need to make cups regardless of whether or not we need them. They need to practice.
- Practice on the register – get as many customers as possible with the manager by your side. Get a manager to resolve any potential customer issues while at the register
 - Focus on giving numbers to EVERY customer. Here are the exact words we want you to say when handing the customer their ticket: “Thank you for your order, your number..., we will call you by your number when your order is ready!”
 - Asking the customer which type of salsa they would like.
 - Try to get comfortable at the POS, the better you know the menu the easier it will become.
 - Practice greeting customers as they walk in the door; and saying goodbye when they are leaving.
 - Be asking each customer what color salsa they would like with their order
Remember, this is only their second day. No matter how good or confident they seem, do not leave them unsupervised. We are aware how fast things can get messy at the register!!
- Review the do not do list again and take test after lunch.
Go over the test with the new employee and explain, in detail, the ones they missed. The faster they learn this list the easier it will be to leave them unsupervised. Again, this test is for you as the manager, not so much the employee. It will help you understand where you need to focus more of your time in terms of them understanding the list
- Introduction to other cashier responsibilities and how they are to be performed. Make sure you explain to the new hire, the potential additional tasks and duties they will have. It is very important to set the expectations of the position early on in training.
 - Pulling heads off chilis
 - Separating chips
 - Bagging sour cream
 - Making Horchata
 - Making rolled tacos

- Cleaning the bathrooms
- Taking out the trash
- Making Chorizo bags
- Cutting tomatoes
- Washing dishes
- Putting away Tapia loads
- Review the Core Values.
[Give them a verbal test on Core Values](#)
- Intro on customer complaint problem solving. We try our best to always satisfy the customer when something goes wrong. We try and abide by the B.L.A.S.T. motto.
 - BELIEVE – believe what the customer is telling you. Whether or not it’s true, trying to argue the issue will only make things worse!
 - LISTEN – let them tell you about their whole experience before interjecting.
 - APOLOGIZE – Let them know how sorry we are for the mistake, and we will do our best to rectify the situation.
 - SOLVE – We will try and solve the issue. Sometimes it’s a very simple fix, like a missing menu item, or burrito made incorrectly. Other times, you may need to get the manager to help solve the problem.
 - THANK – thank the customer for coming in and addressing the situation. Hopefully we fixed the problem, and they will continue to patronize our restaurant.

[As the manager, you need to be made aware of all customer complaints or issues. If your cashier is not able to handle the complaint, you will need to address the situation. With a new cashier, you will need to handle all customer issues.](#)

- Complete the daily punch list for the next day. It should take about 25 minutes to complete.

Day 3: [Please make sure to explain, in detail, the Clover rewards program](#)

- [Sign up bonus, automatically keeps track of burrito purchase for punch card, exclusive offers and deals.](#)
 - [We will not bombard them with a bunch of SPAM](#)
- Complete punch list on your own, FOCUS on speed and quality of work.
[Make sure you monitor the work they are doing, speed and quality of work](#)
- Complete 3 sleeves of salsa cups
- After completing salsa cup, spend the remainder of the shift working the POS
 - Focus on customer interaction. Don’t forget to smile and be friendly

- Try upselling
- Had out numbers on every order
- Asking for here or to go
- Repeat the order
- Review the do not do list again and test on it if you didn't pass the first time
Make sure to give a verbal or written test on the list. Reenforce the ones they are having trouble with
- Complete fill in the worksheet on codes and ingredients
- More in-depth POS functions
 - Reprinting tickets
 - Editing an open ticket
 - Splitting payments
 - Reopening a paid order
 - Cash or card
- Take menu test if didn't pass first time
- Review the Core Values
- Complete the Daily Punch List before leaving.

Day 4:

- If you have any questions regarding the employee manual, please ask the MOD.
- Perform the punch list process on your own. Hopefully you can complete the punch list correctly and in a timely manner, including making salsa cups.
- You will be demonstrating your understanding of the POS systems. The manager will provide you with a POS test.
Use the POS test in the back of the book to understand the progress of the new cashier. It is more of a practical test than written or verbal. Make notes on their strengths and weaknesses.
- Work on multitasking (ringing up customers, handing out pickups, and maintaining a clean dining room)
Remember, the trainee is still quite new and will continue to need your supervision. Please keep a close eye on them; their customer service, that they are giving number and asking for here or to go, ask for salsa type, trying to upsell, repeating each order, and staying busy during the down times.
- Follow your training regarding customer disputes and get a manager involved as necessary.

Day 5:

- Complete all fill in the blank worksheets

- Recite core values for the MOD.
- Run the complete shift as the sole cashier; taking all walk-in customers, maintaining a clean lobby, all customers get a number and salsa type, and input for here and to go correctly.
- After your shift, you will sit down with the MOD a discuss how the day went. Please ask any questions you have on processes, the menu, or customer service.

BREAKFAST BURRITOS		BURRITOS		SPECIALS	
Served All Day					
Breakfast Supreme (BSB)	\$5.35	Bean & Cheese (B)	\$3.55	Cheese Crisp	\$3.95
Bacon, egg, ham, potato & cheese		Red or Green Chili (R/G)	\$4.90	with Shredded Beef, Chicken or Steak	+\$1.75
Steak & Eggs (STE)	\$5.35	Three Way (TW)	\$5.35	Nachos	\$4.50
Steak, egg, potatoes, tomatoes & onions		Red chili, green chili & beans		with Shredded Beef, Chicken or Steak	+\$1.75
Machaca Hot or Mild (MH/MM)	\$5.35	Steak, Bean & Cheese (STB)	\$5.20	TACOS	
Shredded beef, egg, tomatoes & onions		Steak, Potato & Cheese (STP)	\$5.20	(All Tacos Deep Fried) Shredded Beef or Chicken	
Green Chili & Eggs (GE)	\$5.20	Steak & Salsa (SSB)	\$5.20	Hard	\$2.25
Red Chili & Eggs (RE)	\$5.20	Lettuce, tomatoes, onions, cheese, cilantro, & a squeeze of fresh lemon		Soft	\$2.35
Bacon & Eggs (BE)	\$4.95	Chicken, Potato & Cheese (CKP)	\$5.20	Three Rolled Tacos	\$3.50
Ham & Eggs (HE)	\$4.95	Lettuce, tomatoes, onions, cheese, cilantro, & a squeeze of fresh lemon		with Sour Cream & Cheese	
Chorizo & Eggs (CE)	\$4.95	Chicken & Salsa (CSB)	\$5.20	Three Rolled Tacos	\$3.50
Potato & Eggs (PE)	\$4.95	Lettuce, tomatoes, onions, cheese, cilantro, & a squeeze of fresh lemon		with Guacamole & Cheese	
		Burrito Supreme (BS)	\$5.35	SIDES	
		Chicken or shredded beef, beans, potatoes, tomatoes, onions, & cheese		Beans	\$1.95
				Sour Cream	\$0.85
				Rice	\$1.95
				Guacamole	\$0.85
				Chips	\$1.35
				DRINKS	
				Small 20oz	\$1.35
				Medium 32oz	\$1.75
MAKE IT ENCHILADA STYLE! \$2.00		MAKE IT CHIMISTYLE! \$2.00		MAKE ANY ITEM A COMBO! \$2.50	
Go Enchilada style on your burrito by adding red or green sauce over the top		Go Chimistyle on your burrito by having it deep fried with sour cream & guacamole		Make any menu item a combination by adding rice, beans & 20oz drink	

We have 3 major food categories:

1. Breakfast Burritos
2. Lunch Burritos
3. Tacos

We also serve cheese crisps, a few side options and fountain drinks.

Key Menu Information:

Breakfast Burritos - take time and go over each bullet point and explain in more detail!!

- Our breakfast burritos are made fresh, to order, and served all day!
- ALL burritos are made with 2 eggs salt and pepper; except for the Bacon and Eggs (3 eggs)
- The chorizo we use is homemade, using beef not pork (the only pork we have is our bacon and ham)
- Our bacon comes in strips of 2, and cannot be chopped up and added to the burrito
- The Green Chili we use for our breakfast is not vegetarian, it contains chunks of beef, not pork. The meat cannot be separated from the juice. It's a set portion and would throw off the measurements.
- Our Red Chili is made with chunks of beef and potatoes. Neither the meat nor the potatoes can be removed from the mix. It's an all or nothing item.
- We add ¼ tsp of salt and a ¼ tsp of pepper. It is such a small amount that we are not able to do "an easy" amount. It's either all or nothing.
- Our Machaca is a made to order meat. It cannot be added to anything else, like a taco or a cheese crisp. It is made with shredded beef, eggs, onions, and tomatoes. Any of those items can be omitted if so desired. The machaca chili is a separate ingredient added to the machaca to make the burrito hot.
- The machaca chili can also be added to other burritos for a charge
- We are not able to sub out one ingredient for another free of charge, unless it is already programmed into the POS system
- We are trying to provide a gluten free option for our customers, the way we offer that is to give them the breakfast burrito in a bowl without a flour tortilla. They can sub out 3 warmed corn tortillas free of charge.

Lunch Burritos – again, take time and go over each bullet point and explain in more detail!!

- Our lunch burritos are also served all day, from open to close
- Our beans are vegan, they are made with only water and salt
- Our chicken is the only spicy thing on our menu. It is marinated with chilis, onions and tomatoes, which cannot be removed. There is no way to make the chicken not spicy. Also, our chicken is made from all white meat chicken breast.
- As stated above, our Green Chili is made in house with chunks of beef which cannot be removed from the mixture. If someone is looking for vegetarian green chili, they would need to ask for "diced green chilis."
- Our Red Chili is made in house and is mixed with potatoes and chunks of beef. Again, these things cannot be removed from the mix.
- With the Chicken/Steak and Salsa, the salsa refers to the green salsa we add to the burrito NOT the vegetables. All the vegetables are put in separately and can be taken off if the customer chooses.

- Carne Asada. Here at Burrito Express, Carne Asada is a burrito made with “steak meat” onions, tomatoes, cilantro, guacamole, and green salsa. IT IS NOT THE STEAK MEAT ITSELF. The meat we use is called steak meat, not carne asada meat. The steak meat we use is already pre salted, so the salt can’t be taken out or more added.
- Our Burrito Supreme is made with a choice of either chicken or shredded beef. Make sure to ask which one they would like. They can add steak for an additional charge or no meat if they choose. Make sure to put in the comment button NO MEAT so the kitchen does not get confused.

Tacos and More

- Our Cheese Crisp is made with a single 14” flour tortilla, filled with cheddar cheese and folded in half. The customer may add shredded beef, chicken or steak or any vegetables to their cheese crisp. They may not add beans, red chili, green chili, sour cream or guacamole, rice, or an egg for simplicity and speed.
 - Our cheese crisp cannot be made open faced.
 - We do not make them with corn tortillas.
 - We do not put additions on only half the cheese crisp; it’s not a pizza.
- We have 3 types of tacos; rolled, hard, and soft.
 - All the tacos come deep fried unless the customers requested them not to be. Then we warm them on the comal.
 - The hard taco (corn) and the soft taco (flour) are made with lettuce, tomato, chicken or shredded beef, and cheese. You may order them with steak, but it is an upcharge.
 - The only 2 choices for rolled tacos are shredded beef or chicken.
 - Our rolled tacos only come in sets of 3 and must be the same type of meat.



These are the Codes and Ingredients for our burritos. You will be required to learn these during your first week here with us.

<u>BURRITO</u>	<u>CODE</u>	<u>INGREDIENTS</u>
Bean	B	Beans and cheese
Burrito Supreme	BS/SB, BS/CK	Beans, potatoes, tomatoes, onions, cheese, chicken, or beef
Carne Asada	CA	Steak, onions, tomatoes, cilantro, guacamole, lemon juice and green salsa

Chicken Pot and Cheese	CKP	Chicken, potato, and cheese
Chicken and Salsa	CSB	Chicken, lettuce, tomatoes, cheese, onions, cilantro, lemon juice, and green salsa
Green Chili	G	Green chili sauce with chunks of beef
Red Chili	R	Red chili sauce with chunks of beef and potatoes
Steak Bean and Cheese	STB	Steak Beans and Cheese
Steak Pots and Cheese	STP	Steak Pots and Cheese
Steak and Salsa	SSB	Steak, lettuce, cheese, tomato, onion, cilantro, green salsa, and lemon juice.
Three Way	TW	Red chili, green chili, and beans
<u>BREAKFAST BURRITOS</u>		
Bacon and Egg	BE	2 strips bacon and 3 eggs
Chorizo and Egg	CE	4 oz Chorizo and 2 eggs
Egg and Cheese	EC	3 Eggs and 2 oz cheese
Green Chili and Egg	GE	Green chili and 2 eggs
Ham and Egg	HE	4 oz Ham and 2 eggs
Potato and Egg	PE	4 oz Potato and 2 eggs
Red Chili and Egg	RE	Red chili and 2 eggs
Machaca Mild	MM	2 Eggs, 1 oz onion, 1 oz tomato, and 2 oz shredded beef (1 oz Chili if hot)
Steak and Egg	STE	2 Eggs, 1 oz onion, 1 oz tomato, and 2 oz steak
Supreme Breakfast	BSB	2 oz Ham, 2 eggs, 2 bacon, 4 oz potato, and 2 oz cheese



The POS – Point of Sales system is the touch screen device used to ring up sales transactions. The POS is also used to log time.

Here at Burrito Express, we are trying to create a personal, individual customer experience. We are trying to build that special relationship with each guest. When at the register face of Burrito Express, so it is your job to make sure the customer has an enjoyable and easy experience every time they visit.

When taking their order, you need to look the person in the eyes and pay attention to what it is they are ordering. Customers like to order off the menu their own way, so it is your job to ring up the items that work best for our cooks to make the food.

When taking an order:

1. Always greet the customer as they enter the shop, for example:

- “Hello, good afternoon, how are you doing?”
- “Hi there, how is your day going?”
- “Welcome to Burrito Express?”
- “Good morning, how was your weekend?”

2. Start the ordering process by asking whether it’s “For Here” or “To Go”. If you don’t recognize the customer, it’s helpful to ask if it’s their first-time in.

If you say yes, feel free to ask if they would like any suggestions.

- For breakfast, the Breakfast Supreme or the Steak and Egg
- For lunch, the Steak Potato and Cheese or the Bean and Cheese
- If they are looking for a little kick, the Machaca Hot or the Chicken Potato and Cheese

- “What can we get started for you?”
- “How may I help you?”
- “Did you have any questions about the menu?”

When at the register, it is very important to get a feel for the mood of the customer. Here at Burrito Express we like to try and up sell our customers, but only to a certain degree. So, here at BE we only want to ask at most 2 times for additional items. A few of the easiest things to try and up sell are drinks, adding sour cream or guacamole to burritos, adding cheese or potatoes to breakfast, a side of chips, or making any burrito a combo.

3. Completing the order

- While taking their order, it is best to repeat what they order repeating as you go, to help avoid any confusion or mistakes. Make sure to repeat the order slow and clear to minimize the mistakes that can happen when ordering.
 - Once the order has been completed, you need to read the order back to them; whether they ordered one item or multiple items.
 - Be sure and ask if they would like green, red, or both salsas; and enter it into the POS
 - Tender the payment and hand them the customer receipt saying, “your order number is _____ we will call you by your order number once your order is complete Make sure you thank them for the order and let them know, in a general way, how long it’s going to take. (i.e. “That will be up as soon as possible” or “Ok, it will be up in a little bit” or “Ok we are busy so give it just a few minutes”)
4. When handing out a completed food order, make sure you include salsa (2 PER BURRITO), any extra items like sour cream, guacamole, pints of salsa, and chips. Set the bag on the counter and call out the order by the number.
Be sure to thank them for coming in and

Helpful Hints while taking orders.

- The word **“With”** – The word with is a very vague descriptive word. For example, if somebody comes in and orders a bean and cheese burrito “with” rice; does that mean they want the rice in the burrito or on the side? So, as the cashier you need to always clarify the word “with”, asking the customer if they want it inside or on the side.
- Burrito Supreme comes with the choice of either shredded beef or chicken, always be sure to ask before moving on to the next item.
- If a customer wants to add green chili to a burrito, you need to ask them whether they want diced green chilies or green chili sauce with chunks of beef.
- If they order any drinks, please be sure to grab the cup as so as they order it.

1. The cashier on the morning shift checks the punch list from the night before. If there are significant missing items, they should notify the manager.
2. The first 11 items should take about 10 minutes to verify everything was completed the night before. When the first 11 items are complete the cashier should focus on salsa cups. The cashier, with the help of the manager, should do 2 sleeves (250 cups) of salsa, one red and one green. The goal is for this process to take 1 hour and 20 minutes.
3. At the end of the shift (with in the last 90 minutes) items 1 through 11 need to be completed on the punch list so that the next shift has a fresh start.
4. Helping with the weekly and monthly cleaning lists
5. In addition to the punch list the driver will also help with putting away food orders, separating chips, pulling the heads off peppers, making horchata and other activities upon request.

THINGS WE DO NOT DO

Here at Burrito Express, we try our very best to satisfy the customer. We strive to make each, and everyone, feel like they are important to our business, which they are, but there are some things we just WILL NOT DO for anybody. As the person taking the order, it is your duty to do the best you can to find an alternative solution for what they are asking.

- WE DO NOT MAKE BURRITOS WITH EGG WHITES
- WE DO NOT MAKE OMELETS
- WE DO NOT CUT BURRITOS IN HALF

“THERE ARE FORKS AND KNIVES ON THE WAY OUT, BUT UNFORTUNATELY IT MAKES A MESS AND COMPROMISES THE FOOD QUALITY”

- WE DO NOT MAKE BREAKFAST PLATES

“WE CAN MAKE ANY BURRITO YOU WOULD LIKE MINUS THE TORTILLA, BUT WE CAN’T COOK EVERYTHING SEPARATE”

- WE DO NOT PUT EGGS ON ANYTHING OR IN ANYTHING OTHER THAN IN BURRITOS
- WE DO NOT HAVE PICO DE GALLO HERE NOR WILL WE MAKE ANY

“I WOULD BE HAPPY TO ADD TOMATOES, ONIONS AND CILANTRO TO YOUR BURRITO”

- WE DO NOT DO **“CHRISTMAS STYLE”** ON ENCHILADA STYLE, WHICH MEANS HALF RED AND HALF GREEN ON THE BURRITO.

“IM SO SORRY FOR THE INCONVENIENCE, BUT WE CAN DO EITHER RED OR GREEN”

- WE DO NOT PUT SOUR CREAM OR GUAC ON ANYTHING OTHER THAN ROLLED TACOS AND BURRITOS, AND DOES NOT GO ON TOP OF BURRITOS
CHARGE FOR SIDE OF GUACAMOLE OR SOUR CREAM
- WE DO NOT ACCEPT MORE THAN 2 DIFFERENT CREDIT CARDS FOR A PICK UPS FROM 1 PERSON.
FOR SECURITY PURPOSES AND EVERYONE'S SAFETY
- WE DO NOT SUB ANYTHING OUT FOR NO CHARGE, UNLESS IT'S IN THE POS (example: A Breakfast Supreme w/ Chorizo instead of ham for no charge)
- WE DO NOT LABEL ITEMS WITH CUSTOMER NAMES
WE HAVE CODE WE USE, SO ALL ITEMS WILL BE LABELED
- WE DO NOT GIVE CASH BACK
- WE DO NOT MAKE OPEN FACED CHEESE CRISPS OR CORN CHEESE CRISPS
- NO PUTTING ITEMS ON ONLY HALF A BURRITO(IE. HALF SOUR CREAM, HALF STEAK, HALF CHEESE)

Menu Test

Core Values

1. We...

2. We...

3. We...

4. We...

Two examples of how we greet customers.

When is the best time to greet the customer?

What is the exact statement we say when you complete an order at the register and hand them their receipt?

1. Our beans are made with _____ & _____

2. BSB is made with _____

3. Can the Machaca Chili be added to non-burrito items? Yes or No?

4. How many locations does Burrito Express have?

5. Code for a Steak & Egg?

6. Is Green Chili made with chucks of beef or pork?

7. Our Chorizo is a Mexican spicy breakfast sausage, made with Beef or Pork?

8. Is it possible to add easy pepper or easy salt to any breakfast burrito? Yes or No?

9. Can we change the salt quantity to any menu item?

10. Our Red Chili is made in house with potatoes and beef. If requested, may the potatoes be removed from the Red Chili? Yes or No

11. G stands for what burrito?

12. BE comes with how many eggs?

13. Do we make breakfast tacos?

14. Is it possible to substitute one item for another item for no charge (i.e., Substituting extra bacon for ham in a BSB)?

15. Are we able to cut burritos in 1/2 on large orders? Yes or No?

16. Can chicken be added to half a cheese crisp?

17. Are we able to label our burritos with customer names? Yes or No

18. Write the code in the parentheses and the ingredients and for each burrito

a. Steak, Bean, and Cheese ()

b. Steak, Pot, and Cheese ()

c. Steak and Egg ()

d. Steak and Salsa ()

19. Match the code to the correct item.

CKP

Cheese Crisp

CE

Chicken and Salsa

CSB

Chicken, Pot, and Cheese

CC

Chorizo and Egg

20. Our Chicken is marinated _____, _____, and _____? Is it possible to remove any of the 3 at the customer's request?

Yes or No?

21. The only 2 meat choices the customer has for rolled tacos are _____ or _____?

22. Can the rolled tacos be a combination of the 2 meats? Yes or No

23. What is the only burrito we sell that is not on the menu? _____ It is made with _____

24. BS stands for _____ and comes with _____

25. Do we make an open-faced cheese crisp? Yes or No

26. MH is made with _____?

27. HE stands for?

28. B stands for?

29. Can pico de gallo be made upon request? Yes or No

30. Can we make a Cheese Crisp with half steak half chicken? Yes or No

31. What is the code for Green Chili and Egg?

32. TW stands for _____ and is made with _____

33. Can our eggs be made to order? (i.e., over easy, omelets, or cooked soft) Yes or No

34. Can we make burritos with egg whites only? Yes or No

35. Explain the difference between Machaca and Shredded Beef.

36. If a customer has a gluten free allergy, can we make breakfast tacos? Yes or No

37. Match codes to the correct burritos

RE

Machaca Mild

PE

Green Chili

BSB

Carne Asada

MM

Red Chili and Egg

G

Breakfast Supreme

CA

Potato and Egg

POS TEST

This will be a practical test, given by the MOD. You will be asked to perform certain tasks and functions at the register. These will all be things you have already trained on and practiced during the week.

Taking an order – smiling, greeting, repeat order
Asking for salsa type
For Here or To Go
Giving a number with correct wordage
How to view an open order
How to edit a pickup order
Reading back the order
Taking payment if necessary
Notify the manager the pickup has arrived
How to reprint a closed ticket
Reopen a paid/closed order
How to refund are credit card
How to properly void a ticket
Splitting payments on single order
Splitting a pickup into multiple tickets
Customer complaints
Using Clover Rewards
Combining punch with free burrito
Rules for coupons; expired, combining, combining with phone

Benchmarks for Training New Cashier

- After 3 days
 - Be able to take an order at the register

- Complete the punch list correctly in a timely manner
 - Understand the major of the do not do list
- After 5 days
 - Pass menu test with a 95% or better
 - Pass the POS practical test
 - Pass the Burrito codes and ingredients test with a 95% or better
- After 10 days
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