

# COOK MANUAL



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## MISSION STATEMENT

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

## Core Values

- *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.

## History and Background

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 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.

## Ground Rules for Communication

**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 pointed 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.

## Employee Handbook – Given upon hiring

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**

- Every employee MUST have a food handler's permit prior to their three days of work. An extra card must be left on file at the restaurant. All information about obtaining a food handler's card is at [www.maricopa.gov](http://www.maricopa.gov)

- You must be ready to work as soon as your shift starts. It is encouraged to show up 10 mins before your shift starts. If you are not on time, you are late.
- You will be given one Burrito Express shirt for work; if more are needed, they must be purchased for \$10.00 each. Show up to work with a clean Burrito Express shirt on, if you show up to work without one you will be required to buy a new shirt for \$10.00. Also have hair and face well kept. Must wear close toed shoes.
- If you smoke, please do so before putting on your work uniform and do not smoke during work hours. Nothing kills the taste of food like the smell of cigarette smoke. (Including E cigarettes)
- 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 – the policy is a 10-minute break if you work 7 hours or less and 20 minutes if it is 8 hours or more. Please coordinate your breaks with managers. Please remember, all break will be off the clock
- The use of cell phones or headphones is not permitted during work hours except during your scheduled break times.
- It is your responsibility to have your shifts covered. Please give management a 2-week written notice for a request for vacation time. If less than 2 weeks, please talk with your fellow employees and get your shift covered. Both employees; the one who is scheduled and the one taking the shift, plus a manager need to sign off on this. If there is an emergency, please notify the manager as soon as possible before your shift. No call, no show, no 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. Whether or not it is your shift, or you are just visiting before or after your shift. You represent our company whether on or off the clock.
- Your paycheck amount, hourly wages, raises, and any bonus money received is done in confidentiality. If you disclose any amounts with other employees, you will forfeit any and all extra money gained.
- We always expect honesty. There will be NO tolerance for theft, mishandling of cash, or failing to charge customers or yourself for food (except under the guideline of employee benefits).
- Report any customer service issues to management immediately so they may remedy the situation ASAP.
- We work on 3 strikes, you're 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 will be ready on Fridays after 1:30 P.M. You will only get paid for the hours logged in on the time clock; you are responsible for clocking and out during your shift. If you make a mistake on the time clock you are responsible for notifying the manager during that week. If not, you will need to wait an extra week to get paid for those hours because management will need to correctly verify hours. Paychecks will not be given to anybody other than who it.

belongs to; no friends, family, or other employees may pick up your check. Also, clocking in or out employees, other than yourself will result in automatic termination.

- We want to create a safe, enjoyable environment for our employees; therefore we have a NO tolerance policy for drug or alcohol use on premises, sexual harassment, theft, violent behavior or threats towards customers or other employees, discrimination towards any person, or any other action deemed dangerous or unlawful. Under these circumstances, employees will be let go immediately.
- As a bonus for working at Burrito Express, you will be permitted to eat one menu item during your shift and must be eaten at work. The item must be run in at the register by the manager. No discounts or deals when you are off the clock. Any unpaid for food taken home is considered theft. Please remember to eat in the dining room or designated eating areas, not in the kitchen.
- Each employee will be reviewed quarterly. During this review there will be an opportunity for a wage increase depending on job performance over the prior quarter. Raises are given in 1, 3, or 5% increments on:

C

Here at Burrito Express we take pride in our food, it's what separates us from our competitors. As a cook for burrito express, your job is very important. We expect our food to be **correct**; to be excellent every time it comes out of the kitchen; that means the food needs to come out the way the customers ordered it, with our quality and care.

Cleanliness is another thing we pride ourselves on when making burritos, or any menu item for that matter. Having a clean workspace is so important for cross contamination, presentation, and waste. Being clean, making sure all ingredients are put inside the tortilla and not on the table helps reduce food cost and allows us to spend less time cleaning and more time focusing on the more important things, like getting the food out quickly.

We also pride ourselves on getting the food out **Quick**, in a timely manner. Organizing the ticket board, prioritizing orders and being able to combine tickets properly will all ensure the food gets out fast. One way to help with getting the food out quickly is by asking for help. If you are getting busy with tickets, please communicate with your teammates or the manager and ask for help.

Organizing the tickets is another KEY factor to getting food out **Quick**! Running the ticket board is somewhat of an art. There are 3 major things to consider when running the board.

1. The type of ticket (For Here/To Go or DoorDash UberEats Clover). Customer who comes into the restaurant and place and order take priority over pickups. Their food needs to be started first. If you are working on a pickup that has not yet arrived and can use some of the burritos for an in-house customer, please use it. Once a pickup has arrived and is waiting, they become just as important as an in-house customer and the ticket needs to be worked into rotation.
2. Knowing the proper order in which items on the ticket should be made is important to make sure all the food comes out at nearly the same time. Start times for the different items; Cheese Crisps first, start all breakfast burritos 2<sup>nd</sup>, drop rolled tacos 3<sup>rd</sup>, start making lunch burritos 4<sup>th</sup>, hard and soft tacos will be made 5<sup>th</sup>, all sides should be made last

3. Combining multiple tickets is another important aspect to getting food out quickly! When running the ticket board, you must read all the tickets, the entire ticket, multiple times to remember what needs to be made. Once you have read the tickets, you will need to start combining them, only do 4 tickets at the max. If you start going too far down the line, you will start getting confused and the burrito will be sitting too long, compromising the second **C. Please** remember, we never compromise the first 2 Cs for the last!
4. Ask for help. If you in the line or on the stove and are starting to feel overwhelmed or pressure, please ask the manager or a coworker for help. We love when our cooks are able to handle lots of tickets, but trying to be a hero, and doing it by yourself will only compromise the 3 C's!

Here at Burrito Express, we are famous for our breakfast burritos! People come from all over to get a taste of our always fresh, made to order burritos. We encourage our customers to add things to their burrito to make it better and heftier. We serve our world-famous breakfast all day, from open to close. We offer a choice of 9 different burritos for breakfast.

<b>Bacon and Egg</b>	BE	2 strips of bacon and 3 eggs
<b>Chorizo and Egg</b>	CE	4 oz of chorizo and 2 eggs
<b>Green Chili and Egg</b>	GE	Green chili and eggs
<b>Ham and Egg</b>	HE	4 oz of ham and 2 eggs
<b>Potato and Egg</b>	PE	5 oz of potato and 2 eggs
<b>Red Chili and Egg</b>	RE	Red chili and eggs
<b>Steak and Egg</b>	STE	2 oz of steak, 2 eggs, 1 oz onions, 1oz tomatoes and 4 oz of potatoes
<b>Breakfast Supreme</b>	BSB	2 oz of ham, 2 eggs, 2 strips of bacon, 5 oz of potato and 2 oz of cheese
<b>Machaca Hot or Mild</b>	MH/MM	2 egg, 1 oz of onion, 1 oz of tomato and 4 oz of shredded beef

We love our customers here and try to do all we can to satisfy their needs. With that being said, there are a small number of things we are not do for the customer; for the simple fact that it

compromises our core values. Besides the list below, we can accommodate just about any other request.

1. We do not make any breakfast burritos with egg whites only. All our eggs are scrambled, well done, and goes in either a bowl or a 14" tortilla, NO egg tacos.
2. All eggs come with ¼ oz of salt and ¼ oz of pepper. We do not do light on either. Too much subjectivity, they come either with or without salt and pepper.
3. Our bacon comes in stripes, we do not cut or crumble the bacon.
4. All our breakfast burrito come with the ingredients mixed up with the eggs. We do not make plates with all ingredients separated.
5. We cannot cut any burritos in half, there are forks and knives in the lobby. We do not want to compromise the quality of the burrito. We apologize for any inconvenience.
6. All of our burritos are marked with the codes we have, we do not label burritos with customer names. It takes too much time.

For speed and quality, it is extremely important to know which breakfast burritos can and should be made together. There are quite a few variables to take into consideration when deciding which burritos to make together, such as how quick the burrito (s) need to be done, what it the ticket type (here, to go, Door Dash etc), how much room is on the stove, and most importantly the ingredients in the burritos.

#### **Here are some important guidelines**

- o Potatoes CANNOT be added to eggs after they have already been cooked, they must go in the pan while the eggs are being cooked.
- o Chorizo CANNOT be added to eggs after they have already been cooked, must be cooked in with the eggs.
- o Ham, steak, shredded beef, and with all veggies CAN be added into the pan after the eggs have been cooked.
- o **ALL** ingredients must go into the pan and be mixed together for breakfast burritos with the exception of; red chili, green chili, and beans. These items must be added after the eggs are on the tortilla
- o

#### **Pan Prep**

- Turn the burner on high
- Thoroughly spray PAM throughout the inside of the pan.
- Put the frying pan on the burner.

- Place a ring of oil around the outer edge of the pan
- Wait for the oil to get hot before adding any ingredients.

Pan Sizes – there are three pan sizes

- Small - 1 to 2 burritos per pan (Estimated total cooking times 1.5 minutes for 1, 2 minutes 15 seconds for 2)
- Medium – 3 to 6 ingredients per pan (Estimated total cooking time)
- Large – 7 to 10 ingredients per pan (Estimated total cooking time)

Multiple Breakfast Order Management (All Same Burritos):

- Whenever there is adequate burner space all burritos should be cooked at the same time for the orders. Use the delivery warmer to keep the early burritos warm.
- Cook all like burritos together and combine no more than 2 different types of burritos in a single pan
  - 2 breakfast burritos: 1 small pan
  - 3 breakfast burritos: 1 medium pan
  - 4 breakfast burritos: 2 small pans (faster) or 1 medium pan
  - 5 breakfast burritos: 1 small pan and 1 medium pan (3/2 faster) or 1 medium pan
  - 6 breakfast burritos: 2 medium pans (3/3 faster) or 1 medium pan
  - 7 breakfast burritos: 2 medium pans (4/3 faster) or 1 large pan
  - 8 breakfast burritos: 2 medium pans (faster) or 1 large pan
  - 9 breakfast burrito orders get cooked together in two medium pans (5 in one and 4 in the other)
  - 10 breakfast burritos: 2 medium pans (5 in each) or 1 large pan
  - For breakfast burrito orders between 11 and 14 use two large pans with even distribution of eggs/ingredients
  - For breakfast burrito orders of 15 or more break up evenly into large pans.

Whenever possible use larger laddles to group the proper level of ingredients into larger orders.

The goal is to use all 5 burners when busy

For large orders, the goal is to be complete when the largest (longest cooking portion of the order is complete)

Do not add to a cooking pan if the order has been cooking for more than 30 seconds

## General Notes

- All eggs are made well done, there are no exceptions.
- The ingredients will cook over the same 1 minute and 30 seconds.
- Stir eggs and ingredients when placed into the pan every 15 seconds, stirring more frequently will slow down the cooking process.
- The tortilla should be warmed before the eggs are finished cooking. The goal is for the tortilla to be warmed when the eggs are 80% cooked.
- When the eggs are about 80% done, turn off the burner and continue mixing the eggs until done.
- Continue to reuse the pans and spatulas for additional orders until they become visibly dirty. When this occurs wash and reuse.
- Rolling the burrito will be taught personally during the training process.

The other major part of our menu consists of our lunch burrito menu. All the ingredients for our lunch burrito are premade and warmed before the start of the day. The 6 major ingredients for our lunch burritos are beans, green chili, red chili, steak, shredded beef, and chicken.

We have 10 different lunch burritos on the menu. We also make a Carne Asada burrito, which is not on the menu. All the ingredients need to be added to the tortilla in a specific order, which you will learn on the job.

<b>Bean and cheese</b>	B	Beans and cheese
<b>Burrito supreme</b>	BS/SB, BS/CK	Beans, potatoes, tomatoes, onions, cheese, chicken or beef
<b>Carne Asada</b>	CA	Steak, onions, tomatoes, cilantro, gauc, lemon juice and green salsa
<b>Chicken potato cheese</b>	CKP	Chicken, potato and cheese
<b>Chicken salsa</b>	CSB	Chicken, lettuce, tomatoes, cheese, onions, cilantro, lemon juice, and green salsa

<b>Green chili</b>	G	Green chili sauce with chunks of beef
<b>Red chili</b>	R	Red chili sauce with chunks of beef and potatoes
<b>Steak bean cheese</b>	STB	Steak beans and cheese
<b>Steak potato cheese</b>	STP	Steak potatoes and cheese
<b>Steak salsa</b>	SSB	Steak, lettuce, cheese, tomato, onion, cilantro, green salsa and lemon juice.
<b>Three Way</b>	TW	Red chili, green chili and beans



Keep kitchen clean

- Tabletop warmers
- All stainless steel tables
- Fryers
- Comal
- Stove (inserts, ledge, bottom, sides)
- Floor

Make sure all food is properly stocked at all time. Please use the prep cook to help with these tasks. If your busy cooking and need something refilled, put the prep cook of their current task and have them do what you need done

- Hot ready to eat food
- Cold makeup (filled and iced down)
- Breakfast refrigerator
- Cooked potatoes

Cook all food correctly and in timely manner

- Organize the ticket board correctly so all pickups are to the left of the ticket board
  - Newer tickets always go to the right
- Prioritize tickets by service type (Here/ To Go, pick-ups, deliveries). Always make sure to ask the manager when to start the next delivery(s)
- Memorize order in which the food is made – there is a proper order in which to start food items when on the same ticket or when trying to combine multiple tickets. Some items take longer than others and some require less attention.
  - Cheese crisps need to be prepped and put on the comal as soon as they come up. This item requires very little attention and cooks very slow
  - Start all breakfast burritos
  - Put rolled tacos down
  - Lunch burritos
  - Sides of beans and rice
  - Tacos
  - Chips (if chips are for here, it's the first thing made)
  -
- 3 or less mistakes per \$500.00
- All burritos weigh .5 oz. within allotted weight
- Able to ask for help from prep or manager, to alleviate customers waiting longer than need be

As the lead cook, it is your responsibility to maintain control of all these tasks, with the help of the prep cook and the manager on duty. Along with doing the above, you are also expected to help the prep with completing the daily prep list along with any deeper cleaning.

### **Opening and Closing**

**As** the cook you will be responsible for making sure the restaurant is ready to open on time. Once you have mastered the opening process, it should not take more than 1 hour to complete. You will be warming the 6 main ingredients from the night before. You will be shown on the job how to open properly. This process should take about 10 days to master. Making sure we have fresh rice, enough cooked potatoes to start the morning, bacon, the cold makeup is stocked.

Closing shop is another important part of the day and should not be started until an hour before the posted closing time. You and your coworkers will be responsible for cleaning the back of the house and kitchen. This includes cleaning all tables, top and bottom, wiping down the tabletop warmers, restocking the cold makeup, cleaning the fryers, stove and comal, sweeping and moping the floors, doing the dishes, and wiping down all refrigerators.