

PREP MANUAL FOR MANAGERS



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

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- *We will succeed by providing fresh, clean, authentic amazing food.*
 - *We will treat every customer like a friend.*
 - *Our employees will love the food, enjoy their work and respect the Company and their co-workers (Our employees will appreciate what they do)*
 - *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.



The Burrito Express was founded in 1994 by Angel Marin Sr. After being laid off at the airline, 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 of 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 6 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.

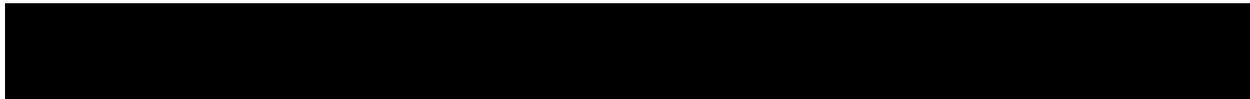


Feedback / Reviews – In addition to the formal quarterly reviews we will be giving you constant feedback. We believe that constant feedback makes good employees great. Our goal is never to make you feel bad or to humiliate you. We want to do everything we can to make you more successful both at The Burrito 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 positively 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 point towards success; however, if we can't get you on track, 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 will 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 us work together to make sure that does not happen.

The following items are very important rules we expect our employees to understand and follow. Please spend as much time as needed to go over each one of these items and make sure they are understood.

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.

PREP COOK INITIATION

Orientation - Please refer to the orientation paper in your binder to ensure the on boarding and orientation is done thoroughly.

Upon arriving on your first day, you will submit your new hire paperwork to your trainer. You will be assigned an employee number that you will use to clock in on the Point of Sales (POS) system. You will also be introduced to all your teammates on duty during that shift. We are a team, by working together we can reach our common goal.

Prep cooks are essential to the success of Burrito Express. You will receive extensive training, but your success will depend on your willingness to learn and practice. We have developed and refined our prep processes and times over 25 years, and we believe that with dedication and practice, you should be able to pass the prep test within your first month. The quality, cleanliness, speed, efficiency, and prioritization of your work are key to a smooth operation and satisfied customers.

Remember, no new task should be started until the previous one has been completed, the area (table, floor, knives, and machinery) thoroughly cleaned, and all items have been correctly marked and stored. Please do not hesitate to ask for help with anything you are unsure about or do not understand. Prep is the training path to becoming a cook. You will learn more about

the ingredients by doing the prep. To be a cook, you will need to master the menu, the ingredients and the portions.

As well as being the best prep in town, we require you to know how to cook as well. You will be given a Codes and Ingredients and Measurements sheet to help with the cooking process. Every day during the slowest times, you will be cooking (assembling) the burritos so you can become familiar with the cooking aspect.

TRAINING DAYS

The success of new prep cooks depends on them being shown all prep work during their initial training. During their first week, new prep cooks will not be responsible for completing the store's daily prep list. This will be the responsibility of the more experienced cooks.

Day 1

The Burrito Express way to cut and prepare – One complete 6 to 8-hour shift, fully supervised. You will be shadowing an experienced prep for the first 4 to 5 hours, watching, asking questions, and getting an understanding of how prep works.

Ensure that the new employee shadows your best, most experienced cook/prep person. Check on them every 10 to 15 minutes during this shadowing period to explain anything requiring more detail. Once the shadowing is complete, you or an expert employee must walk the new employee through the next steps, which are critical for safety and sanitation.

How to use the knife

- You must wear a cut proof safety glove on your non-cutting hands when using the knife.
- Slice don't saw.
- Use smooth fast strokes.
- Do it right then do it fast!

Knife Care

- Sharpening – before and after every use
- Wash the knife between different items to avoid cross contamination.
- Never leave a knife in the sink
- Never use a knife for anything other than cutting food. Don't cut boxes or open cans with a knife.
- Knives should be stored on the metal magnet strip or in the specified knife area.

Cutting Board Care

- Clean and sanitize the cutting boarding and prep area immediately after you finish cutting each type of food, for example after cutting tomatoes.
- We use dish soap and warm water for cleaning/sanitizing.
- When not in use cutting boards should be stored in designated areas.
- Let the cutting board air dry before storing to avoid odor.

Robot Coupe care and maintenance – We have 2 Robot Coupe machines, a Robot Coupe CL50 and an MP 350.

Robot Coupe CL50:

- Used to cut potatoes and lettuce.
- **Handle with care** as it is expensive.
- **Notify the supervisor immediately** if you notice any issues.
- **Keep the machine away from the sink.**
- **Clean the machine with a warm, wet, soapy towel**, rinse with a warm, wet towel, and air dry.
- **All removable parts are washable.**

Robot Coupe MP 350:

- Stick blender used to blend beans and salsa.
- **Two pieces:** body and removable head (with blade).
- **Keep the body away from the sink.**
- **Wipe the body clean with a warm, wet towel** and air dry.
- **The head is removable and washable**
- **Notify the manager immediately** if you notice any issues.

Bulk food item prep

The recipe book must be consulted and the directions read before a new prep employee prepares any bulk items. These items include beans, salsa, chicken, shredded beef, green chili, red chili, and machaca chili.

First In/First Out (FIFO) Spend 5 to 10 minutes explaining to the new team member what FIFO is and show them by example how it works.

First in first out is the method we use here at Burrito Express to store food. In a restaurant context, FIFO stands for **First In, First Out**, a method of managing inventory to ensure that older stock is used before newer stock. This helps minimize food waste and spoilage, while also ensuring the freshest food is used in our burritos.

Clean Up

After every task, clean up all parts related to the process including pots, equipment, cutting boards, counters, knives, and floors before moving to the next task.

Menu Detail

You will need to provide the new employee with a complete copy of the burrito codes, ingredients and measurements sheet. Give them 20 minutes daily to get familiar with the food we make.

Dishes

The last 2 hours of the day the trainee will be watching and helping with the dishes. Please make sure these things are explained during this time.

- Use hot water every time dishes get washed
- Use the correct washing towel or scrubber for the correct items (yellow rag for soft plastic, green scrub pad for hard plastics and pots and pans, metal scrub pad for hard to remove food)

Day 2:

The Burrito Express way to cut and prepare – One complete 6 to 8-hour shift, fully supervised.

Beginning Prep Work – This portion of training is to get the new employee familiar with all processes. They are all things that will be done by the prep for as long as they are working with Burrito Express. So please do not spend too much time on one specific task. Our goal is to get them to see ALL prep work by the 4th day. When demonstrating each task, be detailed and explain why we do what we do. The more they understand, the easier it will be to have them do it.

The recipe book must be consulted and the directions read before a new prep employee prepares any bulk items. These items include beans, salsa, chicken, shredded beef, green chili, red chili, and machaca chili.

1. Learn to put-on beans to cook and blend once cooked (15 mins)
2. Learn to cook bacon (20 mins). You make 20 – 25 pieces, then have them make the same.
3. Learn to make chips (15 mins). You do 1 basket then have them do 1 basket.
4. Learn to strain and cook 1 bucket of potatoes (20 mins). Do not drop 2 baskets into the same fryer.
5. Learn to make rice (20 mins). This is to be done daily until rice can be made to Burrito Express standards.

6. Learn to cook steak, then, cook steak all day as needed (10 mins). Be sure to stress leaving the steak until it starts to sizzle. Do not overcook the meat.
7. Learn to make a .5 pack of rolled tacos: chicken or beef. (25 mins) Focus on the amount of meat being put in each taco
8. Learn to cut 1 bushel of cilantro (15 min)
9. Learn to cut onions for burritos, salsa, and chicken (30 mins)
10. Learn to cut 5 lbs. of tomatoes (30 mins)
11. Cut 2 bags of meat for Shredded Beef (40 mins)
12. Learn to strain lettuce (10 mins)
13. Learn to cook chorizo (10 mins)

Clean Up - After every preparation task, clean up every aspect of the process including pots, equipment, cutting boards, counters, knives, and floors before moving to the next task.

Total prep time for the first day 5 hours

After prep work is done, have the new hire sit down and study the codes, measurements, and ingredients for all the burritos for 20 minutes. You will need to verbally test them everyday on the menu to see how much they are retaining.

Day 3: The training will emphasize demonstrating and teaching the proper procedures for the more complex and time-consuming prep items. The focus will be on accuracy rather than speed.

Beginning Prep Work: Repeat items 1 through 5 from day one, to start the day. Then continue to the new items to be learned.

1. Put on Shredded Beef to cook (15 mins)
2. Learn to cut 1 block of ham with the ham slicer and how to properly clean the machine (1 hrs.)
3. Learn to make red and green salsa (25 mins)
4. Learn to cut and clean 1 box of potatoes (40 mins) 1 box of potatoes should make 2.5 buckets. Make sure they learn to wash them correctly.
5. Learn to make chili for chicken (30 mins)
6. Learn to make chili for Red Chili (30 mins)
7. Cut 1 bag of meat for Green/Red chili (1hrs)
8. Shred the beef and make batches (1.5 hrs)

Total prep time for the day is 6 hrs.

Day 4: Make sure to continue to talk about and quiz the new employee on the menu: codes, ingredients, and measurements. Give them time (20 minutes) during their shift to sit and study the menu. The faster they learn these things, the more useful they will be.

Beginning Prep Work: Repeat items 1 through 5 from day one, to start the day. Then continue to the new items.

1. Learn to make chicken from start to finish (1.5 hrs)
2. Learn how to change the oil (1hrs.) Remember, you must heat up the oil before changing it.
3. Learn to reheat rice. (15 min)
4. Learn to put on green chili meat to cook (15 min)
5. Learn to make Machaca chili (30 min)
6. Learn to make 20 lbs. of chorizo (45min)
7. Learn to shred lettuce, 1 bucket (30 min)
8. Learn to make a batch of both red and green chili (45 min)

Total prep time for the day is 5.45 hrs.

Day 5 - 30: Supervised prep work

The initial day spent prepping items serves as a critical training period for new employees. It's essential to prioritize their learning and skill development during this time. To foster independent learning and ensure they grasp the correct techniques, it's important that other kitchen staff refrain from assisting with the prep list. While it might be tempting to offer help, allowing them to complete the tasks independently reinforces their understanding and builds confidence.

The primary focus should be on instilling the value of quality and teaching proper culinary techniques. Emphasize the importance of precision, consistency, and attention to detail in every aspect of food preparation. Guide them through each step, demonstrating the correct methods and explaining the reasoning behind them. Encourage them to ask questions and seek clarification when needed.

While speed is undoubtedly important in a kitchen environment, it should not be the primary focus during the initial training phase. Speed will naturally develop over time as the new employee gains experience and becomes more comfortable with the tasks. Consistent practice, coupled with ongoing guidance and feedback, will gradually enhance their efficiency and productivity.

Remember that this first day is not just about completing the prep list; it's about laying a solid foundation for their future success in the kitchen. By prioritizing proper training and emphasizing the importance of quality, you're setting them up for a long and fulfilling culinary career.

You will be responsible for training the new prep cook on how to open the line starting in week two. The new prep cook will need to practice this every day for a minimum of two weeks and should be 100% efficient by the end of this training period. If they are not 100% efficient after two weeks, they will need to continue practicing until they are fully proficient in opening the line.

A new cook must complete the opening procedures before daily prep can begin. This ensures that experienced employees do not take over the prep work, hindering the new cook's training. Managers can adjust the schedule or assign cleaning tasks during the first hour to accommodate this training period.

You will be the soul prep people for the next 25 days. This is to give you the practice you need to become fast and efficient. When making any of the bulk food items, you will need to have the recipe book out and read every time, before making any of these items!

Once prep has been completed, the remainder of your day will be spent on the stove or the line, where you will learn the proper way to make breakfast burritos and assemble lunch burritos. Remember that speed comes with time and practice. Take your time and ask questions to ensure you understand the correct processes and procedures.

You will be responsible for training new prep staff on the menu. Daily, allocate 15-20 minutes for them to memorize the codes, ingredients, and measurements for all burritos. Supplement their independent study with regular quizzes to evaluate their menu knowledge and retention.

Before the end of the month, you are required to learn all burrito codes, ingredients, and measurements. Additionally, you must become familiar with the food preparation sequence and ticket priority. Your knowledge and skills in these areas, as well as your prep speed, will be evaluated.

Managers, please begin time trials well in advance of the deadline. Monitor new prep staff to gauge their progress and the time required for them to complete tasks. The goal is to finish testing within 30 days. Begin testing simpler items after a week or two, and leave more time-consuming items, such as ham, cutting, and shredding meat, for the end.

PREP TIME REQUIREMENTS

Ref #	Cutting Process and Making Items	Date Shown	Time Goal in Minutes	Actual Time	Check to indicate Time Goal Met	Check to indicate Quality Goal Met	Comments
1	Make Rice		30				
2	Make Bacon (20 strips)		5				
3	Make Chips		10				
4	Cook Chorizo and set to strain		25				
5	Make 1 package of rolled tacos		25				
6	Shred a full batch of chicken		40				
	Clean the deep fryer properly		45				
7	Shred a full batch of Shredded beef		45				
8	Make a batch of green chili from start to finish. Once meat has been cooked		20				
9	Mix 20 lbs of ground beef into Chorizo and bag		30				

Ref #	Cutting Process	Time Goal in Minutes	Actual Time	Check to indicate Time Goal Met	Check to indicate Quality Goal Met	Comments
1	Cut 1 bushal of cilantro to Burrito Express standards	10				
2	Dice 10 pounds tomatoes, rinse, and set to strain from start to finish properly	20				
3	Cut 4 lbs of onions for salsas; complete the process from start to finish properly	10				
4	Slice 3 lbs of onions for chicken; compete the process from start to finish	10				
5	Dice 4 qt of onions; and complete process from start to finish properly	25				
6	Chop 1 block ham and complete process from start to finish properly	30				
7	Cut 30 pounds of green chili meat	50				
8	Cut 1 full case of shredded beef	75				

Ref #	Cutting Process	Time Goal in Minutes	Actual Time	Check to indicate Time Goal Met	Check to indicate Quality Goal Met	Comments
1	Cut and clean 2 boxes of potatoes	45				
2	Complete process of shredding a bucket of lettuce from start to finish	20				
3	Make a bucket of Red Salsa	10				
4	Make a bucket of Green Salsa	15				
5	Cook chili for chicken and blend	40				
6	Cook chili for Red Chili and blend	30				
7	Put beans to cook; weigh and blend and portion to cool	25				

Restock Breakfast items!

- When restocking the breakfast station please use the FIFO method of first in and first out
- It is ok to put leftover items on top of new items.

Dishwashing

- Please follow the health department guidelines when washing dishes
- All dishes, pots and pans are washed by hand.

- Only use a yellow towel on the soft plastic items
- A full sink should take 45 minutes to wash and set to dry.
- Place a towel on a prep table, put the washed items on the towel and let them air dry.
- When dry, put all items back in their designated spots.

Take out the trash.

- Never take the trash out the front door
- When pulling out the trash bag from the trash containers immediately replace the liner
- The trash should be taken out as needed.
- All boxes need to be broken down and taken directly to the trash bin.

Sweep and mop.

- Be extra diligent sweeping under the tables in both the kitchen and the dining room.
- When mopping use hot water and the designated mop soap in the mop bucket
- Make sure that the mop has a green scrub pad on the mop head. If it is old, replace it before mopping. Use the green scrub pad to scrub the floor.
- Empty the mop bucket into the mop sink when finished.

<i>LUNCH BURRITOS</i>	<i>CODE</i>	<i>INGREDIENTS</i>
Bean and cheese	B	Beans and cheese
Burrito supreme	BS/SB, BS/CK	3 oz Beans, 3 oz potatoes, 1 oz tomato, 1 oz onion, 2 oz cheese, 2 oz chicken or beef
Carne Asada	CA	Steak, onions, tomatoes, cilantro, gauc, lemon juice and green salsa
Chicken potato cheese	CKP	4 oz Chicken, 4 oz potato and 2 oz cheese
Chicken salsa	CSB	Chicken, lettuce, tomatoes, cheese, onions, cilantro, lemon juice, and green salsa
Green chili	G	3 oz green chili beef and 6 oz of green chili w/ no meat
Machaca mild	MM	2 Eggs, 1 oz onion, 1 oz tomato, and 2 oz shredded beef
Machaca hot	MH	2 Eggs, 1 oz onion, 1 oz tomato, 2 oz shredded beef and 2 oz machaca chili
Red chili	R	3 oz red chili beef 6 oz red chili w/ no meat
Steak bean cheese	STB	4 oz Steak meat, 4 oz beans, and 2 oz cheese
Steak potato cheese	STP	4 oz Steak meat, 4 oz potatoes, and 2 oz cheese

Steak salsa	SSB	Steak, lettuce, cheese, tomato, onion, cilantro, green salsa, and lemon juice.
Three Way	TW	2 oz red chili, 3 oz green chili and 2 oz beans
<i>BREAKFAST BURRITOS</i>	<i>CODES</i>	<i>INGREDIENTS</i>
Bacon and egg	BE	2 strips of Bacon and 3 eggs
Chorizo and egg	CE	4 oz Chorizo and 2 eggs
Chorizo and potato	CP	4 oz Chorizo and 8 oz potato
Egg and cheese	EC	3 Eggs and 2 oz cheese
Green chili and egg	GE	3 oz green chili meat 3 oz green chili & 2 eggs
Ham and egg	HE	4 oz Ham and 2 eggs
Potato and egg	PE	5 oz Potato and 2 eggs
Red chili and egg	RE	3 oz red chili meat 3 oz red chili and 2 eggs
Sausage and egg	SE	4 oz Sausage and 2 eggs
Steak and egg	STE	2 oz Steak, 2 eggs, 1 oz onion, 1 oz tomato, and 4 oz potatoes
Breakfast supreme	BSB	2 oz Ham, 2 eggs, 2 strips bacon, 5 oz potato, and 1 oz cheese

END OF SHIFT CLEANING

- Clean the stove, sides, bottom, ledge, trays, and inserts.
- Clean and restock the breakfast station; meats, machaca chili, diced gr chili, eggs, tomatoes, and onions.
- Wipe down all metal table tops and bottoms.
- Clean and empty all tabletop warmers. Then refill with water and replace with new inserts.
- Remove all debris from the fryers and wipe down sides and ledges.
- Wipe down all refrigerator doors inside and out, as well as the grates.
- Wipe down all sinks (hand sinks, mop sink, and 3 compartment sink) inside and out.
- Take out all trash, be sure no boxes or trash bags are left out back.
- Sweep and mop the kitchen and hallways.
- Make sure the 3-comp sink is wiped and clean of all food.
- Make sure all the food is put away in its proper place.

Goals by the end of 30 days

- Pass the menu test
- Pass the prep test
- Complete prep list solo for any given day
- Be able to open the restaurant correctly
- Able to assemble and wrap each burrito properly
- Able to cook all breakfast burritos with the correct process
- Understand and explain the 3 C's for the kitchen