

Best Burger Restaurant Assessment



Restaurant Visit Flow

Operator:	Restaurant:
Completed by:	Date:

Purpose

The purpose of Best Burger Restaurant assessment is to verify that all components of Best Burger have been cascaded down to the restaurant level and all are being executed as designed.

Information to be Reviewed

- ➔ Best Burger UHC charts for the day
- ➔ Prep build charts
- ➔ Bun Pull charts
- ➔ Completed restaurant [Best Burger Pre-Launch Checklist](#)
- ➔ Any additional Best Burger materials used by restaurant ([Best Burger Spectrum of Success](#), [Best Burger Health Check](#), [Best Burger Foundational Tune-Up](#), other follow-up documents)

Day of Visit

- > Opening conversation with Operator, Supervisor and/or Restaurant Manager
- > Review purpose of the visit

Set Expectations for the Day - 4 phases:

- 1** Off-floor discussion with Operator, Supervisor and/or Restaurant Manager (Approx. 30 mins)
- 2** Taste of Quality – led by restaurant leadership demonstrating ability to recognize Gold Standard Best Burger and properly identify opportunities
- 3** On-floor observation – including daily food safety process and Best Burger execution
- 4** Debrief of restaurant observations



Schedule

1

Discussion (off-floor)

Duration:
1/2 hour

2

Taste of Quality

Duration:
1/2 hour

3

Observations

Daily Food
Safety

Duration:
1/2 hour

Best Burger
execution

Duration:
1 hour

4

Debrief (off-floor)

Duration:
1/2 hour

Desired Outcome

The key outcome of the assessment is to identify any gaps in execution and then work with leadership to create an action plan to address and rectify.

Areas to evaluate through observations:

- 1 People
- 2 Prep Management
- 3 Beef Cooking
- 4 Beef Holding
- 5 Buns
- 6 Smallwares
- 7 Technology

Off-Floor Discussion with Restaurant Leadership

- How was Best Burger introduced to leadership (mid-managers)?
- How was Best Burger implemented into the restaurant – Managers and Crew?
- What steps did you take to ensure foundations were in place?
(Review Restaurant BB Pre-Launch Checklist)
- Which elements of Best Burger were the most difficult to implement?
(Review Spectrum of Success)
- With the introduction of Best Burger, how has your job changed?
- What Best Burger crew behavior changes have been hardest to embed?
- What “gaps” in performance are still an opportunity?
- What systems are in place to follow up on execution, on a regular basis?



Best Burger Assessment

People

Desired Outcome:
Passionate, knowledgeable team who embraces Best Burger change

1/1

Enablers

a. Crew huddles are taking place to share “what’s changed with Best Burger and why”

Gold Standards:

Education of team taking place on floor, creating energy and excitement



Y

N

Comments:

b. Guest Experience Leaders and other guest facing crew are able to properly answer any questions on Best Burger

Gold Standards:

Guest facing crew can speak passionately and with knowledge about Best Burger



Y

N

Comments:

c. Managers are checking “guest feedback” relating to Best Burger and are taking appropriate actions to address

Gold Standards:

Continuous improvement to ensure gold standard execution is taking place



Y

N

Comments:

d. Mid-Managers are leveraging restaurant assessment to evaluate change and “Coach” when needed, embedding taste and quality culture of Best Burger

Gold Standards:

Continuous follow-up on Best Burger execution



Y

N

Comments:

e. Managers can properly complete *Taste of Quality* with crew on Best Burger identifying opportunities and taking corrective action

Gold Standards:

Can identify a Gold Standard finished product



Y

N

Comments:

Best Burger Assessment

Prep Management

1/2

1 **Desired Outcome:**
Fresh, crisp produce at the condiments table. Goal to use within 30 minutes. Maximum 2 hours

Desired Outcome:

Optimized produce turnover



Y

N

Comments:

2 **Desired Outcome:**
Cheese that is tempered to room temperature for optimum melt to deliver on Taste & Quality

Desired Outcome:

Cheese used at the table is at ideal quality temperature range 60°F - 65°F



Y

N

Comments:

3 **Desired Outcome:**
Produce plump, white onions that will be dispensed across the beef patty to maximize juiciness, caramelized onion, and savory beef deliciousness

Desired Outcome:

Properly hydrated, plump, white onions that have soaked for a minimum 1 hour



Y

N

Comments:

Enablers

a. Prep person

Gold Standards:

Prep Gold Standard



Y

N

Comments:

b. Prep charts

Gold Standards:

Prep charts updated, followed and posted daily/weekly



Y

N

Comments:

c. Produce timing system

Gold Standards:

Effective timing system in place & followed on produce at the condiments table



Comments:

d. “Rightsizing” cambro containers

Gold Standards:

Appropriate size cambro containers for product determined by sales



Comments:

e. Cambros available

Gold Standards:

Enough cambro containers available to replenish as needed



Comments:



Best Burger Assessment

Beef Cooking

Desired Outcome:

Beef being consistently cooked and removed from the grill within the quality temperature zone 69°C - 77°C (155°F - 170°F)

1/3

Enablers

a. Best Burger Daily Food Safety protocol properly executed

Gold Standards:

All products meet food safety & 3 of 4 patties between 155°F - 170°F



Y

N

Comments:

b. Gap setting for Regular patties is correct

Gold Standards:

Regular .225" | Stage 1 for 20 seconds | Final Stage .290 (Refer to Best Burger guidance for Next Generation Grills - available for Taylor & Garland)



Y

N

Comments:

c. Correct run sizes being used

Gold Standards:

Maximum run size does not exceed 6 regular patties



Y

N

Comments:

d. Patty placement on the grill is correct

Gold Standards:

Patty placement station guide posted & followed by the grill person, 1/2 in. spaces maintained between patties



Y

N

Comments:

e. Grill monitor for "look and cook" installed and properly executed

Gold Standards:

Look, bump, cook process



Y

N

Comments:

f. Crew is “ready to remove” patties

Gold Standards:

18 seconds removal time being achieved



Comments:

g. Correct procedures for Regular patties in place

Gold Standards:

Season, onion and remove patties to a stack height of 4 in a tray with liner, Max. 6 patties (recommended) 12 patties (high demand only) per UHC tray



Comments:

h. Proper onion application at the grill for Regular patties

Gold Standards:

Hammer shake used for proper amount of onions, per the *Be Well Served* poster



Comments:

i. Spatula & grill scraper blades are sharp and in good working condition

Gold Standards:

Changed every 7-10 days or more if needed



Comments:

j. Proper grill cleaning performed

Gold Standards:

Grill scraped after each run to remove carbon, grill steaming routine



Comments:

Best Burger Assessment

Beef Holding

Desired Outcome:
Beef patties served within 10 minutes, targeting a 5 minute turnover

Enablers

a. UHC slot configuration correct

Gold Standards:
A minimum of 2 slots available for each protein ➡ Y N

Comments:

b. UHC Best Burger temperatures & time set correctly

Gold Standards:
175°F / 175°F with 10-minute hold ➡ Y N

Comments:

c. eProduction configurations updated to reflect Best Burger

Gold Standards:
10:1 configuration set to 8-minute time factor ➡ Y N

Comments:

d. Timers on UHC being followed properly

Gold Standards:
10-minute UHC hold time adhered to ➡ Y N

Comments:

e. Proper tray rotation being followed

Gold Standards:
First In, First Out process ➡ Y N

Comments:

Best Burger Assessment

Buns

Desired Outcome:
**Fresh, hot, newly formulated buns
toasted to perfection**

Enablers

a. Restaurant receiving new bun formulation from the DC

Gold Standards:			
Regular and Big Mac buns (visible light sheen on the crowns)		<input type="radio"/>	<input type="radio"/>
Comments:			

b. Bun thaw charts are in place and being used

Gold Standards:			
Minimum 2 pulls/day, frozen buns are taken out of the freezer (3 times if 24-hours)		<input type="radio"/>	<input type="radio"/>
Comments:			

c. 48-hour hold time followed and buns marked correctly

Gold Standards:			
Target to use buns within 24 hours		<input type="radio"/>	<input type="radio"/>
Comments:			

d. Buns are stored correctly in pillow packs at the prep line

Gold Standards:			
Covered when not in use		<input type="radio"/>	<input type="radio"/>
Comments:			

e. Bun toast time verified at 22 seconds

Gold Standards:			
Finished bun toast is within acceptable Be Well Served range, no buffering of buns		<input type="radio"/>	<input type="radio"/>
Comments:			

f. Daily cleaning of toaster, including release sheets and belt**Gold Standards:**

Release sheets and belts are clean and not worn



Y

N

Comments:**g.** Finished Regular bun sandwiches are wrapped using the gentle roll technique**Gold Standards:**

No finger imprints left on buns



Y

N

Comments:

Evaluate finished product

h. Finished Big Mac bun sandwiches are placed in a box with care**Gold Standards:**

Sandwich neatly presented, with no finger imprints left on buns



Y

N

Comments:

Evaluate finished product

i. Buns coming out of the toaster are acceptable – Regular and Big Mac bun**Gold Standards:**

Buns coming out of the toaster are acceptable, compression and calibration are checked daily - Regular and Big Mac bun



Y

N

Comments:**j.** Quality tools available and in use**Gold Standards:**

Pyrometer and Gold Standard Toast posters



Y

N

Comments:

k. Steamed filet bun is acceptable

Gold Standards:

Hot, steamed bun that is not too moist



Comments:



Best Burger Assessment

Smallwares

Desired Outcome:
Adequate supplies to enable team to execute all Best Burger elements

1/1

Enablers

a. Big Mac 1/2 oz. sauce gun handle with 3-valve NGSG

Gold Standards:
New sauce gun handle (yellow) in restaurant, increasing the sauce amount from 2 – 1/3 oz. shots, to 2 – 1/2 oz. shots

Comments:

➡ Y N

b. Enough new onion shakers available and in use

Gold Standards:
One packet of onions will fill 6 shakers

Comments:

➡ Y N

c. Enough UHC meat trays available to support eProduction

Gold Standards:
Recommend a minimum of 34 trays

Comments:

➡ Y N

d. Replacement blades available for scrapers and spatulas

Gold Standards:
Change a minimum of 7-10 days or more if needed

Comments:

➡ Y N

e. Enough dehydrated onion pans available and in use

Gold Standards:
Onions prepared correctly, not hydrating in the strainer

Comments:

➡ Y N

Best Burger Assessment Technology

1 **Desired Outcome:**
Best Burger software & grill monitor deployed in-restaurant to support Best Burger Look & Cook procedures.

Desired Outcome:

Proteins routing correctly to grill monitor Y N

Comments:

2 **Desired Outcome:**
Grill Monitor and technology hardware installed and positioned for optimum performance.

Desired Outcome:

Grill monitor located in center of grills and two functioning bump bars positioned horizontally with correct keys Y N

Comments:

