

Session 6 :

Closing the Store

- I. What's Expected of me
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- III. Critical Close Procedures
 - A. Leading Close Smoothly
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 - A. Before Pre-Close (Pre-Shift through Post Peak.)
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 - A. Pre-Close
 - B. Detail Cleaning
 - 1. Preparing The Lobby for Close
 - 2. Deep Clean Play place
 - 3. Preparing Service Area
 - 4. Preparing Production Area
 - a. Dishes
 - b. Cabinets
 - c. Grills
- VI. Closing Shift Walk Through pt3
 - A. Close-out, Set Expectations, Count-down, Record, Clean-up, Walkthrough.
 - B. Closing the Lobby
 - 1. Tables, Chairs, Trash, Drink Stand, Windows, Floors
 - C. Closing Service Area
 - 1. Shake & Sundae Machine, Beverage Towers
 - 2. Counters, Coffee,
 - 3. Floor Drains
 - D. Closing Production Area
 - 1. Waste, Grills, Freezers, Toasters, Coolers, Counters, Tables, Shelves, Walls Floors
 - 2. Bring up & put dishes away.
 - 3. Sweep & Mop Floors
 - 4. Set up Breakfast.
 - E. Closing Back Room
 - 1. Sweep and Mop the back room floor.
 - 2. Clean walls
 - 3. Red-line Towels & Grill Towels
 - 4. Clean Sink, Ware washer, Walls, Floor Sink, and Drains
 - 5. Back Door, boxes, floors.

What Is Expected of Me?

As a Shift Leader in a McDonald's restaurant, you will learn to run a multimillion-dollar business. You will be accountable for restaurant performance, increasing profit and sales growth, managing your people, and most importantly—**delivering outstanding Quality, Service, Cleanliness, and Value (QSC&V)** during your shift. You are also expected to manage your own development. Be prepared to ask for the time you need from your coach and others on the restaurant team. Know what tools and resources you need, and ask for them soon enough for them to be available for your training.

Performance expectations

You will be expected to consistently meet operational standards, customer expectations, and employee commitment levels during your shift by:

1. Delivering outstanding quality consistently to each and every Customer.
 - Food is hot, fresh, good-tasting, and attractively presented.
 - Raw product standards are maintained.
 - Procedures are followed.
2. Delivering outstanding service.
 - Employees are customer-oriented:
 - Friendly and courteous, creating a pleasant environment.
 - Responsive to customer needs.
 - You model outstanding service behaviors for others on your team.
3. Ensuring that the restaurant and lot are attractive, clean, well-maintained, and properly-equipped. While providing a safe and welcoming environment for customers and employees.
4. Demonstrating leadership by setting the pace, communicating and motivating effectively.
 - You support development of employees' capabilities to improve individual and restaurant performance, and you take advantage of opportunities to improve the restaurant.
 - You model the behaviors and values that create a high-performance work environment and employment reputation.
 - You ensure that McDonald's employment policies and procedures are followed, and you report any violations or complaints to the appropriate person.
 - You respond to changes in volume patterns and promotional activities by planning and making adjustments as needed to ensure that operational standards are maintained.
 - You display a positive, professional image of a McDonald's manager to both employees and customers.
 - You ensure profitability by managing costs of day-to-day
5. Driving the People Vision and Promise "*We value you, your growth and your contributions*" to build a strong, skilled and effective workforce capable of delivering service and satisfaction to our customers.
 - Communicate basic information about the commitment survey, including the purpose and specific time frames.
 - Demonstrate support and a positive attitude towards the use of the commitment survey.
 - Show initiative and take responsibility for specific follow-up actions in response to survey issues.
 - Treat all employees with dignity and respect, responding to their questions and needs in a timely, concerned manner.

Safety and Security

Objective | A safe and secure environment that enhances your customer and employee experience while adding value to the business



Safety Restaurant conditions

● General Manager

● Department Manager

People

Responsibilities, training, and policies governing employees and customers

Frequency: On-going

All employees are trained on health and safety policies, guidelines, and procedures following their country's requirements and are empowered to implement and enforce safety guidelines, including reporting and correcting safety issues or hazards

Managers act as a role model and motivate crews to ensure health and safety standards are in place and followed

Frequency: Daily routine

Unsafe conditions are reported immediately to General or Shift Manager

Hazardous conditions are fixed immediately during pre-shift travel path and throughout

Communications

Communications and reporting for safety-concerns

Frequency: On-going

A competent health and safety committee team is established and maintained as required by local regulations and meets regularly to reinforce safety awareness

Equipment

Application and maintenance of safety-related equipment including proper use, installation, and storage

Frequency: Daily routine

All personal protective equipment (e.g., face shield, apron, gloves, oven mitts, visibility vests) is accessible, clean, in good condition, and being stored properly and used correctly

All fire extinguishing equipment is visible, accessible, operational and in good condition

CO2 (Carbon Dioxide) tank, beverage, cylinder systems, detectors and warning signage are secured/installed correctly and in good condition/operational.

Frequency: Semi-annual

An automatic, fixed fire suppression system(s) installed over all fryers and grills, is in good condition and inspected and serviced by a qualified service company at least every six months

F/K Class fire extinguisher is present and operational

Physical Safety

Maintaining a safe and secure environment for employees and customers

Frequency: Daily routine

Floors and play areas are in a safe and clean condition

Parking and Drive-thru crosswalks are clearly marked, kept clear of obstructions and in good condition

All emergency exits are unobstructed, visible, accessible, operational, and in good condition

Frequency: Monthly routine

A workplace safety inspection is completed monthly and appropriate corrective actions taken

Process

Following proper procedures for the safety and security of the restaurant employees and customers

Frequency: Daily routine

Restaurant management ensures host country's health and safety laws, and McDonald's safety standards are followed

All claims are reported following country requirements within required time period and injuries are followed up on

Every claim is managed, and an accident/incident investigation completed following country requirements

Injuries are treated immediately by trained first aid personnel

Frequency: On-going

Comply with local safety regulations regarding emergency response, signage, and equipment

Chemicals are properly labeled and stored, and safety data sheets are available to employees

Signals

- Incident data
- Inspection reporting
- SOC's completion per crew following country requirements
- Equipment fires
- Safety Violations:
- Safety-related complaints
- Rising claim costs or increasing injury frequency
- BSV safety score

STOP + THINK



U.S. SECURITY
Protecting McDonald's Business, Restaurants and Brand.



Scams and Hoaxes

To prevent or respond appropriately to scams and hoaxes targeting your restaurant, we recommend that you review the following with your management team.

Impersonation of Vendors/ Utility Companies

Be aware of callers claiming to be a vendor or representing a utility company and requesting you to take restaurant funds to an undisclosed location or transfer funds to resolve the issue. Vendors or utility companies will not contact a restaurant by phone making such requests.

Fire Department Calls / Ansil Activations

Be aware of callers claiming to be the Fire Marshal or working for the fire department and requesting you test the ansul system. Doing so will result in a manual discharge and closure of the restaurant. Public officials will not contact a restaurant by phone making such requests.

Short / Quick Change

Be aware of customers who place a low dollar order, pay with a high dollar bill such as a \$50 or \$100, and attempt to request change made or exchange bills once the cashier begins handing the original change back to them. If this occurs, it is recommended that a manager count down the register to ensure the correct amount is given to the customer.

Impersonation of Company Employees Requesting Money

Be aware of callers claiming to be corporate McDonald's employees working in partnership with law enforcement investigating theft of monies at your restaurant and requesting you to take restaurant funds to an undisclosed location to resolve the issue. Corporate employees and/or law enforcement will not contact a restaurant by phone making such requests.

Counterfeit Money

Be aware of customers attempting to pass counterfeit money. The system is seeing an increase in counterfeit money. Ensure managers are trained on legitimate currency features and what to do in the event a counterfeit bill is received. Counterfeit detection machines are available through AccessMCD.

Unauthorized Personnel

Be aware of unauthorized personnel or vendors attempting to gain access behind the counter and to your systems. As a reminder, company policy requires all vendors to provide proper credentials prior to gaining access behind the front counter. This policy also prohibits access to friends or family of employees and former employees.

CONTACT YOUR GM BEFORE GIVING OUT ANY INFORMATION OVER THE PHONE! IF YOU CAN'T REACH YOUR GM GET AHOLD OF A SUPERVISOR OR DIRECTOR OR OWNER.

IF YOU RECEIVE A QUESTIONABLE CALL NEVER PURCHASE GIFT CARDS OR GIVE OUT BANKING INFORMATION TO ANYONE OVER THE PHONE OR IN PERSON.

NEVER GIVE YOUR PERSONAL ADDRESS OR EMAIL TO A CALLER. NEVER GO TO ANY WEBSITE A CALLER MAY ASK YOU TO GO TO.



CLOSE PROCEDURES

Critical Close Procedures

A good **closing** is critical to ensure that all equipment is clean and sanitized and administrative tasks are properly performed. A properly **closed** restaurant is much easier to open the next day. At **closing**, there are potential risks including robbery, so follow proper security procedures. Make sure you know and exercise all security precautions.

Leading Close Smoothly

The **closing** shift leader must make sure that the restaurant is ready for the next day's operation. The leader is responsible for organizing the crew, assigning duties, and overseeing their actions. Set expectations for cleanliness and completing tasks while staying focused on Quality, Service, Cleanliness, and Value (QSC&V). During the evening, provide quality service to your customers while performing as many **closing** activities as is practical.

- **Guests must not get the impression that the restaurant is about to close,** but you can shorten your closing time by performing tasks early, **as business allows.**
- It is important to **serve every item on the regular menu until the last minute of the business day.** You discourage guests from coming back if you do not offer the full menu up until the **close** of business.
- **All food safety and quality standards must be followed throughout the closing period.** As business slows, remove the cash drawers from unused Point Of Sale (POS) registers at the front counter.

Closing Shift Walk Through Pt1

Before Pre-Close

Day before shift

Make a Plan: Review Daily Crew Schedule (Line-bar) for staffing, and targets.
Fill out a DSPT including brake, Danger zone, & Training plan. "**Position to Develop!**"

3:30-4 Pre-Shift

Review positioning.
Pre-shift Checklist. (Check Rotation, Code Dates, & Prep)
Towel Buckets.
Handshake. (Discuss People, Equipment, & Product)

4-4:15 Position (Coach into position) Don't be a "Runager"!

Minors clock-in after 4:15. (on School Days)
Set expectation for primary, secondary, and extra cleaning duties.
Communicate Goals for Cleaning, and PM.
Communicate Hourly Targets for Each area (DT, GC, SC, Delivery, & Curb side) throughout the shift.

4:15-5 Settle in

Travel Paths. Interact with Guests (Be the Host), Solve Complaints (B.L.A.S.T.). Get 11-7 breaks out before 5-7 peak.
Stock & Clean stations/areas per pre-shift check list.
Ensure Crew are positioned, and have restroom breaks, drinks etc..
Communicate (set) Hourly Targets for Each area (DT, GC, SC, Delivery, & Curb side) throughout the shift.
Record first hour labor tracking.
Check equipment cleaning, calibration, and function. (Dial Grills, Check Small Wares, & Kiosk printers)
Count Safe before Previous manger Leaves.

5-7 Peak (All hands-on Deck To Build Sales. Remember More Sales makes room for more crew hours!)

Travel Paths. Interact with Guests (Be the Host), Solve Complaints (B.L.A.S.T.) Towel Buckets. Monitor Clean as you go.
Focus & Motivate Team with ongoing target Communication (DT, GC, SC, Delivery, & Curb side).
Record hourly labor tracking.
You Can Manage Danger Zones by monitoring for them, and repositioning "anchors" to clear them out.
Maintain Crew Positioning to keep them in place and helping each other.
Send 14 & 15 year-olds home by 6:45.

7-9 Post Peak (recover & maintain Gold Standard Service)

Travel Paths. Interact with Guests (Be the Host), Solve Complaints (B.L.A.S.T.).) Towel Buckets. Monitor Clean as you go. Check Prep, thaw pull, burritos. Follow-up on Good bye jobs.
Focus & Motivate Team with ongoing target Communication (DT, GC, SC, Delivery, & Curb side).
Record hourly labor tracking.
Get Breaks out. Start with those who came in first, or if all came in at once then those who go home first.
Have Closers move their vehicles up closer to the exit door while on break.
Restock. (All stations. Lobby, Service, Production areas).
Clean up from rush (Wipe down, Change Trash & take out including Boxes, Sweep & Mop. Lobby, Play Land, Restrooms, Service, Production, Lot & Patio Check).
Towel Buckets.

Closing Shift Walk Through Pt2

Pre-Close

9-Close (Pre-Close)

Travel Paths. Interact with Guests (Be the Host), Solve Complaints (B.L.A.S.T.). Towell Buckets.
Monitor Clean as you go. Follow-up on Good bye jobs.
Focus & Motivate Team with ongoing target Communication (DT, GC, SC, Delivery, & Curb side).
Record hourly labor tracking.
Follow-up on Good bye jobs. Send Home non-closers Per Schedule or Labor Needs.
Position/Assign Dish Washer, Lobby Closer, Service Closer, Grill Closer.
Start Breaking down Service, & Grill areas. Take Dishes back to be washed.

Detail Cleaning:

Lobby:

Play Place: Tables Chairs & Booths (with a towel & bucket of hot soapy water), Windows Doors & Ledges, Highchairs, Shoe rack, Play Equipment (inside & out), Trash Cabinets (Change over ½ full), Sweep & “Deck scrub” (w/Floor Care) entire floor.

Lobby: Tables Chairs & Booths (with a towel & bucket of hot soapy water), Self-Serve area, Windows & Doors, Kiosks, Shelves ledges & Frames, Trash Cabinets (Change over ½ full). Sweep & “Deck Scrub” (w/Floor Care) entire floor.

Restrooms: Stock Soaps & Paper Clean Mirrors, Counters, Fixtures (Chrome & Porcelain), Hand driers, Walls, Doors & Handles, Change all trash cans. Sweep & “Deck Scrub” (w/Floor Care) entire floor.

Service Area:

With a towel & bucket of hot soapy water. Clean Machine fronts, tops, sides, under, around & Stock (ABS, Mccafe, Ice Cream, Frozen Coke, HLZs/OATs, Coffee maker & Pots), Registers, Monitors, Counters, Carts, Crew Pour Ice Bin, Coolers (inside & out), DT windows, ledges, handles, Change Trash & rinse out Cans.

Production Area:

With a towel & bucket of hot soapy water. Assembly Tables: (Tops, Sides, Underneath, shelves, & Legs) UHCs (Tops, fronts, sides, inside slots, & underneath). Toast table & Bun Racks (top, sides, shelves, Runners, & Legs) Toaster & Steamer (outside, inside, under, & parts).

Grills: Clean 1st Grill (Steam flat surface, Remove Teflon & Clean on hot Grill surface, soak clips, Clean top back sides & front of platen with hot grill cleaner, clean Rear “Bull nose” lift arms & sliding rings behind the platen, Clean grill surfaces (platens & flat) with hot grill cleaner & no scratch pad with blue “bent” handle, steam grill surfaces (platens & flat), pull all hood/stack vent filters take to the floor sink, rinse out with hot floor care (Best Choice), or Hot degreaser (Degreaser is not effective if used at room temperature!) Pull Grease Traps take to the floor sink, rinse out with hot floor care (Best Choice), or Hot degreaser (Degreaser is not effective if used at room temperature!) Pull Grill out, Sweep “Grill stall”, Clean back & sides of grill and inside “Grill stall”, Deck Scrub (w/Floor Care) the Floor inside the “grill stall”, replace grill, vent filters, and grease traps, wipe off Teflon’s Rods & Clips. Leave Teflon’s Rods & Clips on the Grill to be put on in the morning. Do not put Teflon’s back on (Leave them off so you, and the opening manager can both verify that the Platen surface is clean.)

Grill side freezers & cabinets: Clean inside, under, top, sides, shelves, legs of all Grill side freezers, carts, counters, and cabinets.

Grill stack & hood: Clean front side, inside & racks on the stack & hood.

Grill side walls & floors: Clean walls behind & Floors under grill side freezers, coolers, cabinets, & shelves.

Auto Mist: Hot water & De-greaser in catch trough. Wipe catch trough "away from the hole" to avoid clogs.

Vats Fries & Fried Product:

Pull all hood/stack vent filters take to the floor sink, rinse out with hot floor care (Best Choice), or Hot degreaser (Degreaser is not effective if used at room temperature!).

Clean Hood/Stack inside, outside, sides, under, & around Vents, Vats, Basket holders, & Heating element hinges.

Strain & Filter oil, wipe off control boards, & doors (inside & out).

Clean Vat-side Freezers, Counters, & Cabinets. Inside, outside, doors, backsplash, sides, shelves, & legs.

Clean Vat-side walls, & floors. Clean walls behind & Floors under vat-side freezers, coolers, cabinets, & shelves.

Do not tear down Fry station until later.

Dish & Back-room areas:

Wash all dishes as they are brought back. Sort & put away any that can be put away, leave the rest in an easy place to get them taken back up after close.

Clean floors, walls, sink, and ware washer as you go.

Change trash in kitchen and put in kart by back door ready to go out just before close.

Straighten Freezer, Cooler, and stock room. Remove & break down empty boxes to be taken with trash just before closing.

Final pre-close.

Everyone but closers leave the store.

Take out trash, do final lot check.

Lock doors, and DT windows. (No one goes in or out again until closers leave for the night!)

Preparing the Lobby and Dining Room for Close

You can begin preparations for close as business allows. **These activities must not interfere with your delivery of outstanding Quality, Service, Cleanliness, and Value** (QSC&V).

Crew members may perform the following activities as they pertain to your restaurant.

Action	Description
Clean Customer Condiment Center and Self-Serve Beverage Bar	Clean and sanitize the customer condiment center and the Self-Serve Beverage Bar after customers have finished with these stations.
Clean tables, chairs, and other surfaces	Use a bucket of hot soapy waster. Do not disturb guests while cleaning tables, chairs, and highchairs. Do not place chairs on top of tables.
Clean lobby trays	Clean and sanitize the lobby trays. Coordinate with the back room crew member responsible for cleaning and sanitizing.
Wipe waste receptacles	
Clean restrooms	Clean the restroom, including mirrors, soap dispensers, floors, trash receptacles, walls, and plumbing fixtures.
Sweep and mop floor	Do not disturb your guests. Keep the floor free of debris.

PLAYPLACE DEEP CLEANING

SUPPLIES:



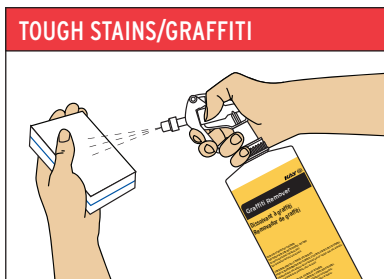
OTHER SUPPLIES NEEDED:

- Deck Brush/Broom/Dust Pan
- Clean Mop/Bucket/Wringer
- Extension Pole with Cleaning Pad
- Pot Brush
- Wet Floor Sign
- Wet/Dry Vacuum
- Microfiber Mitt

NOTE: Not all of the following pieces of equipment will be in every PlayPlace.
If needed, use Heavy Duty Degreaser to remove difficult soils when cleaning the PlayPlace equipment.



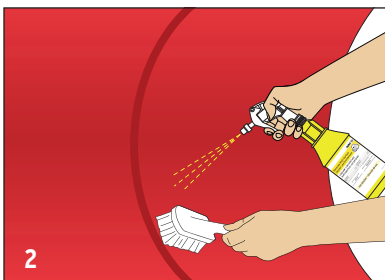
- Check interior and exterior of PlayPlace equipment for structural damage
- Fix damage immediately



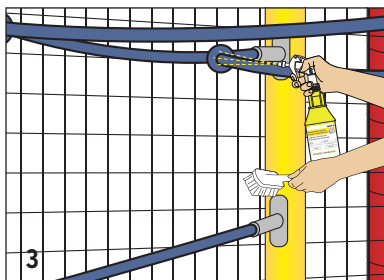
- Locate stains and graffiti marks on interior and exterior of equipment
- For tough stains, scuff marks or graffiti, spray a Power Pad with Graffiti Remover; gently buff away stains
- Spray surface with Peroxide Multi-Surface Cleaner & Disinfectant; wipe with a sanitizer-soaked towel to clean residue off



- **DETAIL** clean and sanitize all Playplace Equipment interior surfaces with Peroxide Multi Surface Cleaner & Disinfectant Solution
- Spray surface with Peroxide Solution; scrub with a pot brush or microfiber mitt to remove heavy soil
- Spray again with Peroxide Solution; let sit for 45 seconds to sanitize
- Use wet/dry vacuum if needed



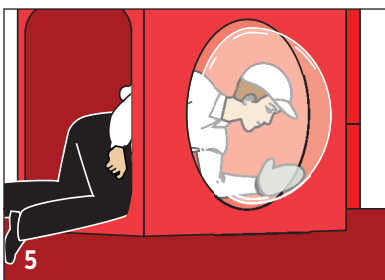
- **DETAIL** clean and sanitize all joints and crevices of tubes and slide areas
- **DETAIL** clean and sanitize slide runout



- **DETAIL** clean and sanitize web crawls and suspension bridges



- **DETAIL** clean and sanitize all netting and support frames



- **DETAIL** clean and sanitize plastic windows or bubble domes with a microfiber mitt

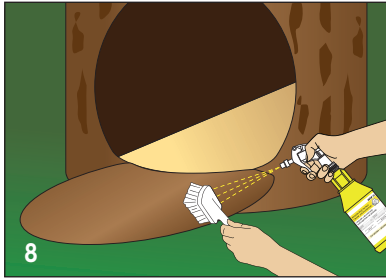


- **DETAIL** clean and sanitize post padding while cleaning interior of playplace equipment

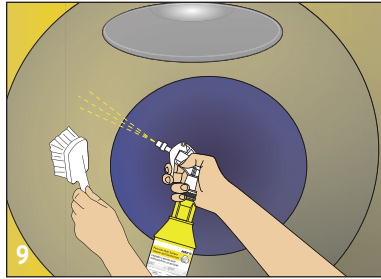


- **DETAIL** clean and sanitize interior of playbay area

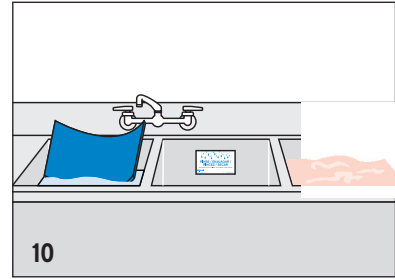
PLAYPLACE DEEP CLEANING (CONTINUED)



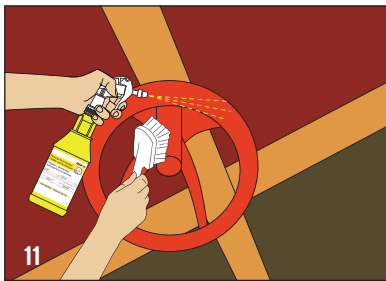
- **DETAIL** clean and sanitize interior and entry/exit areas of climbing tower



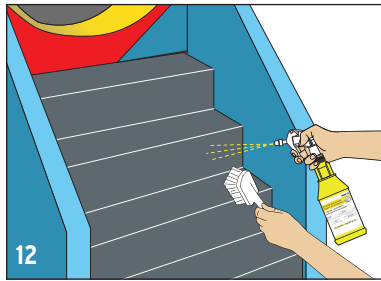
- **DETAIL** clean and sanitize junction boxes, vehicles or observation balls



- Wash, rinse and sanitize junction box foam pads at the 3-compartment sink
- Allow to air dry before replacing pads



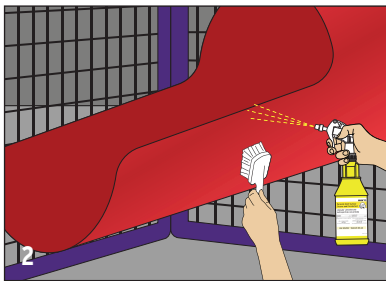
- For **ACTIVE PLAY** units, **DETAIL** clean and sanitize Sky Wheels, Log Roll, Wobble Hopper, etc.
- For **LEGACY** units, **DETAIL** clean and sanitize all handles



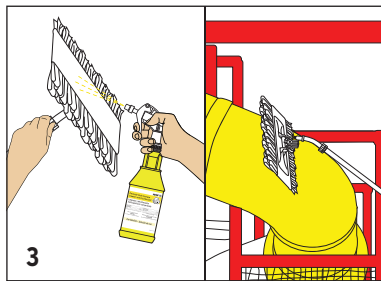
- **DETAIL** clean and sanitize platforms and stairs



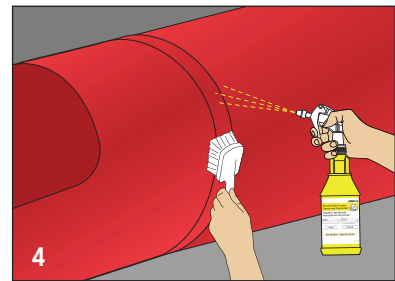
- **DUST** exterior of all equipment using a clean dry pad and extension cleaning pole



- **DETAIL** clean all exterior Playplace equipment with Peroxide Multi Surface Cleaner & Disinfectant Solution
- Spray surface with Peroxide Solution; scrub with a pot brush or a microfiber mitt to remove heavy soil
- Use wet/dry vacuum if needed

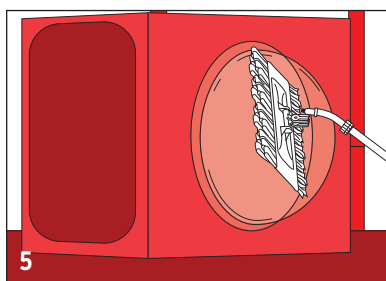


- NOTE:** For hard to reach exterior areas, use extension pole with pad
- Spray pad with Peroxide Multi Surface Cleaner & Disinfectant Solution
 - Scrub exterior surface of equipment with extended pole

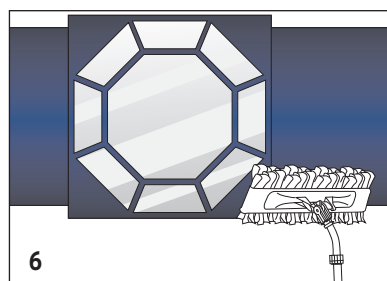


- **DETAIL** clean exterior of all joints and crevices on slide and tube areas

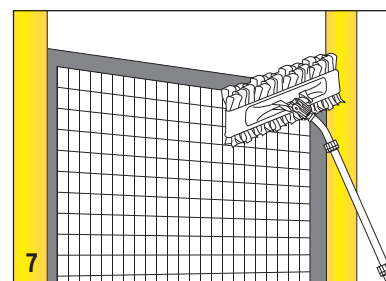
PLAYPLACE DEEP CLEANING (CONTINUED)



- **DETAIL** clean exterior bubble domes and plastic windows



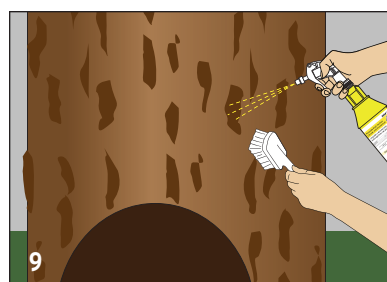
- **DETAIL** clean exterior of junction box, vehicles or observation balls



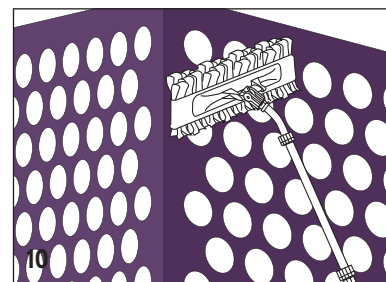
- **DETAIL** clean all exterior netting and support frame



- **DETAIL** clean post padding on exterior of equipment; for hard to reach areas use an extended pole/pad



- **DETAIL** clean exterior of climbing tower



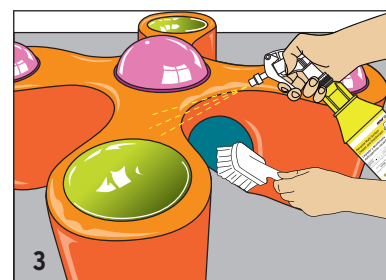
- **DETAIL** clean exterior of playbay area



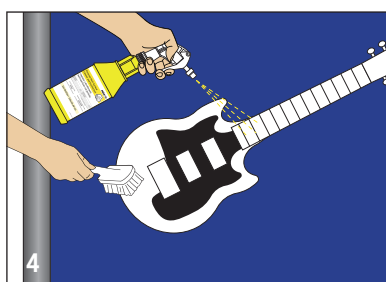
- STAND-ALONE EQUIPMENT CLEANING**
- **DETAIL** clean and sanitize all stand-alone equipment with Peroxide Multi Surface Cleaner & Disinfectant Solution
 - Spray surface with Peroxide Solution; scrub with a pot brush or a microfiber mitt to remove heavy soil
 - Spray again with Peroxide Solution; let sit for 45 seconds to sanitize
 - Use wet/dry vacuum if needed



- **DETAIL** clean and sanitize sneaker keeper



- **DETAIL** clean and sanitize all toddler equipment



- **DETAIL** clean and sanitize toddler play panels



- **DETAIL** clean and sanitize toddler slides

PLAYPLACE DEEP CLEANING (CONTINUED)



- Sweep floors and safety flooring surfaces



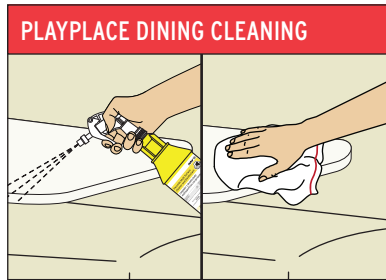
- Apply Floorcare A or B to floor; deck brush
- Damp mop flooring to pick up Solution
- Use a wet/dry vacuum if needed



- Apply Floorcare A or B to safety surface flooring; deck brush
- Damp mop flooring to pick up Solution
- Use a wet/dry vacuum if needed



- For digital play touchscreens, spray a microfiber cloth or wrung-out sanitizer towel with Peroxide Solution; wipe surface
NOTE: DO NOT spray electronic screens directly with cleaning Solution
- Clean and sanitize projection table and panels with Peroxide Solution and a clean, sanitizer-soaked towel



- Follow daily cleaning procedures on LOBBY DÉCOR KAY CARD for all tables and chairs in the Playplace area using Peroxide Solution



- Follow daily cleaning procedures on WINDOWS/GLASS CLEANING KAY CARD for all windows and doors using Peroxide Solution



PLAYPLACE DEEP CLEANING (CONTINUED)

CLEANING AND SANITIZING CHECKLIST	EMPLOYEE ASSIGNED	MANAGER SIGN OFF
<p>NOTE: Deep clean and sanitize all surfaces in the PlayPlace equipment area. Not all of these pieces of equipment will be in every PlayPlace.</p>		
<p>PLAYPLACE STRUCTURE (NOT ALL INCLUSIVE)</p>		
Entry/Exit Points		
Slides / Slide Runout		
Tubes/Tunnels		
Joints And Crevices Of Tubes		
Bubble Domes		
Steering Wheels		
Web Crawls And Suspension Bridges		
Junction Boxes/Vehicles/Observation Balls		
Platforms		
Climbing Towers		
Cable Climbers/Cables		
Stairs and Steps		
Support Frames - Bars, Poles, Pipes		
Post Padding		
Netting		
Playbays		
Toddler Slides		
Toddler Play Panels		
Other Toddler Equipment		
Sneaker Keeper		
Projection Table/Panels		
Other Play Equipment in the Restaurant		
Digital Play Touchscreens**		

**For electronics, spray a wrung-out sanitizer towel with approved disinfectant solution then wipe the surface. Do not spray electronic screens directly with cleaning solution.

Preparing the Service Area for Close

Preparing Service Area for Close

You can begin preparations for close as business allows. These activities must not interfere with your delivery of outstanding Quality, Service, Cleanliness, and Value (QSC&V).

- Clean and stock the areas near the point of sale (POS) registers. Do this only when no customers are at the front counter.
- Clean and arrange the center-island storage area.
- Take trash cans at unused POS registers to the back sink area for cleaning.

Action	Description
Turn off unneeded equipment	Turn off equipment that is no longer needed, such as additional coffee makers.
Remove unneeded equipment	Take unneeded equipment, such as pans, trash receptacles, coffee pots, and serving trays to the back room for cleaning. Coordinate with the back room crew member for washing and sanitizing.
Clean equipment not in use	<p>Clean any equipment that is not being used. Clean and polish stainless steel. Wipe down all surfaces using clean sanitizer-soaked towels. Discard the towels into the soiled towel bucket after each use.</p> <ul style="list-style-type: none">• Center island• Coffee machines• Condiment dispensers• Cookie display rack• Counter tops• Drink towers• Drive-thru condiment cart• Equipment legs• Fry station• Juice dispensers• McCafe and blended ice machine• McFlurry mix-in dispensers Menuboard• frame• Milkshake and soft-serve machine• Napkin and straw dispensers• Pie merchandiser• Point of sale (POS) registers• Refrigerator in the service area Products• display case• Storage cabinets• Heated Landing Zone (HLZ) <p>After using a sanitizer-soaked towel to wipe down McFlurry mix-in dispensers that have mix-ins containing nuts, immediately place the towel in the soiled towel bucket. This will prevent the transfer of peanut-containing ingredients to other surfaces.</p>
Sweep and mop floor	

Preparing the Production Area for **Close**

Begin preparations for **close** in the production area as business allows. **These activities must not interfere with your delivery of outstanding Quality, Service, Cleanliness, and Value** (QSC&V).

Crew Member Tasks for Preparing the Production Area for **Close**

Crew members in the production area may perform the following activities as they pertain to your restaurant.

Action	Description
Remove unneeded equipment	Remove unneeded equipment, such as trays, spatulas, and fry baskets, from the production area. Coordinate with the back room crew member who is washing and sanitizing the equipment.
Begin turning off grills	Turn off grills not being used for production. Remove the grill filters as you turn off the grill and immediately replace them with clean filters. Take the used filters to the back sink for cleaning. Tip- do not disassemble any dress table small equipment to ensure proper amounts of condiments when assembling sandwiches.
Turn off unneeded equipment	Follow your restaurant's fire-up schedule to turn off unneeded equipment.
Wipe down equipment and surfaces	As business slows, use clean, sanitizer-soaked towels to wipe the following surfaces and equipment. Discard towels into the soiled towel bucket after each use. <ul style="list-style-type: none">• Equipment legs and wheels• Front of grills and fryers Grill• hoods• Holding cabinets• Prep table• Toaster tables• Toasters• Walls
Clean stainless steel	Clean stainless-steel equipment with McD Stainless Cleaner-Dressing. Polish the stainless steel if it is not sparkling and free of streaks.
Sweep, deck scrub and mop floors	
Clean shutdown grills	Clean the grills following the recommended procedures. Wipe the front of the grills.
Empty grill grease troughs prior to closing	After dark, empty the grease troughs into a grease container inside the restaurant.

REUSABLES PROGRAM FOR TSC DISHMACHINE



THROUGHOUT DAY

SUPPLIES:



KAY® SolidSense™ Machine Warewash Detergent



KAY® QSR TSC Rinse Additive



ECOLAB® Dish Machine Pellet Sanitizer (for warewash)



KAY® Liquid Delimer



KAY® Peroxide Multi Surface Cleaner and Disinfectant Solution



KAY® SolidSense™ Sanitizer



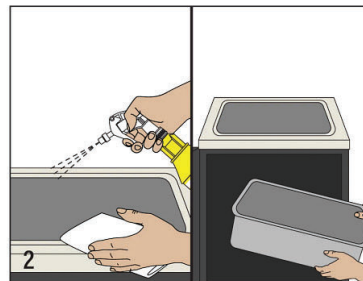
KAY® SolidSense™ All Purpose Super Concentrate (APSC)



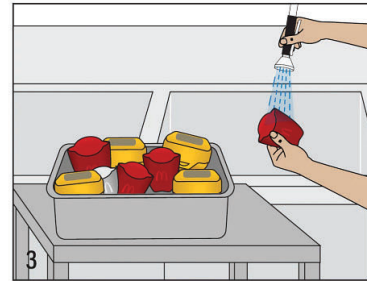
KAY® Delimer Tablets



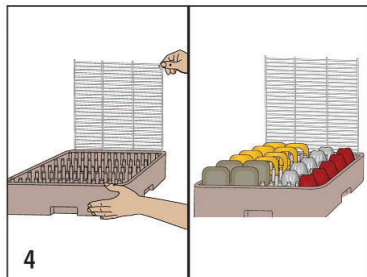
- **REMOVE** collection bin from sorting station
- **PLACE** onto cart to transport



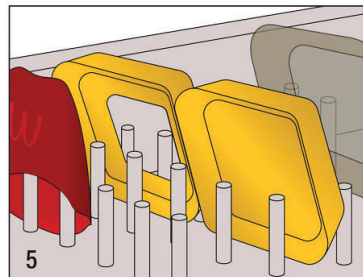
- **WIPE** up spills from sorting station with Peroxide Multi Surface Cleaner & Disinfectant Solution and a clean, sanitizer-soaked towel
- **RESTOCK** collection bin from below sorting station
- **DISCARD** used towel into soiled towel bucket



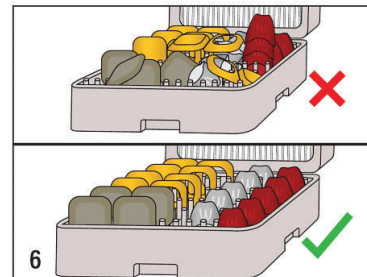
- **BRING** cart with bin full of wares to 3-compartment sink
- **PRE-SCRAPE AND RINSE** wares to make sure they are as clean as possible before putting into machine



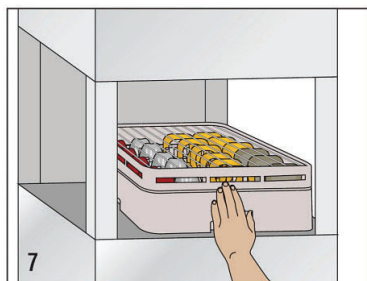
- **LIFT** wire cover of dish rack
- **LOAD** pre-scraped wares into dish rack



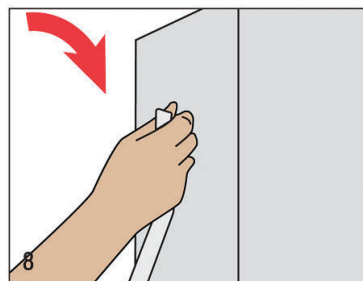
- **ENSURE** wares are racked properly
 - Fry boxes are upside down
 - Yellow clamshells are at a 45° angle



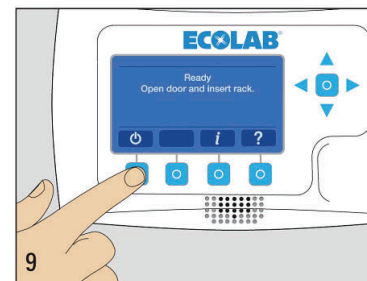
- **DO NOT** stack or nest wares
- **ONLY** run load when rack is full



- **CLOSE** dish rack cover and place into dishmachine



- **SHUT DOOR;** machine will automatically begin cycle



- **DO NOT** open door until machine displays "Ready Open door and insert rack."
- **REMOVE** rack



Kay Chemical Company
8300 Capital Drive
Greensboro, NC 27409-9790, USA

CUSTOMER SERVICE 800.529.5458

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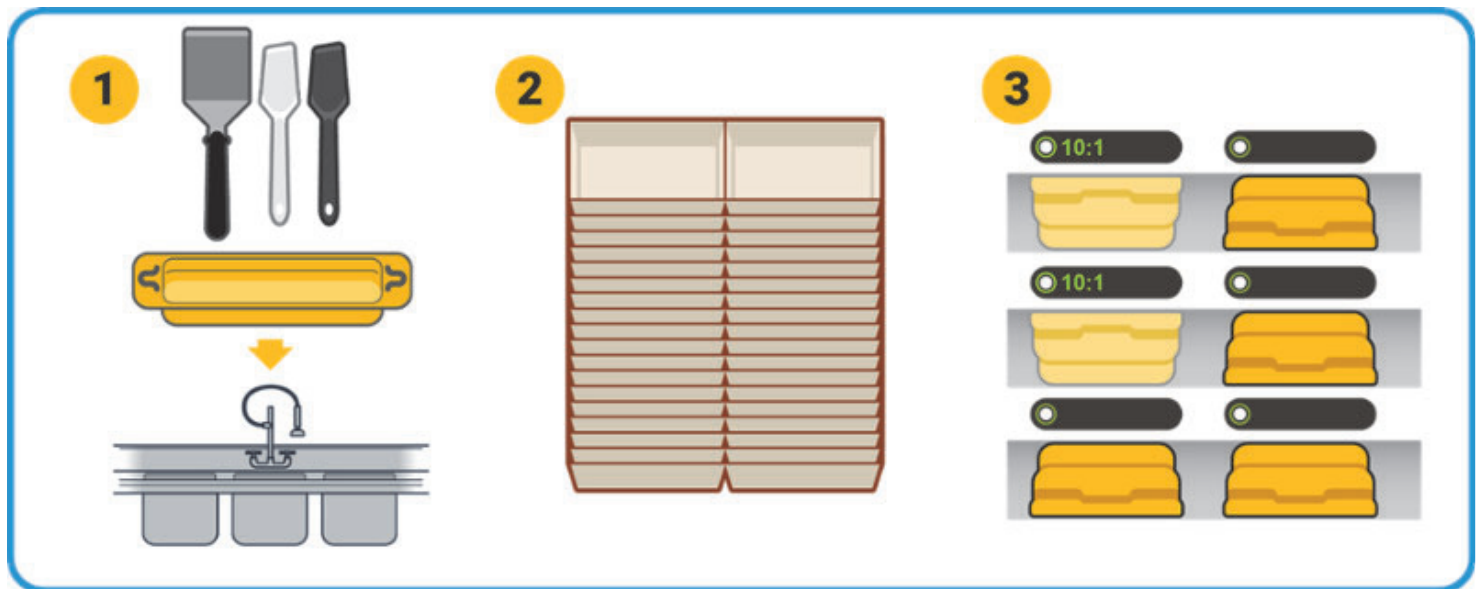
REUSABLES PROGRAM FOR TSC DISHMACHINE

Pre-Close Procedures

Sometimes it is possible to handle some closing tasks ahead of the close period. This will depend on your restaurant's sales and Guest volume prior to close. Some days are busier than others, so this opportunity to get ahead will vary.

These activities must not interfere with your delivery of outstanding Quality, Service, Cleanliness, and Value (QSC&V).

Getting Started



Remove unneeded equipment such as trays, spatulas, and fry baskets from the production area. Coordinate with the Crew Member who is washing and sanitizing equipment.

Stock the grill area with wraps, boxes, ketchup, mustard, or other items considered part of 24-hour stock.

Turn off and clean unneeded equipment, like the appropriate slots of the universal holding cabinet (UHC), the second side of the prep tables, and turn grill sections to cleaning mode:

- a) Infinite Gap Taylor and Garland grills: place the grill in “CLEAN MODE”. Do not turn the grill off.
- b) Taylor Grills that are not Infinite Gap: turn off the heat and leave the fan turned on.

MOFFAT STAGING CABINET



DAILY & WEEKLY

SUPPLIES:



KAY® Delimer Tablets



KAY® Peroxide Multi Surface Cleaner and Disinfectant Solution



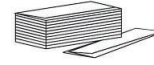
KAY® SolidSense™ All Purpose Super Concentrate (APSC)



KAY® SolidSense™ Sanitizer



Clean Sanitizer-Soaked Towels



Paper Towels

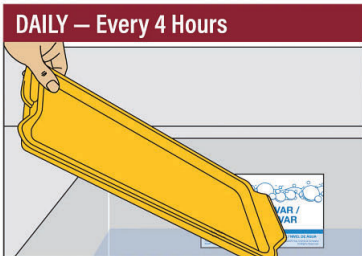


Heat-Resistant Gloves

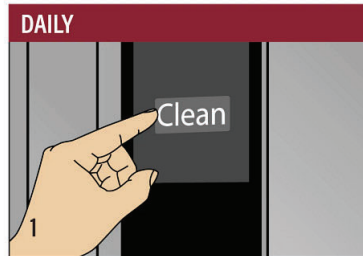
NOTE: This cleaning procedure is for throughout the day cleaning of smallwares and wiping down the cabinet interior. Always remove food product before cleaning.

24-HOUR LOCATIONS: Perform this cleaning procedure when staging cabinet is not in use (not serving product).

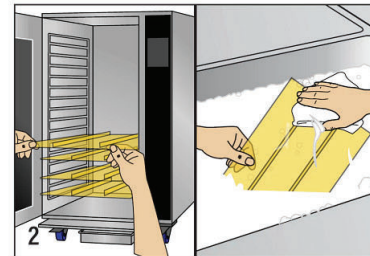
NON 24-HOUR LOCATIONS: Perform this cleaning procedure after breakfast.



- Remove inserts, transfer trays and UHC trays
- NOTE:** Leave colored bands attached to inserts during DAILY cleaning; colored bands should only be removed during WEEKLY cleaning
- Take to 3-compartment sink or warewash machine to wash, rinse and sanitize
- Allow to air dry



- Select DAILY CLEAN from display screen
- Leave door open; allow to cool before starting cleaning



- Remove shelves; take to 3-compartment sink or Warewash machine to wash, rinse and sanitize
- NOTE:** Remove all food products from cabinet before cleaning



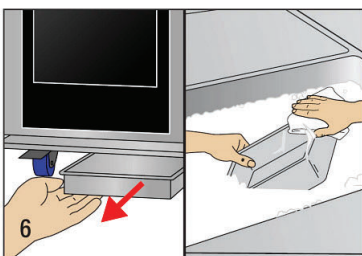
- Spray a clean, sanitizer-soaked towel with Peroxide Multi Surface Cleaner and Disinfectant Solution
- Wipe interior walls, side racks, door gaskets, and interior door



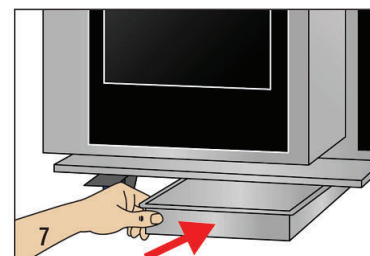
- Spray a clean, sanitizer-soaked towel with Peroxide Multi Surface Cleaner and Disinfectant Solution
- Wipe exterior walls, door handle and display screen
- Discard all towels into soiled towel bucket



- Spray interior and exterior door window with Peroxide Multi Surface Cleaner and Disinfectant Solution; wipe with a paper towel
- Discard paper towel



- Remove drain pan from underneath cabinet; empty at 3-compartment sink
- Wash, rinse and sanitize drain pan



- Return clean drain pan to cabinet



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ECOLAB® HIGH TEMP - VENTED (EHT-V) WAREWASH MACHINE



SUPPLIES:



KAY® SolidSense™
Machine Warewash
Detergent



KAY® QSR TSC
Rinse Additive



KAY® Liquid
Delimer



KAY® Peroxide Multi
Surface Cleaner and
Disinfectant Solution

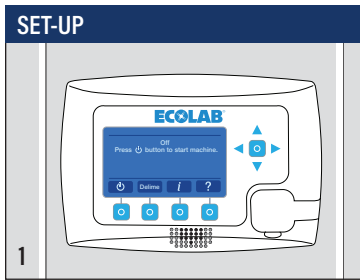


KAY® Specialty
Cleaner & Polish

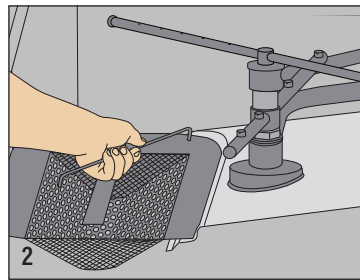


Clean Sanitizer-
Soaked Towels

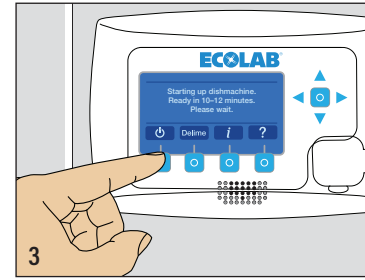
IMPORTANT: Ask your Territory Representative how to properly delime your machine. This machine provides sanitization by heat and therefore does not require a separate sanitizer product.



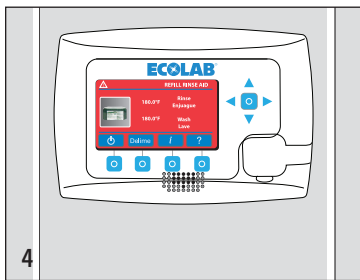
- Ensure machine is OFF and drained.
NOTE: Machine must be powered off at end of day, or power cycled at beginning of day.



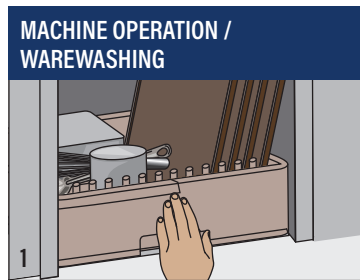
- Check that machine is clean and drain opening is clear; ensure drain stopper and screens are in place and wash arms spin freely.



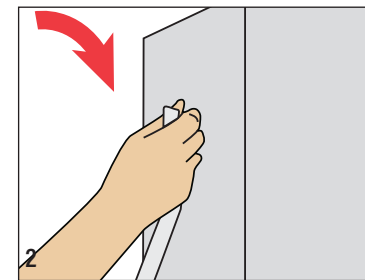
- Turn machine ON. Machine will be ready for operation in approximately 10-12 minutes.



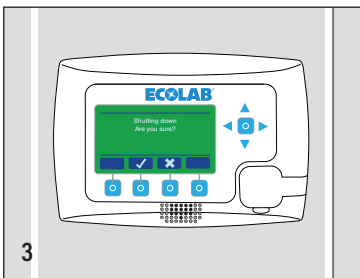
- When display indicates, refill products: Power Warewash Detergent and Rinse Additive.



- Load rack into machine.



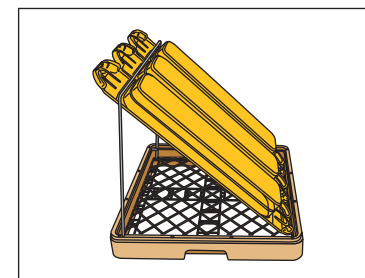
- Shut door; machine will automatically begin cycle
NOTE: Door will not open while cycle is in process



- Open door and remove rack when cycle is complete

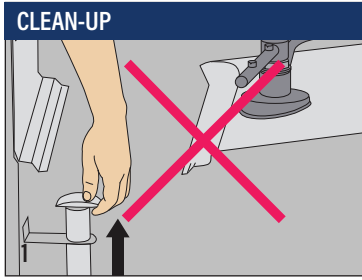


- **INCORRECT** racking procedure; DO NOT place small wares under tray lids

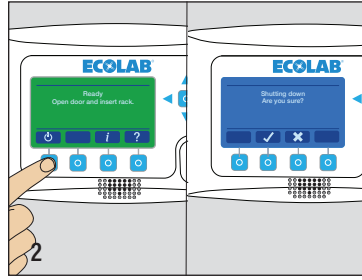


- **CORRECT** racking procedure; bottom of rack should be open for proper cleaning

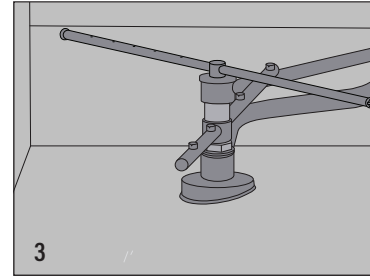
ECOLAB® HIGH TEMP - VENTED (EHT-V) WAREWASH MACHINE (CONTINUED)



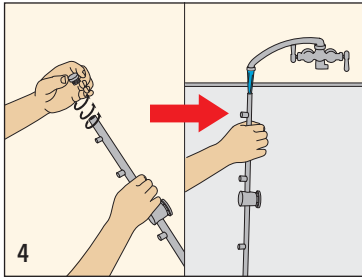
- DO NOT PULL OUT STAND PIPE.



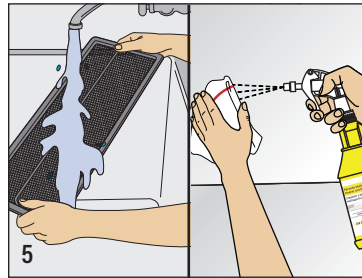
- Press power button to turn off machine and allow machine components to completely cool; shut-down time may take up to three minutes.
NOTE: DO NOT open door until screen turns blue; machine will indicate "OFF." Machine must be powered off at end of day.



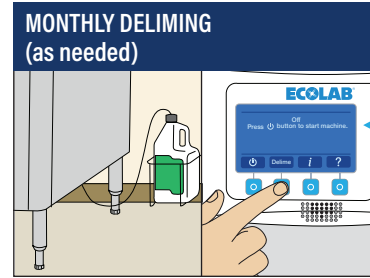
- Ensure machine is drained.



- Remove both top and bottom wash arms and top and bottom rinse arms
- Remove caps, then flush with water.
- Clean nozzles with toothpick and reassemble.
- Reinstall wash arms and ensure they spin freely.



- Remove and clean screens; place screens back in machine.
- Wipe outside of machine with clean, sanitizer soaked towel and Peroxide Multi Surface Cleaner and Disinfectant Solution.

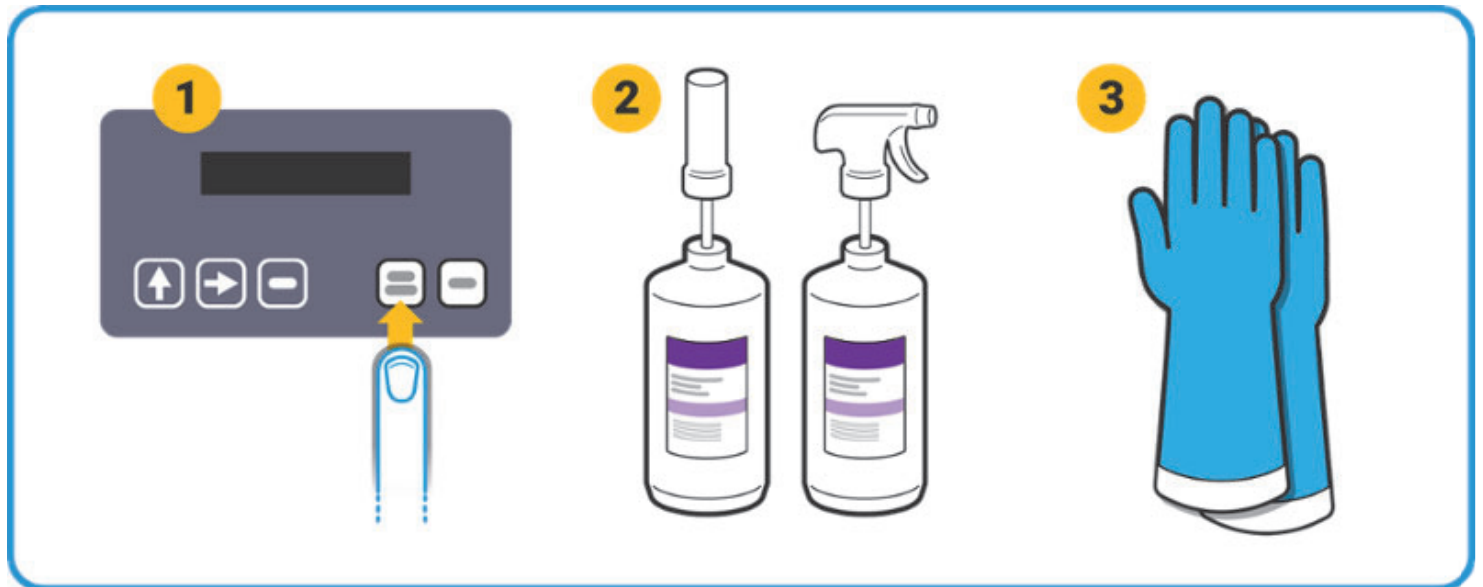


- Press Delime button and follow on-screen instructions to start automated deliming.
- Replace bottle of Liquid Delimer when empty.
NOTE: Delime more frequently as needed.

Cleaning the Grills

Thorough cleaning of the grill surfaces should be done daily. For 24-hour restaurants, the General Manager should identify and communicate to staff when the best time is to clean the grills.

Prepare



For Infinite Gap (Taylor and Garland) grills, place the grill in “CLEAN MODE” before cleaning. Do not turn the grill off. For all other Taylor grills, turn off the heat and leave the fan turned on. Place the grill in “CLEAN MODE” if the grill has this setting.

Gather supplies for cleaning while the grill is cooling down. For proper application, two bottles of Heat-Activated Grill & Toaster Cleaner will always be used: one with the dosing cup and one with the sprayer.

Put on heat resistant gloves. Never handle hot components or move hot oil without heat-resistant gloves.

On The Floor Activity: Clean a Grill

Clean the Trough, Clips, Bars, and Release Sheets



Clean the grease trough. Remove and empty grease trough. Rinse it at the three-compartment sink, then replace. For your safety, and to reduce the risk of spills, do not allow grease trough to get more than half full. Depending on your restaurant's volume, you may need to empty grease trough more than once per day. If the trough is too full, ask for assistance to carry safely.

Wipe release sheets. Wipe both upper and lower grill, prior to removing any release sheets, with a clean, sanitizer-soaked grill cloth.

Clean upper and lower release sheets. Spray a clean, sanitizer-soaked grill cloth with one spray of Heat-Activated Grill & Toaster Cleaner. Wipe to clean the upper release sheets, including the sides. Repeat the cleaning for lower release sheets. Rinse the upper and lower release sheets with a separate clean, sanitizer-soaked grill cloth. Wipe until the grill cleaner residue has been fully removed.

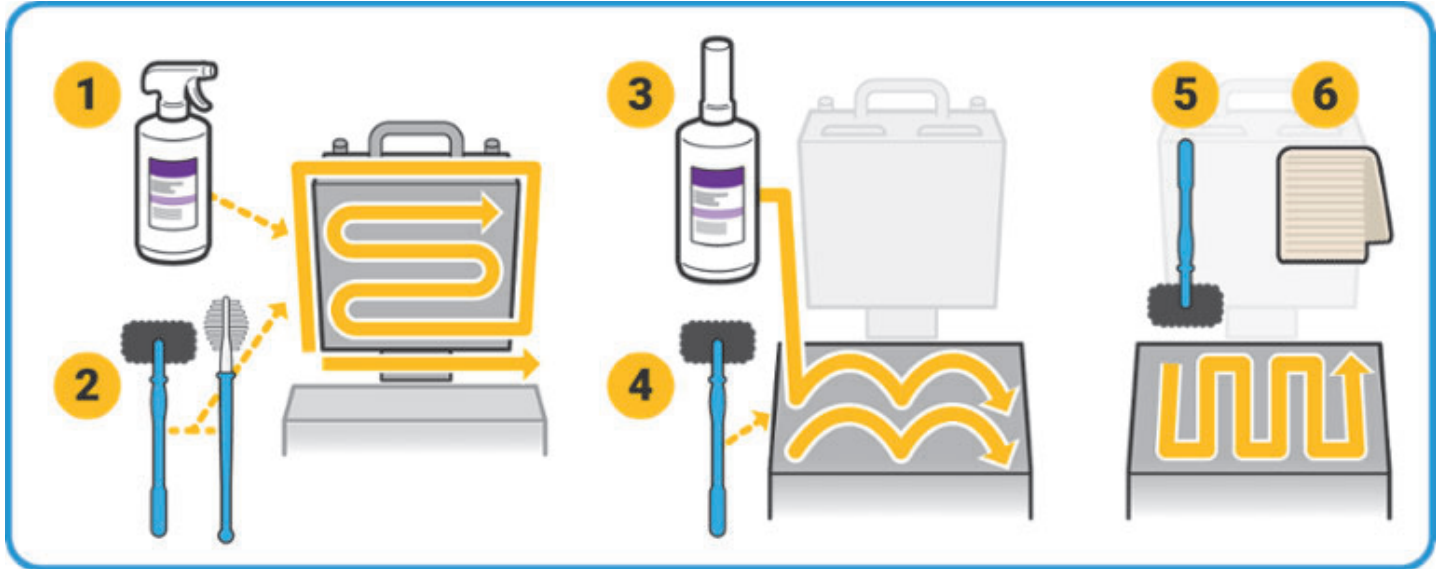
Remove all clips, bars, and release sheets. Place all release sheets, clean side down, flat on the release sheet storage tray. Be careful not to fold or crease release sheets. Do not clean them in the three-compartment sink.

Wash, rinse, and sanitize the clips and bars in the three-compartment sink.

Clean the other side of the release sheets on the storage tray with grill cleaner. Spray a clean, sanitizer-soaked grill cloth once with grill cleaner. Wipe the soiled side of the release sheet until clean. Then, rinse the release sheet with a separate, clean sanitizer-soaked grill cloth to rinse off any remaining grill cleaner. Repeat cleaning and rinsing all release sheets.

On The Floor Activity: Clean a Grill

Clean the Platens & Grill Surfaces



Apply grill cleaner to upper platens, starting with the sides and back. One spray for each side. If you have three upper platens, lower the middle platen first to easily access the adjoining sides of the left and right platens. After spraying the sides, spray the surface of each upper platen three times to cover (bottom, middle, top).

Spread the grill cleaner around the upper platens with the grill cleaning tool and pad to distribute the cleaner and ensure full coverage.

Apply grill cleaner onto the bottom grill surface by using the grill cleaner bottle with the dosing cup. Remove the cap and squeeze the dosing bottle to fill the dosing cup as marked; 1/2 oz.

Beginning on the left side of the grill, pour the dosed 1/2 oz. of grill cleaner from left to center in the shape of an arch pattern ("M"). Refill the dosing cup and repeat from center to right side of the grill to cover the top region of the grill. Repeat both steps to cover the bottom region of the grill. Important: Cover product on the entire lower surface of the grill using 4 doses in total.

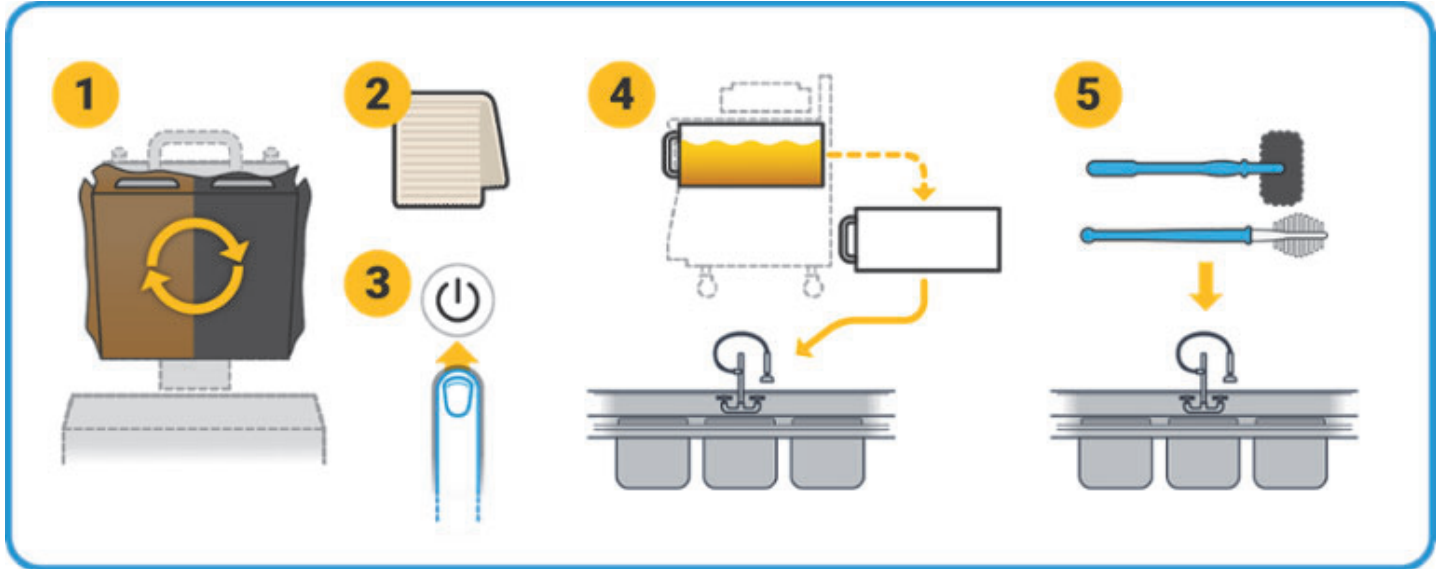
Spread the grill cleaner thoroughly on the lower grill surface to ensure full coverage.

Scrub the upper platen and lower grill surface with the grill cleaning tool and pad. If needed, scrub the upper platen with the KAY Double-Sided Grill Brush. Failure to thoroughly clean sides of the platens will eventually lead to damage.

Rinse both upper and lower platens with a clean, sanitizer-soaked grill cloth. Clean surrounding areas such as the hood bull nose and backsplash. Remember to use a clean side of the cloth with each wiping. Discard all soiled towels used to clean the grill into the soiled towel bucket.

On The Floor Activity: Clean a Grill

Final Steps



Reinstall upper release sheets prior to using. To prolong shelf life, install upper and lower release sheets on the opposite side than what was previously used for cooking. Reinstall black on odd days; grey or brown on even days.

Wipe lower grill surface with a clean, sanitizer-soaked grill cloth until no visible soil remains.

Prepare the lower grill surface - turn grill ON. If using lower release sheets, use a sundae spoon, sprinkle 2 level scoops of Soy Adhesion Flakes on the bottom grill surface, and spread on the cooking zone with a clean squeegee.

Reinstall lower release sheets. Make sure to align release sheets evenly with the backsplash and edge of the grill. The lower release sheet should not go up the backsplash. Allow 1" overlap where sheets meet between upper platens. Squeegee air bubbles and wrinkles out of each release sheet.

Remove and empty grease trough, rinse and replace.

Once grill tool and pad have cooled, remove. Then wash, rinse and sanitize all utensils and tools used to clean the grill. Flip grill pad over and place it back on the tool so it is ready for the next grill cleaning.

On The Floor Activity: Clean a Grill

Clean Equipment & Floors



Wipe equipment surfaces with clean, sanitizer-soaked towels, including: Fried products fryer, front of grill, toaster and toaster table, grill hoods, prep table, walls, equipment legs and wheels, UHC table, and cabinet.

Clean and polish stainless steel with KAY Specialty Cleaner & Polish and a clean, dry cloth. Follow the grain of the stainless steel.

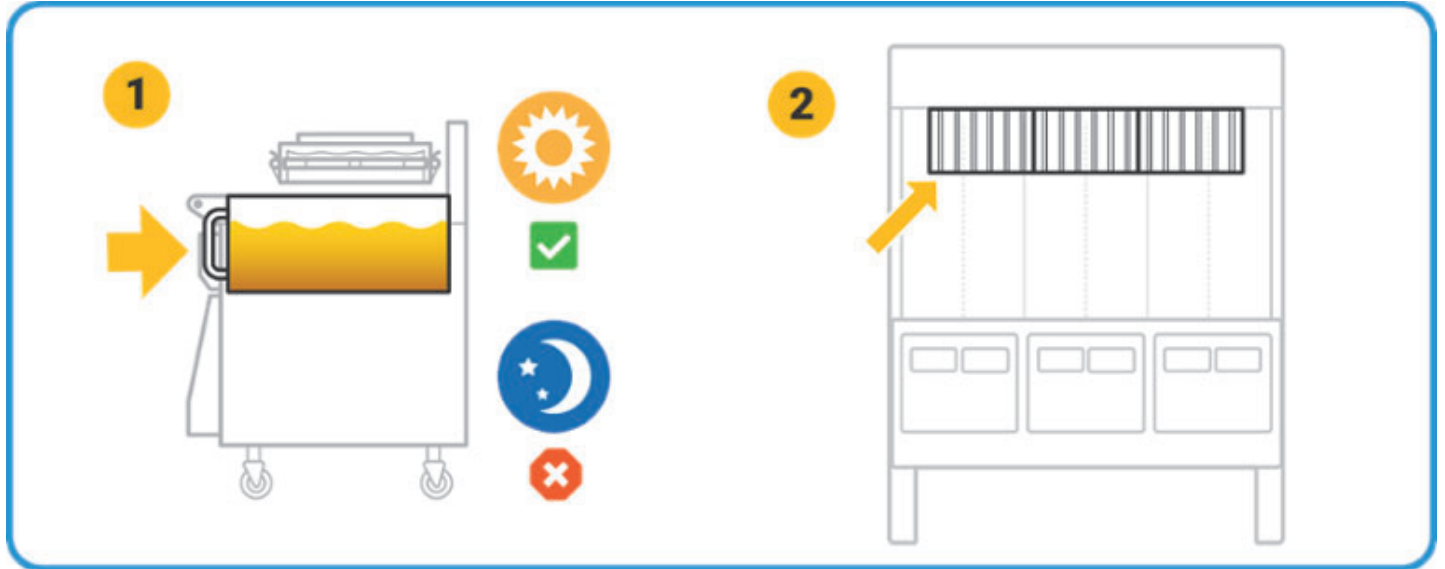
Polish heavily used surfaces, such as freezer doors, daily. Polish stainless stacks once a week. Be sure to clean the surfaces with KAY Peroxide Multi-Surface Cleaner and Disinfectant. Avoid polish build-up on less frequently polished surfaces by cleaning off old polish first.

Sweep and mop the Production area with mop water prepared with KAY SolidSense FloorCare solution.

Clean filters on shutdown grills.

On The Floor Activity: Clean a Grill

Clean Filters & Grease Traps



Empty grill grease troughs before dark. It is a security violation to use the back door after dark.

Empty fryer vent hood grease traps.

It's important not to let pre-close tasks interfere with serving our Guests.



QUARTERLY CLEANING

UNIVERSAL HOLDING CABINET

SUPPLIES:



Hi-Temp Tool with Multi-Use Pad and Universal Pad



KAY® SolidSense™ All Purpose Super Concentrate (APSC)



KAY® Peroxide Multi Surface Cleaner and Disinfectant Solution



KAY® QSR Super Contact Cleaner

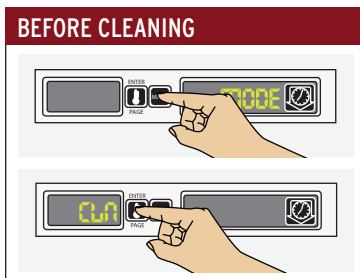


KAY® NO-SCRATCH™ Pads

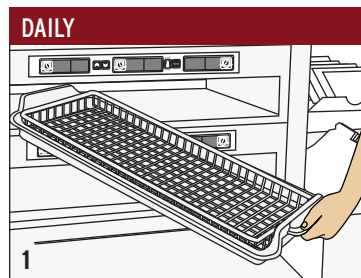


Clean, Sanitizer-Soaked Towels

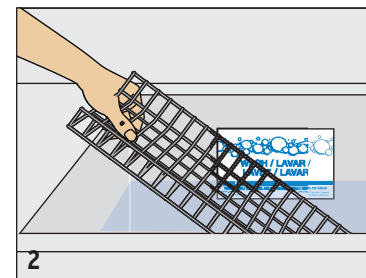
Other supplies needed:
Clean Bucket
Small Wares Cleaning Brush



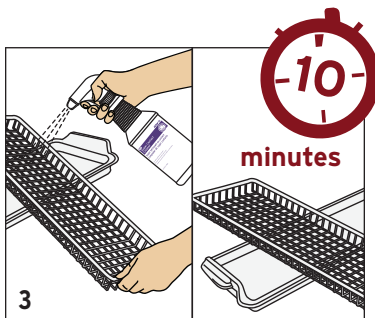
- Press **MENU** key to scroll to Clean Mode
- Press **ENTER** to start Clean Mode



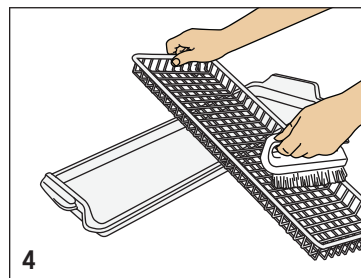
- Remove and take trays and racks to 3-compartment sink or warewash machine



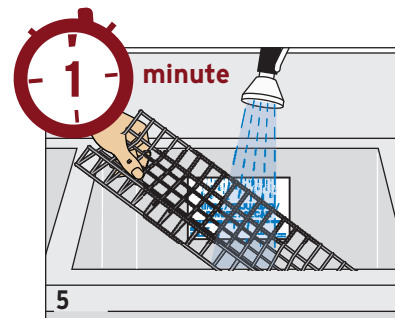
- Place in WASH compartment of 3-compartment sink filled with fresh hot (110–120°F) APSC Solution



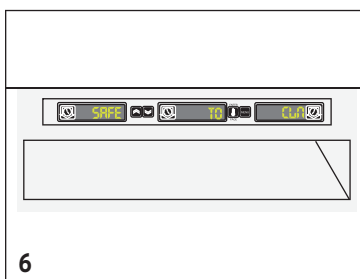
- For heavy soil buildup, pre-spray with Super Contact Cleaner; allow to soak for 10 minutes



- Use Small Wares Cleaning Brush to remove all soil buildup from wire racks; use a NO-SCRATCH Pad to scrub trays



- Rinse and sanitize all items; sanitize in Sanitizer Solution for one minute; allow to air dry
NOTE: Rotate items to allow cleaning and sanitizing of all surfaces



- Let cabinet cool until **SAFE TO CLN** is displayed



- Fill a clean bucket with hot (110–120°F) APSC Solution
- Dip Hi-Temp Multi-Use Tool Pad into APSC Solution; shake excess Solution off pad into bucket
NOTE: Failure to shake out all excess Solution from pad can result in permanent damage to UHC electrical components



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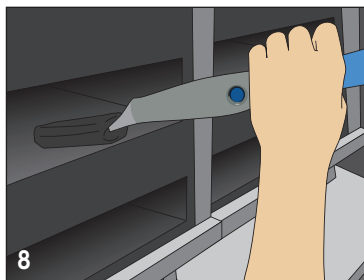
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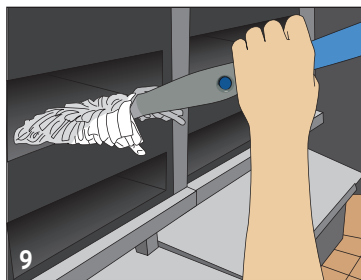


QUARTERLY
CLEANING

UNIVERSAL HOLDING CABINET (CONTINUED)

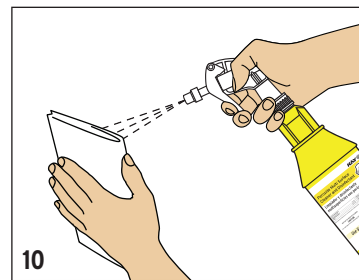


- Scrub inside of each UHC cabinet shelf with Hi-Temp Multi-Use Tool with Pad
- Repeat for all UHC shelves

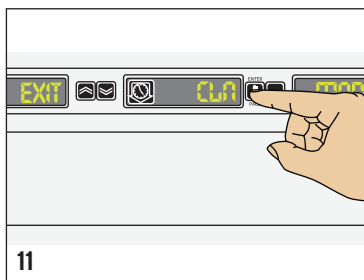


- Remove black Multi-Use pad
- Retrieve white Universal Pad from clean towel bucket and wring it out thoroughly
- Slide white Universal Pad onto tool
- Use white Universal Pad to wipe out and rinse UHC shelves; repeat for all shelves

NOTE: Make sure to wring out white Universal Pad before using in UHC shelves



- Spray a clean sanitizer-soaked towel with Peroxide Multi Surface Cleaner and Disinfectant Solution; wipe exterior of cabinet
- Discard towel into soiled towel bucket after use



- Press **ENTER** to return to normal display mode
- Wash, rinse and sanitize tools at 3-compartment sink

Preparing the Restaurant for Close

The following activities may be performed by the back room closer, as they pertain to your restaurant. **These activities must not interfere with your delivery of outstanding Quality, Service, Cleanliness, and Value** (QSC&V).

Action	Description
Replace all soiled towels and grill cloths	Sort and launder towels. Have the towels in clean-towel buckets, ready for the closing procedures.
Clean crew room	Clean the tables and chairs. Empty and clean the waste receptacles. Sweep and mop the floor.
Coordinate washing, rinsing, and sanitizing of utensils and equipment with service and grill areas	
Clean outside of walk-in refrigerator and freezer	Clean and polish the stainless steel with McD Stainless Cleaner-Dressing.
Remove trash liners in service, production, and back room areas	Take trash to the corral using proper security procedures. Caution: After dark, follow security procedures for handling trash.
Prepare mop water for production and service areas	
Organize storage areas, refrigerators, and freezers	Neatly organize the dry storage area and the contents of the walk-in refrigerators and freezers. Be sure items are organized using the first-in, first-out rotation method. Make sure all open packages of food are covered or wrapped and marked with an expiration date and time.

Closing Shift Walk Through Pt3

Close & Leave

Close (Close-out, Set Expectation, Count down, Records, Clean-up, Walkthrough.)

Close-out all open registers: POS Close each key station, remove tills & Changer, and take to the safe.

Set expectations: Follow up with each closer to be sure they are on task & on schedule to be out at a reasonable time.

Lobby area: Should be taking final dishes from self-serve area & lobby to sink, taking the spouts off to soak, cleaning out the drink trough & grates, and finishing up "Slop Mop". Clean lobby closet, floor sink, floor, mop, and bucket (Leave empty!).

Then help the Service the Production & Dish closers.

Service area: Should be taking back final load of dishes, tearing down & cleaning the Fry station Fry Hopper & HLZ, doing final Wipe down, sweep, bring dishes back up & put them away. Final "Slop Mop".

Then help the Production & Dish closers.

Production area: Taking final dishes back to sink, Clean Last Grill (See above), clean last UHC Cabinet (See above), do final wipe down, sweep, bring dishes back up, and put them away. Final "Slop Mop". Help Dish closer with Back room.

Dish Stock & Back room: Be sure all dishes are put away, and that the sink, the floor sink, the ware washer, the floors & walls in the sink, stock & back door areas are clean. Clean Mops, & mop bucket. Put away all cleaning supplies. Start towel wash & Clean towel Buckets.

While closers finish Manager does administrative work.

Count-down: Count-down Tills & changers, deposit, safe, & waste.

(Take Minute to follow-up on Closers progress between counting drawers.)

Record Shift stats: Drawer Counts, Skims, Deposit, Safe Count, Labor Tracking, Waste, Transfers, Disciplinary action. POS Close, & End Business Day.

Clean-up: Straighten up office, empty trash, sweep, mop.

Walk-through: Help Closers finish up with dishes & wipe downs. Walkthrough to check that all is clean, dishes are put away (Back room, Dish area, Production area, Service area, Lobby, Playland, & Restrooms), and secure (Doors front back & DT windows all Locked.) No one besides closers are in the building.

Leave.

Leave the building using staggered close method for safety.

Everyone waits inside away from doors, and windows.

Manager lets first person go to their car. Door locks behind them.

First person starts their car, and is prepared to drive to a safe place to get, or call for the police.

The rest of the closers go out to get in, and start their cars one at a time to make it difficult to catch everyone in a group.

Finally the closing manager goes out insuring that the building is secure, and everyone drives away.

Closing the Lobby

Action	Description
Double-check that all lobby doors are locked	
Complete final cleaning	Complete any unfinished pre-closing cleaning.
Check lobby and restroom	Make sure the dining room and restroom areas are ready for the opening crew and maintenance.

Closing the Service Area

Crew Member Tasks for Closing Service Area

Crew members in the service area should perform the following activities as they pertain to your restaurant.

Action	Description
Remove supplies	Remove all refrigerated products and return them to the walk-in refrigerator. Follow the first-in, first-out rotation system.
Turn off remaining equipment and allow it to cool	
Remove remaining equipment parts	Move all remaining equipment parts to the back sink area for washing and sanitizing. Coordinate with the back room person.
Close all-purpose dispensers	Rotate the inner disk on all all-purpose dispensers for sugar or sweeteners (APDS) to the closed position.
Clean equipment	Use appropriate procedures to clean: <ul style="list-style-type: none">• Beverage dispensers• Coffee brewers• Fry station• Iced tea and iced coffee dispensers• Milkshake and soft-serve machine• Pie merchandiser• Products display case• McCafe coffee machine and blended ice machine
Return clean equipment parts to their original positions	Reassemble parts, if necessary.
Sweep and mop floor	
Check service areas	Make sure the service areas are clean, sanitized, organized, and ready for the opening crew.



McFLURRY, SHAKE AND SUNDAE MACHINE—DAILY CLEANING

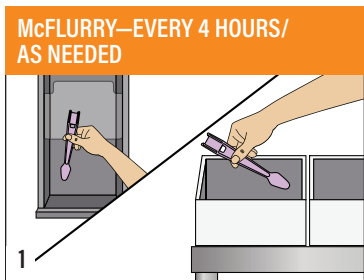
EVERY 4 HOURS AND DAILY AT OPEN/CLOSE

IMPORTANT: Follow local regulatory requirements that may require additional cleaning.

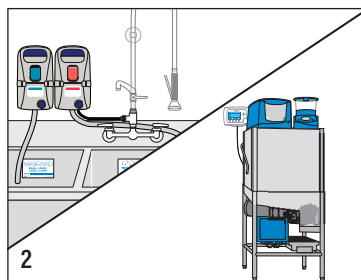
SUPPLIES:



Other supplies needed:
Shake Machine Brushes
Syrup Hole Plugs
Valve Cap
(2) Small Clean Containers



- After blending McFlurry, remove reusable spindle and place into used spindle container



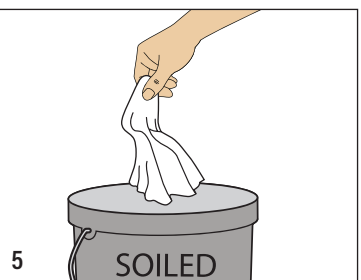
- When reusable spindle container is full, wash/rinse/sanitize in 3-compartment sink or in warewash machine
NOTE: If needed, use brush to clean top of spindle where it connects to McFlurry machine shaft



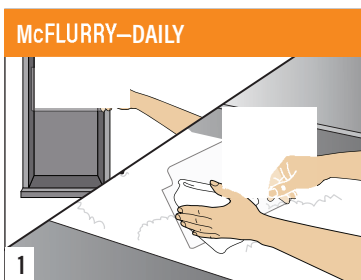
- Wash/rinse/sanitize spindles and used spindle storage container in 3-compartment sink or in warewash machine every 4 hours (or more often if needed)
- Use No-Scratch Pad or Sanitizer-Soaked towel to remove soils.



- Wipe any splashes or spills with a clean, sanitizer-soaked towel
- Pay special attention to these areas:
 - Shaft area where reusable spindle connects to machine
 - Back wall area
 - Splash guard



- Discard used towel in soiled towel bucket



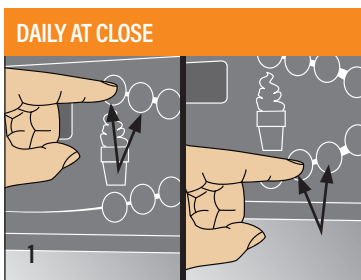
- Daily, wash McFlurry unit with a clean, sanitizer-soaked towel to clean
- Pay special attention to shaft area and back wall; splash guard can be removed and washed in 3-compartment sink



- Rinse McFlurry unit with a clean, sanitizer-soaked towel



- Sanitize McFlurry unit by spraying all surfaces with Sanitizer Solution
- Let Solution sit for 1 minute before wiping with a clean paper towel or allow to air dry



- **SET** both sides of freezer controls to **STANDBY** or **AUTO** mode
- **SET** topping heater switch to **OFF** position



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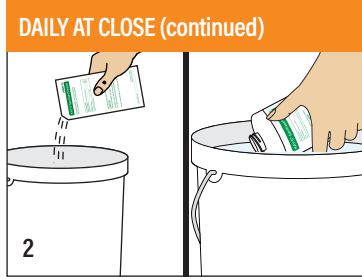
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McFLURRY, SHAKE AND SUNDAE MACHINE— DAILY CLEANING (CONTINUED)

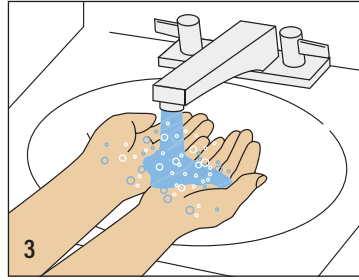


EVERY 4 HOURS AND
DAILY AT OPEN/CLOSE

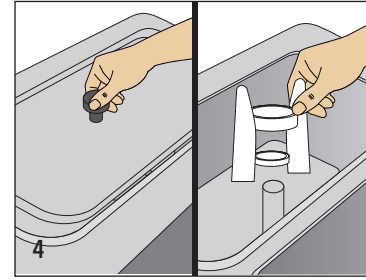
IMPORTANT: Follow local regulatory requirements that may require additional cleaning.



- **PREPARE** cleaning supplies
- **PREPARE** bucket of KAY-5 Sanitizer/Cleaner Solution by mixing 1 packet to 2.5 gallons of lukewarm (85-105°F) water
- **DIP** KAY-5 squeeze bottle into Solution to fill



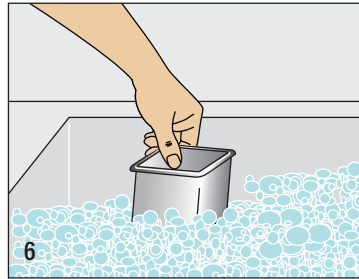
- **WASH** hands



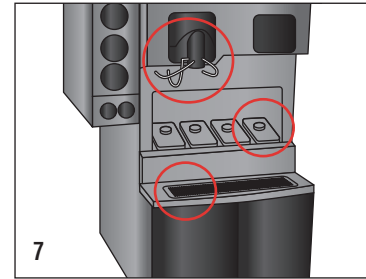
- Select **CALIBRATE** icon to stop agitator from turning before removing from mix hopper
- With clean hands, **REMOVE** hopper covers
- **REMOVE** agitator from mix hoppers



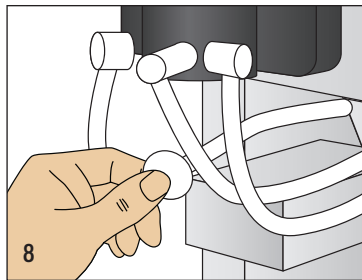
- **FILL** both mix hoppers with fresh shake mix up to fill-line



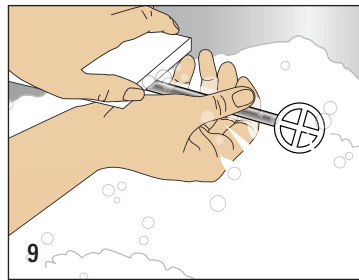
- **FILL** a small container with hot APSC Solution from 3-compartment sink



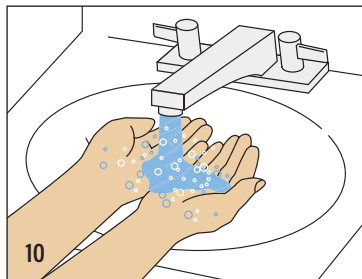
- **REMOVE** parts such as hopper cover, shake cup holder, drip tray, splash shield and drip pans



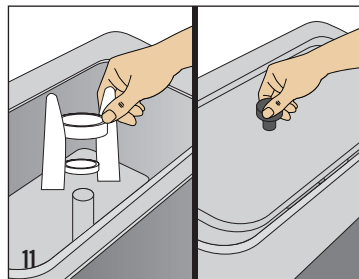
- **REMOVE** restrictor caps from shake door



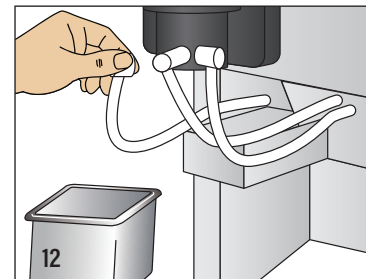
- **WASH**, rinse and sanitize removable parts in 3-compartment sink; allow to air dry
- **NOTE:** Do not place parts in dishwasher
- **KEEP** restrictor cap, shake cup holder, drip tray and splash shield on a clean, dry surface until heat treat cycle is complete (at opening or when cycle is complete)



- **WASH** hands



- **REINSTALL** clean agitators and replace hopper covers



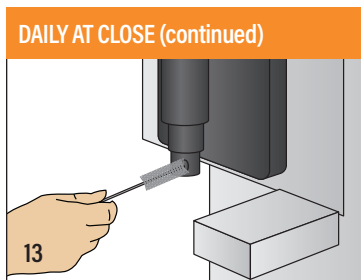
- **REMOVE** syrup lines from shake freezer door; **PLACE** APSC Solution container under shake area
- **NOTE:** Leave syrup lines uninstalled and spout cap on overnight during heating cycle (**STEP 20**); leaving syrup lines connected during heating cycle can damage syrup valve tips



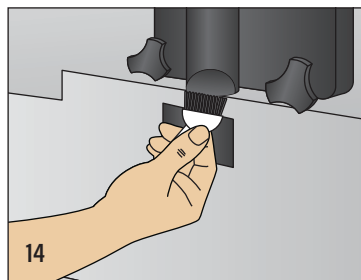
SHAKE AND SUNDAE MACHINE—DAILY CLEANING (CONTINUED)

EVERY 4 HOURS AND DAILY AT OPEN/CLOSE

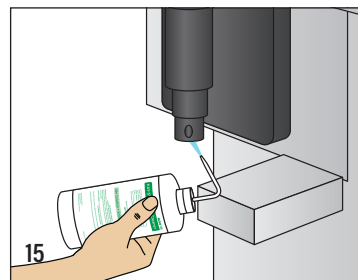
IMPORTANT: Follow local regulatory requirements that may require additional cleaning.



- **CLEAN** shake door areas
- **DIP** shake brush into APSC Solution and scrub freezer door, door spouts and bottom of draw valve nozzles
- **SCRUB** each syrup port until all soil is removed



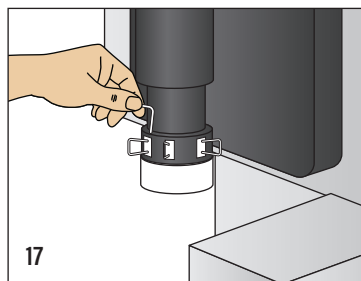
- **CLEAN** soft serve areas
- **DIP** brush in APSC Solution and scrub freezer door, bottom of draw valve nozzles and draw valve handles
- **SCRUB** nozzles until all soil is removed



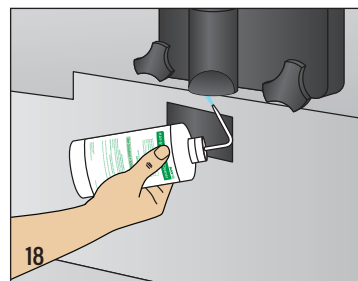
- **RINSE AND SANITIZE** shake door area
- **PLACE** an empty container under shake door area
- **SQUEEZE** KAY-5 Sanitizer/Cleaner squeeze bottle to rinse off APSC Solution from all areas
- **SQUEEZE BOTTLE** to flush areas AGAIN with KAY-5 Sanitizer/Cleaner Solution
- **AIR DRY** to sanitize



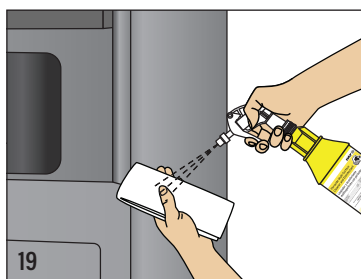
- **PLACE** spout cap O-ring into spout cap and fill with KAY-5 Sanitizer/Cleaner from squeeze bottle
- **HOLD** draw valve closed and install cap over end of door spouts



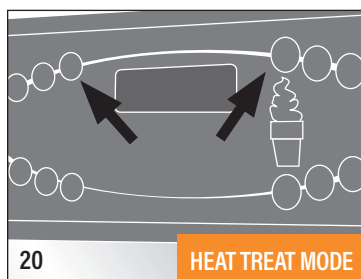
- **REINSTALL** clean syrup hole plugs into syrup ports of freezer door



- **RINSE AND SANITIZE** soft serve door area
- **PLACE** an empty container under soft serve door area
- **SQUEEZE** KAY-5 Sanitizer/Cleaner squeeze bottle to rinse off APSC Solution from all areas
- **SQUEEZE BOTTLE** to flush areas AGAIN with KAY-5 Sanitizer/Cleaner Solution
- **AIR DRY** to sanitize



- **CLEAN** exterior of machine with Peroxide Solution and a sanitizer-soaked towel

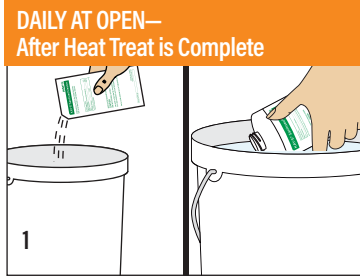


- **MAKE** sure machine is in AUTO or STANDBY
- **PUT** machine into HEAT TREAT mode

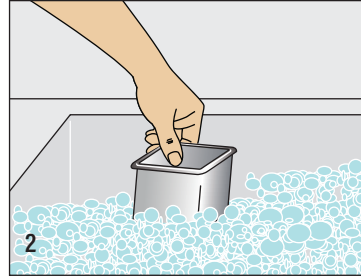
McFLURRY, SHAKE AND SUNDAE MACHINE— DAILY CLEANING (CONTINUED)



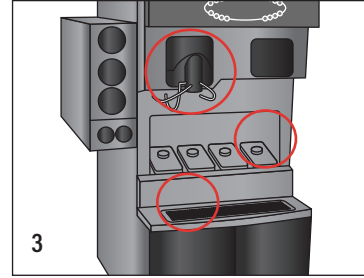
EVERY 4 HOURS AND
DAILY AT OPEN/CLOSE



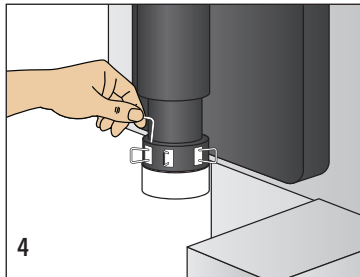
- **PREPARE** cleaning supplies
- **PREPARE** bucket of KAY-5 Sanitizer/ Cleaner Solution by mixing 1 packet to 2.5 gallons of **lukewarm** (85-105°F) water
- **DIP** KAY-5 squeeze bottle into Solution to fill



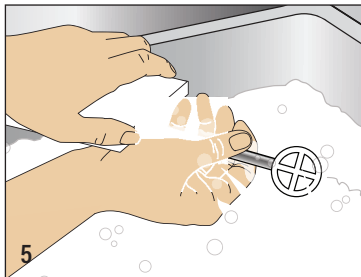
- **FILL** a small container with **hot** APSC Solution from 3-compartment sink



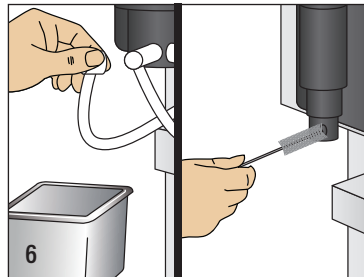
- **REMOVE** parts such as shake cup holder, drip tray, splash shield and drip pans



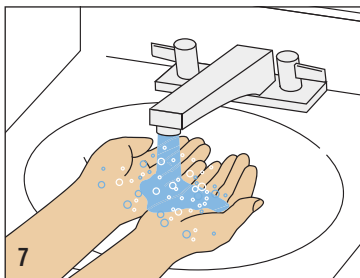
- **REMOVE** syrup hole plugs from shake door
- **REMOVE** spout cap O-ring from shake door



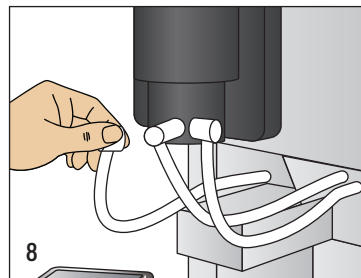
- **WASH**, rinse and sanitize removable parts in 3-compartment sink; allow to air dry
NOTE: Do not place parts in dishwasher



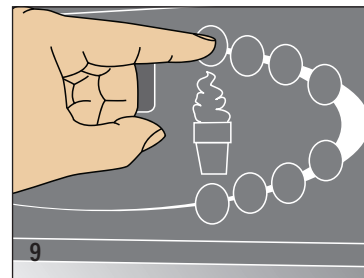
- **REPEAT** steps 12-15 and 18 from the DAILY AT CLOSE procedure



- **WASH** hands



- **INSTALL** clean restrictor cap, syrup lines, shake cup holder, drip tray and splash shield
NOTE: Install syrup hole plugs for unused syrup lines



- **SELECT** AUTO button (SNOWFLAKE) for both shake and soft serve to turn machine on for production



SHAKE AND SUNDAE MACHINE—DAILY CLEANING (CONTINUED)

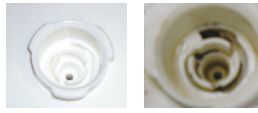
EVERY 4 HOURS AND
DAILY AT OPEN/CLOSE

Important: Shake and Sunday Mix should be filled to exactly the height of the Ring around the Black Plastic Agitator.

(As shown Below..)



BEVERAGE TOWER CLEANING



CLEAN LOWER VALVE BODY

DIRTY LOWER VALVE BODY



DAILY & RECOVERY CLEANING

SUPPLIES:



Valve Cleaning Brush
Inspection Mirror



KAY-5® Sanitizer/
Cleaner



KAY® Peroxide
Multi Surface
Cleaner and
Disinfectant
Solution



KAY® Daily
Beverage Tower
Drain Cleaner



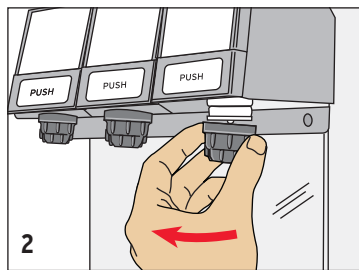
- | | | |
|---------------|----------------|--------------------------------------|
| Franke | H&K | |
| #143492 | MEP-18550 | Valve Cleaning Brush |
| #143493 | 15037033 | Mirror Inspection tool |
| #143494 | 15037023 | Pail |
| #143496 | 581996-00 | Squeeze bottle, Heavy Duty Degreaser |
| #143498 | 581999-00 | Squeeze bottle, KAY-5 |

Other supplies needed:
Clean, Sanitized Container
Clean, Sanitizer-Soaked Towels
Degreaser, Sanitizer and Water-Only
Squeeze Bottles

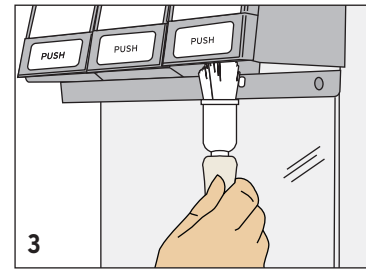
IMPORTANT: Daily procedure should be performed every day, at close or slow volume period, to eliminate the potential for buildup on beverage nozzles and diffusers. If buildup occurs, perform the recovery procedure using Heavy Duty Degreaser Solution.



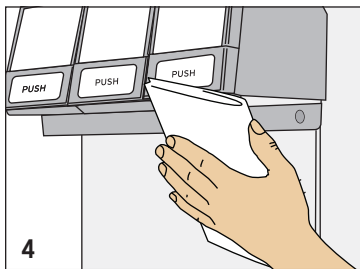
- 1
- Gather all cleaning supplies; wash hands before preparing Sanitizer Solution
 - Prepare Sanitizer Solution by dissolving 1 packet of KAY-5 Sanitizer/Cleaner in 2.5 gal. (9.5 L) lukewarm (85-105°F) water (100ppm); mix thoroughly
 - Fill a separate clean and sanitized container and Sanitizer squeeze bottle with KAY-5 Sanitizer Solution



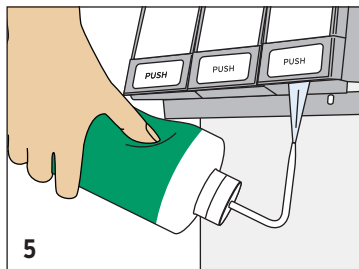
- 2
- Remove nozzles and diffusers; place in Sanitizer Solution; allow to soak if needed



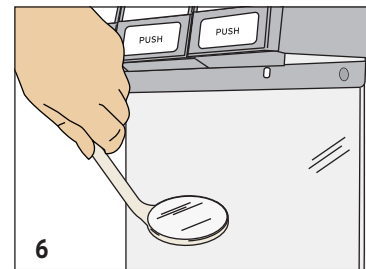
- 3
- Use valve cleaning brush dampened with KAY-5 Sanitizer Solution to clean underside of the diffuser and valve area and inside the lower valve body
 - Repeat for all valves



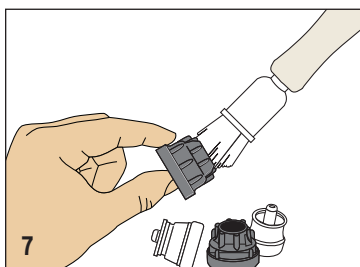
- 4
- Wipe diffuser and valve area with a clean sanitizer-soaked towel; discard towel into soiled towel bucket after use



- 5
- Squeeze KAY-5 Sanitizer Solution vigorously into lower valve area to sanitize
 - Repeat for all valves



- 6
- View each diffuser and valve area with inspection mirror to ensure visual cleanliness; if soil is visible, conduct recovery procedure

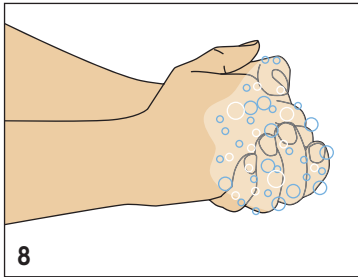


- 7
- Brush clean nozzles and diffusers; rinse at 3-compartment sink
 - Place rinsed nozzles and diffusers in a separate clean and sanitized container of KAY-5 Sanitizer Solution; allow to soak for one minute; remove nozzles and diffusers immediately after soaking for one minute



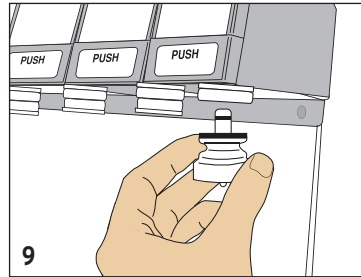
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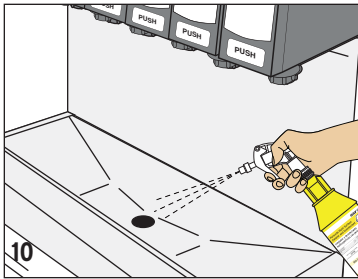
8

- Wash hands before reinstalling cleaned and sanitized nozzles and diffusers



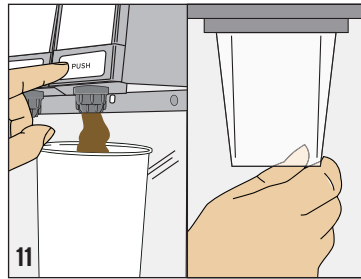
9

- Replace nozzles and diffusers



10

- Clean exterior (including drip tray/pan) using Peroxide Multi Surface Cleaner and Disinfectant Solution and a clean sanitizer-soaked towel
- Discard towel into soiled towel bucket after use



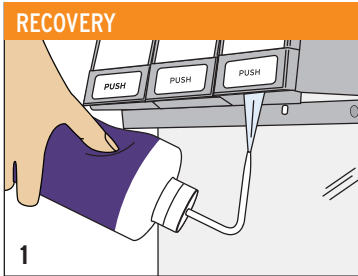
11

- Dispense beverage for 3 seconds after cleaning/sanitizing equipment; discard liquid
- If ice combo: Remove ice chute and wash, rinse and sanitize at 3-compartment sink; re-install

DRAIN CLEANING—DAILY DURING LOW PEAK HOURS

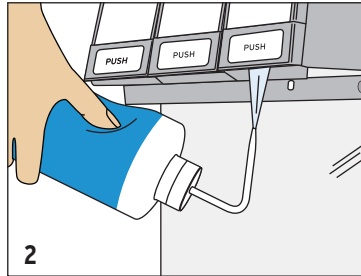


- After beverage tower cleaning is complete, clean beverage drain with Daily Beverage Tower Drain Cleaner
- Follow the BEVERAGE AND FLOOR DRAINS KAY CARD for step by step instructions



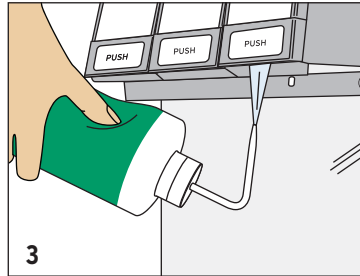
1

- Fill Degreaser squeeze bottle and a clean container with Degreaser Solution
- Remove nozzles and diffusers; place in container of Degreaser Solution; allow to soak
- Squeeze Degreaser Solution vigorously into lower valve area; repeat for all valves
- Follow step 3 from daily cleaning of valves
- Rinse brush with water after cleaning
- Follow step 6 from daily cleaning to visually inspect valve areas with inspection mirror



2

- Fill the water squeeze bottle with **hot** (110-120°F) water
- Squeeze **hot** water vigorously several times into lower valve area to rinse; repeat for all valves
- Wipe diffuser and valve area with a clean sanitizer-soaked towel
- Repeat step 7 from daily cleaning and sanitizing of nozzles and diffusers



3

- Fill squeeze bottle with KAY-5 Sanitizer/Cleaner Solution
- Squeeze Sanitizer Solution vigorously into lower valve area to sanitize; repeat for all valves
- Repeat steps 8-12 from daily cleaning



BEVERAGE AND FLOOR DRAINS

DAILY AND WEEKLY CLEANING

SUPPLIES:



KAY® Peroxide Multi Surface Cleaner and Disinfectant Solution



KAY® Drain Treatment Plus and Equipment



KAY® Daily Beverage Tower Drain Cleaner



KAY® QSR Heavy Duty Degreaser



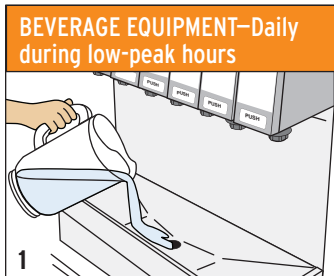
KAY® NO-SCRATCH™ Pad



Century Flexible Floor Drain Brush with Splash Guard

Other supplies needed:
Hot Clean Water
Small Clean Bucket
Screwdriver
Disposable Gloves

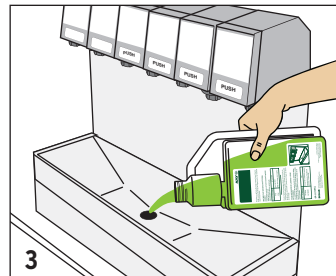
NOTE: The floor drain brush should be only used for floor drain cleaning, not any other purposes.



1



2



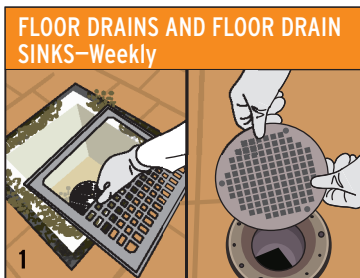
3

Dosing Amount	Area of Application
1 fl oz	Beverage drains/ daily maintenance
2 fl oz	Floor drain, recovery
2 fl oz	Partial clog or slow drain

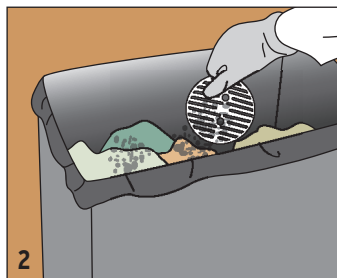
- Complete daily cleaning procedure in all beverage and floor drains; follow with a water rinse
NOTE: Daily Beverage Tower Drain Cleaner can be poured into floor drains if needed

- Loosen cap; squeeze bottle to fill dosing chamber with recommended amount of Daily Beverage Tower Drain Cleaner per application chart

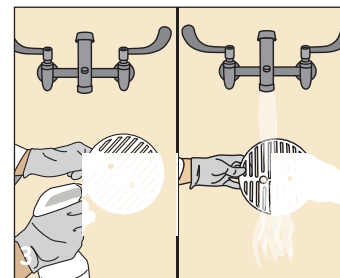
- Remove cap and pour dose directly down drain; DO NOT follow with a water rinse



1



2



- Follow this procedure to clean all floor drains
- Put on disposable gloves; remove drain covers and drain baskets; use a screwdriver if needed to remove drain covers; take to mop sink to clean
NOTE: Drain covers and baskets should always be cleaned at mop sink; do not place in 3-compartment sink
NOTE: Place a wet floor sign over exposed drain to prevent tripping; drain screws and other small items need to be secured and set aside during cleaning to prevent loss

- Remove all heavy dirt and trash from drain cover and drain basket into a trash can using a paper towel
NOTE: Do not empty heavy dirt and trash into drain hole

- Spray Degreaser Solution onto drain cover and drain basket at mop sink
- Scrub drain cover and drain basket with a white NO-SCRATCH Pad until soil is removed
- Discard Pad after use
- Rinse drain cover and drain basket with hot (110-120°F) water from mop sink; spray with Peroxide Multi Surface Cleaner and Disinfectant Solution



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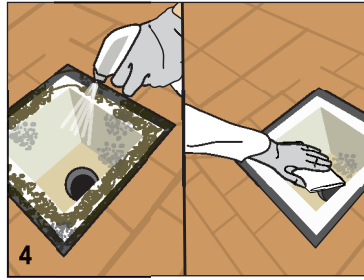
CUSTOMER SERVICE 800.529.5458

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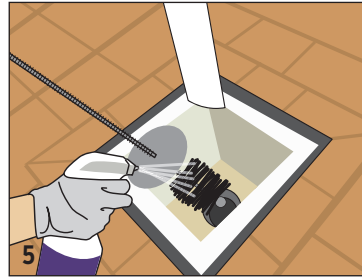


BEVERAGE AND FLOOR DRAINS (CONTINUED)

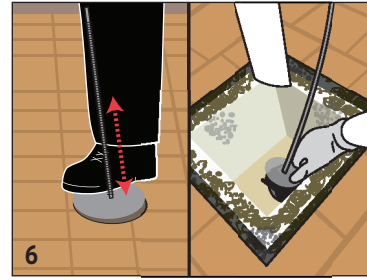
DAILY AND WEEKLY CLEANING



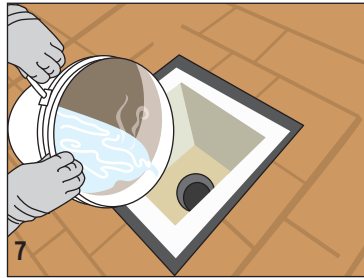
- Spray Degreaser Solution into drain opening and entire drain sink area
- Scrub drain sink area with a white NO-SCRATCH Pad
- Discard pad after use



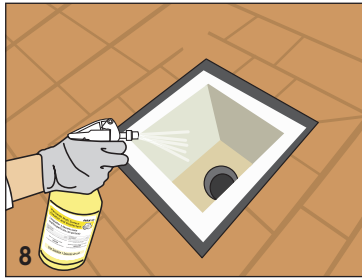
- Spray floor drain brush bristles with Degreaser Solution and insert into drain pipe hole



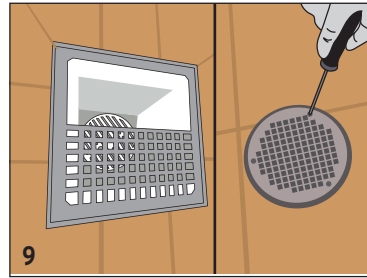
- Insert drain brush into drain
- Place splashguard over drain opening
- Step on splashguard to hold in place and prevent splash-back
- **NOTE: For drain sinks, hold splashguard down with your hand**
- Move drain brush wire up and down to scrub inside drain



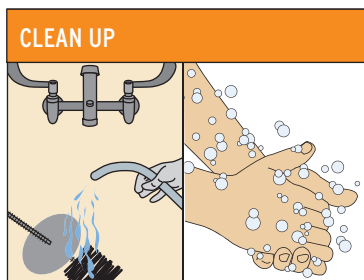
- Fill a clean bucket with fresh hot (110-120°F) water and pour into drain and inside drain sink; this will rinse all loosened debris down the drain



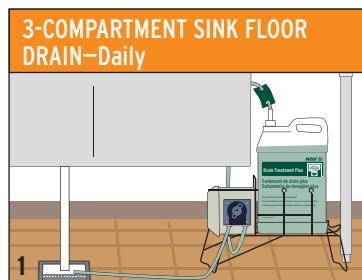
- Spray Peroxide Multi Surface Cleaner and Disinfectant Solution into drain opening and entire drain sink area; allow to air dry



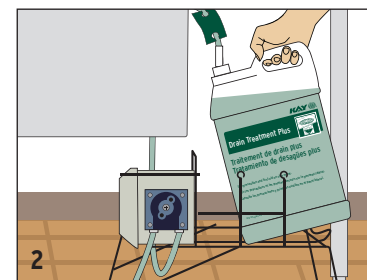
- Place clean drain basket and drain cover back into drain sink
- For regular floor drain, screw clean floor drain cover back onto floor drain with a screwdriver
- Remove and discard disposable gloves after floor drain cleaning is complete



- Rinse floor drain brush out at mop sink with hot (110-120°F) SolidSense Floorcare Solution from dispenser hose; rinse with hot (110-120°F) water
- Hang drain brush to store and air dry
- Mop floor area around floor drain with fresh hot (110-120°F) SolidSense Floorcare Solution if needed
- Wash hands thoroughly



- Ensure drain product is in the automatic Drain Treatment Plus dosing equipment
- Check tubing; if drain product is not in tubing, replace batteries; call Ecolab Customer Service for battery replacement



- Replace bottle when empty

Closing the Production Area

Crew Member Tasks for Closing Production Area

Crew members in the production area should perform the following activities as they pertain to your restaurant.

Action	Description
Discard product	Discard any cooked products remaining in the Universal Holding Cabinet (UHC) cabinets. Properly record all waste. Discard any produce remaining at the prep table and all ketchup and mustard remaining in the dispensers. Check the use-thru date and secondary shelf life of all remaining product. Discard product appropriately.
Store unused product	Store product appropriately. <ul style="list-style-type: none">• Cover pickles and store at room temperature.• Wipe down sauce tubes that still contain sandwich sauce with a clean, sanitizer-soaked towel, cover the tubes with plastic wrap, and use first the next day. Remove caps with nozzles from• squeeze bottles that still contain Snack Wrap sauces, cover the tops with plastic wrap, then place a clean, sanitized cap with nozzle over the plastic wrap, and use first the next day. If the cheese has been tempered, it must be discarded and counted as raw waste and cannot be used the next day• Empty mix-ins from McFlurry dispensers into clean, air-tight containers and cover.
Turn off grills and fryers	Turn off the remaining grills and fryers. Remove the grill filters as you turn off the grills and immediately replace them with clean filters. Take the used filters to the back sink for cleaning.
Turn off remaining equipment	Allow equipment to defrost or cool to the proper temperature for cleaning.
Take utensils to back sink	Take all remaining utensils to the back sink area. Coordinate with the back room crew member for washing and sanitizing.
Empty grill-side freezers	Close and reseal any opened cases or bags of product and return them to the walk-in freezer. Turn off freezer and clean.
Clean prep table	Remove all cambro food containers, sauce guns and dispensers and coordinate with the back room crew member for washing and sanitizing.

Clean fry station and surrounding area	<p>Filter oil if not done previously during the day.</p> <ul style="list-style-type: none"> • Skim the fryers. Cover them with lids. • Sweep and mop the area under the fryers. • Wipe inside the fryer doors. • Wipe the area above the fryers including the hood and computers. • Remove and clean the fryer filters.
Clean and sanitize reach-in freezer and refrigerator in fried products area	This includes walls, racks, and sauce gun racks.
Clean grills and surrounding area	<p>Clean the grills following the recommended procedures.</p> <ul style="list-style-type: none"> • Wipe the front of the grills. Clean • the remaining grill filters. <p>Caution: Grill surfaces may still be hot. Use caution when cleaning.</p>
Clean toasters	
Return clean utensils and equipment parts from back room to original positions	
Sweep and mop floors	
Set out breakfast equipment	Take out the required breakfast equipment, utensils, and wraps. Set them in the appropriate locations.
Check production area	Make sure the production area is clean, organized, and ready for the opening crew.

Closing the Back Room

Action	Description
Sweep and mop the back room floor	Scrub the area around, inside, and under the sink.
Clean walls	Clean the walls as needed.
Wash soiled towels and grill cloths	Wash towels and grill cloths from the service, grill, and lobby areas. Make sure they are ready for the next day's use. Wash aprons and uniforms.
Clean three-compartment-sink	Wipe walls, pipes and outer sink surfaces and clean the floor drain.
Check back room area	Make sure the back room area is ready for the opening crew and maintenance person.

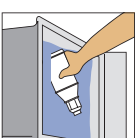


KAY® SolidSense™
All-Purpose Super Concentrate (APSC)/
Limpiador multiuso concentrado sólido (APSC)



KAY® SolidSense™
Sanitizer/Sanitizante

Bottle Filling/Para Llenar el Envase



- SolidSense™ APSC
- Fill first sink compartment with fresh, hot SolidSense APSC Solution.
- Submerge clean APSC Solution spray bottle in Solution to fill.

- Llene el primer compartimiento del fregadero con una solución nueva y caliente con APSC SolidSense.
- Sumerja la botella aspersora en la Solución de APSC para llenarla.

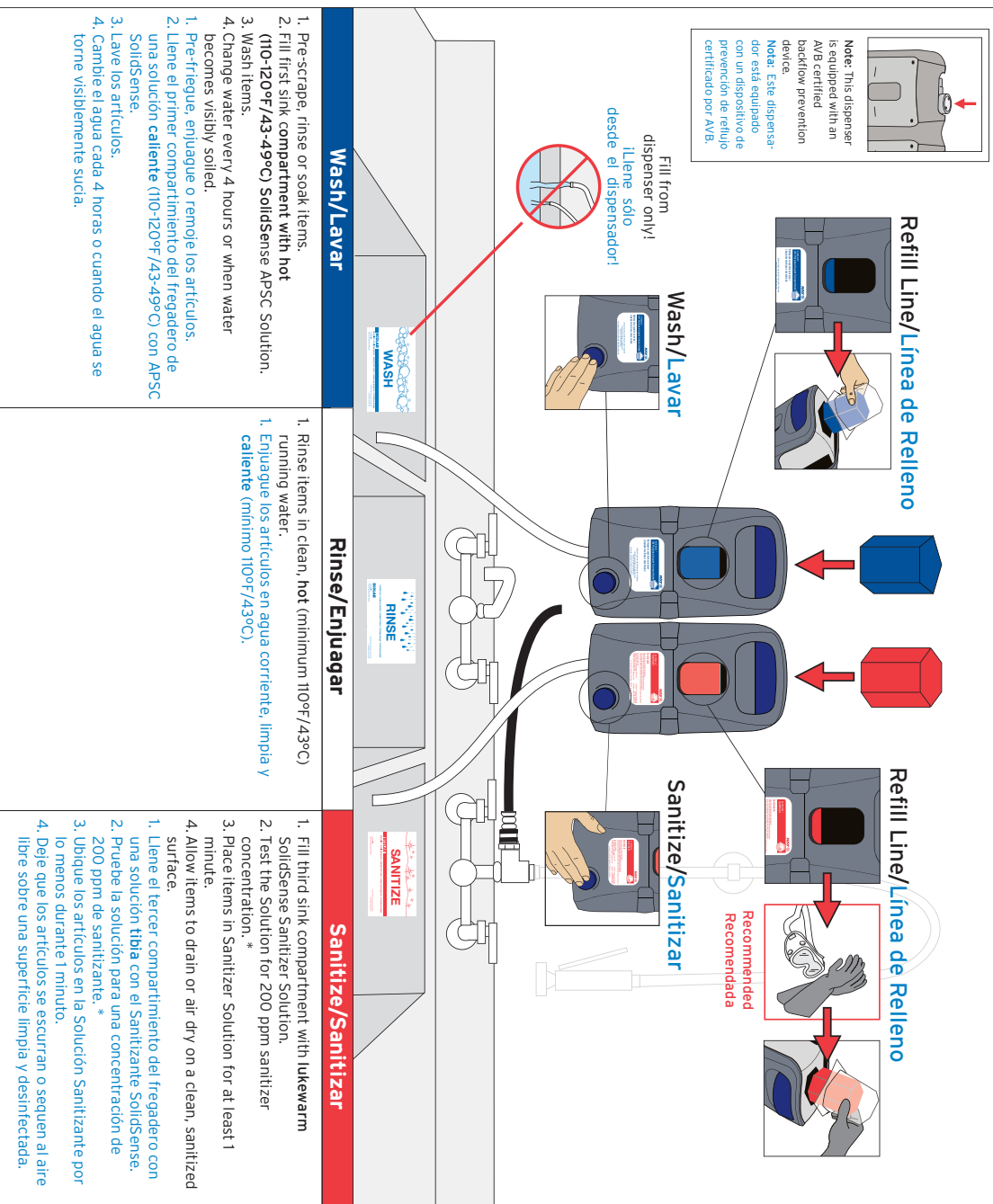
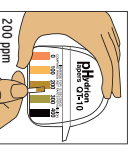
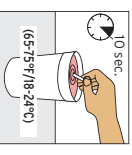


- SolidSense™ Sanitizer
- Fill third sink compartment with fresh, lukewarm SolidSense Sanitizer Solution.
- Test the Solution for 200 ppm sanitizer concentration.*
- Submerge clean Sanitizer Solution spray bottle in Solution to fill.

- Llene el tercer compartimiento del fregadero con una solución nueva y tibia con el Sanitizante SolidSense.
- Pruebe la solución para una concentración de 200 ppm de Sanitizante.*
- Sumerja la botella aspersora en la Solución Sanitizante para llenarla.

***Testing the Sanitizer/Probando el Sanitizante**

- Take a sample of SolidSense Sanitizer Solution from the third sink compartment and let cool to room temperature (65-75°F/18-24°C).
- Hold quat test strip in Sanitizer Solution for 10 seconds. Do not shake.
- Compare to color chart at once.
- If Solution reads less than 200 ppm, make fresh Solution. Use in accordance with label instructions.
- Check Sanitizer Solution concentration throughout the day.
- Tome una muestra de la solución con el Sanitizante SolidSense del tercer compartimiento del fregadero y déjala enfriar a temperatura ambiente (65-75°F/18-24°C).
- Sostenga la tira de prueba quat en la Solución Sanitizante durante 10 segundos. No agite.
- Compárela con la tabla de colores de inmediato.
- Si la solución se leyera con menos de 200 ppm, realice una solución nueva. Utilice de acuerdo a las instrucciones de la etiqueta.
- Revise la concentración de la Solución Sanitizante durante todo el día.



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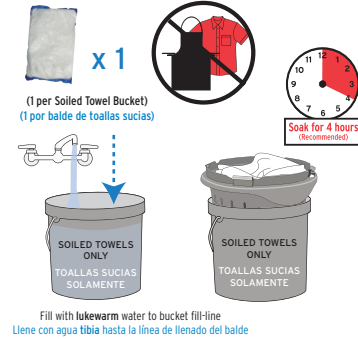


QSR Auto-Dispensed Laundry

SOILED TOWEL BUCKET/ CUBO DE TOALLA SUCIA

KAY® QSR Laundry Pre-Soak Plus Bleach sachet/pouch and Laundry Handler

Bolsita de agente de remojo con lejía para lavado de ropa KAY® QSR y separador de ropa para balde de lavado

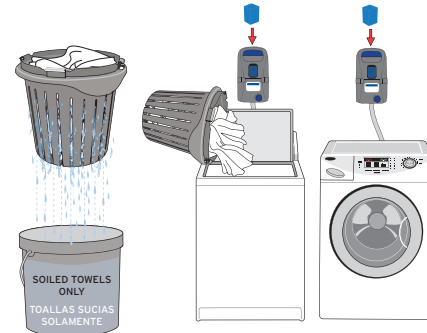


Fill with lukewarm water to bucket fill-line
Llene con agua tibia hasta la línea de llenado del balde

LAUNDERING/LAVADO

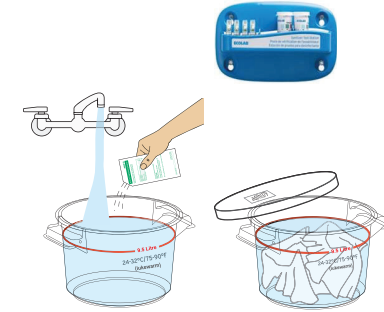
KAY® SolidSense™ Laundry Detergent and Laundry Handler

Detergente de ropa KAY® SolidSense™ y separador de ropa para balde de lavado



CLEAN TOWEL BUCKET/ CUBO DE TOALLA LIMPIA

KAY-5® Sanitizer/Cleaner
Sanitizante/limpiador KAY-5®



**DO NOT MIX TOWELS and GRILL CLOTHS in SOILED TOWEL BUCKET OR WASHING MACHINE /
NO MEZCLE TOALLAS Y LOS PAÑOS DE PARRILLA EN UN BALDE PARA TOALLAS SUCIO O EN UNA LAVADORA**

PRE-SOAK

NOTE: Pre-Soak cannot be used for washing uniforms and aprons as it contains bleach and will stain these items.

- Using dry hands, place one Laundry Pre-Soak Plus Bleach sachet/pouch in Soiled Towel Bucket. Re-seal zip bag once Pre-Soak sachet/pouch is removed.
- Fill the Soiled Towel Bucket with lukewarm 75-90°F (24-32°C) tap water to bucket fill-line and place Laundry Handler into Soiled Towel Bucket.
- Add soiled towels or grill cloths to the Laundry Handler.
- Allow soiled towels or grill cloths to soak until time to wash. Recommended soak-time: 4 hours.

NOTE: Do not mix Laundry Pre-Soak Plus Bleach with other cleaning products.

PRODUCT	PACK SIZE	WRIN
KAY® SolidSense™ Laundry Detergent	8 x 2.2 lb	01184-009
KAY® QSR Laundry Pre-Soak Plus Bleach	2 x 170 x 0.7 oz	00307-013
KAY-5® Sanitizer/Cleaner	200 x 1 oz	01969-000
Sanitizer Test Strip Station	1 Station	07603-282
Chlorine Test Strips	2 Vials	4999-003

WASH

NOTE: Towels, grill cloths, aprons and uniforms should be washed as separate loads.

- Lift Laundry Handler from bucket to drain excess soiled Laundry.
- When draining is complete, empty soiled towels or grill cloths from Laundry Handler directly into washer.
CAUTION: DO NOT pour Pre-Soak Solution from soiled towel or grill cloth buckets into washer.
- Add soiled towels or grill cloths to washer following recommended load sizes:
 - 70-80 towels per single load
 - 20 grill cloths per single load**DO NOT mix towels in the same load as grill cloths.**
- Set temperature setting to "Hot/Cold," the cycle dial to "Normal," and water level to "Medium." Water temperature must be at least 120°F (49°C) and not more than 140°F (66°C). Front-loading machines may display different settings. Refer to your equipment manual for the correct settings.
- Close lid and start machine. Push button on the Solid Laundry System dispenser to turn machine "On." Dispenser will automatically add SolidSense Laundry Detergent to the machine.
- Empty excess soiled Pre-Soak Solution from the Soiled Towel Bucket into the drain at the mop sink.
- Wash, rinse, and sanitize the Soiled Towel Bucket and Laundry Handler at the 3-compartment sink.

CLEAN TOWEL BUCKET PREP

- To prepare fresh Sanitizer Solution, add one packet Sanitizer/Cleaner to clean towel bucket and then fill with lukewarm 75-90°F (24-32°C) tap water to bucket fill-line (2.5 gallons).
- After washing, place towels and grill cloths in Clean Towel Buckets containing fresh Sanitizer Solution. Place no more than 30 clean towels or 20 grill cloths per bucket.
- Dip the chlorine test strip into the Sanitizer Solution and quickly remove. Blot the chlorine strip immediately with a paper towel. Compare the strip to the color chart immediately. Choose color on chart that most closely matches color of chlorine test strip.
- Cover bucket with lid and label the lid with a 2-hour food rotation label to indicate when the solution needs to be checked with a test strip.

NOTE: If the reading is less than 100 ppm, prepare fresh Sanitizer Solution and test again. The Sanitizer Solution in the towel bucket should be checked every 2 hours (at a minimum). Ensure test strips are easily accessible so the Sanitizer Solution in the Clean Towel Buckets can be tested every 2 hours. Test strip stations are available for purchase through Ecolab Food Safety Solutions (800.321.3687).

After using sanitizer soaked-towels or grill cloths, place them in the Soiled Towel Bucket. DO NOT leave towels or grill cloths out on surfaces in kitchen area. Doing so could result in a potential health department violation. Health department regulations require wiping cloths to be kept in Sanitizer Solution when not in use and DO NOT allow in-use towels to be left out on surfaces.

AGENTE DE REMOJO

NOTA: El agente de remojo no puede usarse para lavar uniformes y mandiles ya que éste contiene lejía y manchará estos artículos.

- Con las manos secas, coloque una bolsita de agente de remojo con lejía para lavado de ropa KAY® QSR en el balde de toallas sucias. Vuelva a sellar la bolsa después de sacar la bolsita con el agente de remojo.
- Llene el balde de toallas sucias con agua tibia del grifo 75-90°F (24-32°C) (llénelo hasta aproximadamente la mitad) y coloque el separador de ropa para balde de lavado ECOLAB® dentro del balde de toallas sucias.
- Coloque las toallas o los paños de la parrilla sucios en el separador de ropa para balde de lavado.
- Deje que las toallas o paños de parrilla sucios se remojen hasta que sea el momento de lavarlos.

Tiempo de remojo recomendado: 4 horas.

NOTA: No mezcle el agente de remojo con lejía para lavado de ropa KAY® QSR con otros productos de limpieza.

PRODUCT	TAMAÑO DEL PAQUETE	WRIN
Detergente para lavado de ropa KAY® SolidSense™	8 x 2.2 lb	01184-009
Agente de remojo con lejía para lavado de ropa KAY® QSR	2 x 170 x 0.7 oz	00307-013
Sanitizante/limpiador KAY-5®	200 x 1 oz	01969-000
Estación de prueba del sanitizante	1 Station	07603-282
Tiras de prueba de cloro	2 Vials	4999-003

LAVAR

NOTA: Las toallas, los paños de parrilla, los mandiles y uniformes deben lavarse en cargas separadas.

- Levante el separador de ropa para balde de lavado y sáquelo del balde para drenar el exceso de solución sucia.
- Cuando termine de drenar, vierta las toallas o paños de parrilla sucios desde el separador de ropa ECOLAB® directamente a la máquina lavadora.
PRECAUCIÓN: No vierta solución de remojo del balde con las toallas o paños de parrilla sucios dentro de la máquina lavadora.
- Coloque las toallas o paños de parrilla sucios en la máquina lavadora siguiendo las recomendaciones de carga siguientes:
 - 70-80 toallas por carga
 - 20 paños de parrilla por carga**No mezcle las toallas y los paños de parrilla en la misma carga.**
- Fije la temperatura en "Hot/Cold" (Caliente/Frío), el dial del ciclo en "Normal" y el nivel del agua en "Medium" (medio). La temperatura del agua debe ser de por lo menos 120° F (49° C) y no más de 140° F (66° C). Las máquinas lavadoras que se cargan por el frente pueden mostrar ajustes diferentes. Consulte el manual del equipo para informarse sobre los ajustes correctos.
- Cierre la tapa y encienda la máquina. Presione el botón del dispensador del sistema de lavado con agente sólido KAY® para encender la máquina. El dispensador añadirá automáticamente el detergente de ropa KAY® SolidSense a la máquina.
- Vacíe el exceso de solución de remojo sucia del balde con toallas sucias al drenaje del trapeador.
- Lave, enjuague y sanitice el balde de toallas sucias y separador de ropa para balde de lavado en el fregadero de 3 compartimentos.

PREPARACIÓN DEL BALDE DE TOALLAS LIMPIAS

- Para preparar una nueva solución sanitizante añada un paquete del sanitizante/limpiador KAY-5® al balde de toallas limpias y luego llénelo con agua tibia del grifo 75-90°F (24-32°C) hasta la línea de llenado del balde (2,5 galones).
- Después de lavar, coloque las toallas y los paños de parrilla en los baldes de toallas limpias que contienen la nueva solución sanitizante. No coloque más de 30 toallas o 20 paños de parrilla por balde.
- Sumerja la tira de prueba de cloro en la solución sanitizante y retírela rápidamente. Seque inmediatamente aplicando toques con una toalla de papel a la tira de cloro. Compare la tira con la tabla de colores inmediatamente. Seleccione el color de la tabla que se parezca más al color de la tira de prueba de cloro.
- Cubra el balde con la tapa y etiquete la tapa con una etiqueta de rotación de alimentos de 2 horas para indicar que la solución necesita revisarse con una tira de prueba.

NOTA: Si la lectura es de menos de 100 ppm, prepare una solución nueva y realice la prueba nuevamente. La solución sanitizante en el balde de toallas debe revisarse cada 2 horas como mínimo. Asegúrese de que las tiras de prueba estén fácilmente accesibles de manera que la solución sanitizante de los baldes de toallas limpias pueda probarse cada 2 horas. Las estaciones de tiras de prueba pueden comprarse en Ecolab Food Safety Solutions (800.321.3687).

Después de usar las toallas o los paños de parrilla remojados en sanitizante, colóquelos en el balde de toallas sucias. NO deje las toallas ni los paños de parrilla sobre las superficies de la cocina. El hacerlo puede resultar en una violación de las normas del departamento de salud. Las normas del departamento de salud requieren que los paños de limpieza se mantengan en solución sanitizante cuando no se usan y no se permite que las toallas en uso se dejen sobre las superficies.



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Closing the Restaurant

Shift Leaders Closing Duties

Your duties as **closing** shift leader may include the following activities as they pertain to your restaurant.

Action	Description
Move crew members' cars	Just before closing , have crew and managers move their cars near the designated exit.
Lock restaurant	Lock all doors. Check the lobby for customers. If customers are still eating, assist them in exiting the restaurant when they finish. Check the restrooms and other areas for customers, too.
Turn off outside lights	Turn off the outside lights, signs, and Drive-thru menuboard. Designated exit and back door lights remain on.
Turn off music system	
Direct crew members to turn off all equipment	Make sure this task is properly completed.
Supervise cleaning	<p>Direct crew members in cleaning. Check each station for proper cleaning and direct crew to complete any additional cleaning. Coordinate all cleaning activities with the crew in the back room.</p> <p>Visit the Ecolab Cleaning & Sanitation Resource Center for up-to-date KAY Cards, cleaning procedures, and other helpful resources.</p> <p>https://ecolab.widencollective.com/portals/vx/aejexe/Customer-FacingMCDUSCollaterals</p> <p>Tip: Dedicating a crew member to clean and sanitize all equipment will make your closing process more efficient.</p>

Perform post-shift analysis	<p>Perform a post-shift analysis of what went well and what needs to be improved on your next shift.</p> <ul style="list-style-type: none"> • Compare results to targets. • Provide feedback and recognize crew for meeting targets. • Fill out the communication log with any information you have for the opening manager. • Resolve any issues before ending the shift. • Create an initial plan for your next shift.
Complete administrative duties	<p>Complete these tasks as appropriate for your restaurant.</p> <ul style="list-style-type: none"> • Close out the point of sale (POS) registers, count the cash drawers, and place all money in the safe. • Make sure the safe is locked. • Take inventory. • Record promotional items and waste. • Check crew time cards or time reports. • Double-check that the safe is locked. • Record any raw and completed waste.
Check stock levels for next shift	
Set heating, ventilation, and air conditioning (HVAC) system for overnight operation	
Leave restaurant	Follow the staggered closing procedure for leaving the restaurant.



4th Day Part Security and Robbery Education Awareness

Prevention:

- Ensure drive thru security bars/ thumb turn locks are being used.
- Do not take trash out at night (refer to after dark procedures).
- All camera and alarm systems are functioning properly.
- Ensure all parking lot lights are working.
- Review proper deposit procedures to ensure minimal amounts of cash are held in the safe.
- Conduct frequent skims, so there is a limited amount of cash in the register.
- Employees report any suspicious activity to their local police department.
- Ensure all employees are wearing the panic alarm lanyards and know location of panic buttons.
- Check the restrooms before locking the lobby doors (closed 24 hour lobby).
- Contact your local Police Departments and request for extra police patrols doing the closing & opening hours of operations (if applicable).

During a Robbery, it is critical that everyone follow these guidelines:

- Remain calm and do exactly as told.
- Give the robber(s) what they want.
- Do not make any moves that may endanger anyone's safety.
- Study the physical features and clothing of the robber(s).
- Observe the robber's method and direction of escape.
- Do not pursue the robber(s).

After a Robbery, it is critical that everyone follow these guidelines:

- Call the local police.
- Call your General Manager, Area Supervisor and your Regional Security Manager.
- Close the restaurant (if applicable).
- Cooperate fully with the police.
- Secure the closed circuit television (CCTV) video recording.
- Contact MAPLINE: 630-623-3400 to report incident if media is present or potential for media.



Homework

1. Practice Using the DSPG.
2. Practice planning for breaks.
3. Practice Pre-shift Check list.
4. Practice All hands on Deck.
5. Practice Travel Paths & Table touches.
6. Practice "Post Peak" Restock & Clean up.
7. Learn & Practice Minor Labor Laws.
8. Practice "Stealth" Pre-Close.
9. Practice setting "Deep Clean" Expectation.
10. Practice CIT / Administration duties.
11. Practice "Deep Clean" Follow up walk through.
12. Practice "Safety & Security" Walk Through.

SHIFT MANAGEMENT



RESOURCES

Clean As You Go!
Deep Cleaning Check List
Security Check List

Clean As You Go! One Step – Fast and Easy



Lobby / Décor



Walls



Chairs and Seating



High Chairs and Trash



Tables and Trays



Non-Food Spills



Glass / Windows



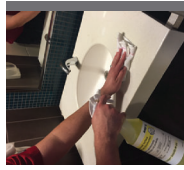
Restroom



Glass / Mirrors



Sinks



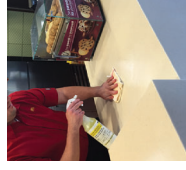
Toilets and Urinals



Kitchen



Counter Tops



Prep Lines



Equipment Exteriors

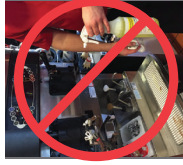


DO NOT USE ON:

Ice Machine



Shake Machine



Blended Ice Equipment



These surfaces should be sanitized using **KAY® SolidSense™ Sanitizer Solution.**

Kay Chemical Company
8300 Capital Drive
Greensboro, NC 27409-9790, USA



Customer Service 800.529.5458

When using an approved microfiber pad and tool, follow proper washing procedures.

92222948.02 MDUSA.49459/800Z/0117
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Deep Cleaning and Disinfecting Checklist - High Touch Points	Employee Assigned	Manager Sign Off
NOTE: Deep clean and disinfect any surface that hands may have touched		
Back of House	Employee Assigned	Manager Sign Off (initial)
Door handles and push plates and area surrounding		
Handles of all the equipment doors and area surrounding		
Equipment operating push buttons		
Equipment display screens		
Ice machine door		
Handles of the dispensers (beverage, etc.)		
Ice scoops		
Walk-in and other refrigerator handles and area surrounding		
Walk-in refrigerator and freezer plastic curtains		
Freezer handles and area surrounding		
3-compartment sink and mop sink handles		
Handwash sink handles		
Soap dispenser push plates at handwash sink		
Cleaner dispenser push buttons		
Towel dispenser handle at handwash sink		
Trash receptacle touch points		
Cleaning tools		
Buckets		
Bump bars		
All kitchen counter surfaces		
Trash cart handles		
Shelving units/racks		
Ladders		
Washing machine lid/controls		
Mop sink handles and dispensers		
Bun racks		



Service Area	Employee Assigned	Manager Sign Off (Initial)
Headsets and batteries ** See microsite for cleaning details <u>Headset Cleaning</u>		
Point of sale registers (POS) ** See microsite for cleaning details <u>Technology Equipment Cleaning</u>		
All service area counter surfaces		
Drive-Thru window handles and area surrounding		
All service equipment operating push buttons		
All service equipment display screens		
Handles of all the equipment doors and area surrounding		
Bump bars		
Service area handwash sink handles		
Service area soap dispenser push plates at handwash sink		
Service area towel dispenser handle at handwash sink		
RMHC collection boxes		
Credit card readers **See microsite for cleaning details <u>Technology Equipment Cleaning</u>		
Coin changer quick cup		
Telephone keypad and handset		
Biometrics ** See microsite for cleaning details <u>Technology Equipment Cleaning</u>		
Mobile Scanners**See microsite for cleaning details <u>Technology Equipment Cleaning</u>		
ORB Scanners/ Touch screen**See microsite for cleaning details <u>Technology Equipment Cleaning</u>		



Office and Crew Room	Employee Assigned	Manager Sign Off (Initial)
Back Office equipment **See microsite for cleaning details Technology Equipment Cleaning		
Manager's office cabinet handles		
Office desk and items on the desk that would be touched		
Safe keypad and handle		
Outside of coin changers		
Register tills		
Telephone keypad and handset		
Safe keypad** See microsite for cleaning details		
Crew room tables and chairs		
Lockers		
Any other equipment that would be touched (computer, remote etc.)		
Coat racks and hangers		
Managers' clipboard		



Dining Area	Employee Assigned	Manager Sign Off (initial)
Door handles, push plates, thresholds and hand railings		
Dining tables		
Chairs and booths		
Trash receptacle touch points		
Highchairs		
Front counter		
Drink and condiment dispensers and area surrounding		
Display cases		
Table Locators		
All digital touchscreens		
Kiosks ** See microsite for cleaning details		
Cup cart		
Trays		
Drink station and condiment center		
Mop sink handles and dispensers		
Restrooms	Employee Assigned	Manager Sign Off (initial)
Door handles and area surrounding		
Sink faucets and toilet handles		
Towel dispenser handle		
Soap dispenser push plates		
Baby changing station		
Trash receptacle touch points		
Hand dryers		

SECURITY

NS #: _____

Date: _____

GM: _____

Dept. Lead: _____

Are all perimeter access points secured and locking mechanisms in sound working condition? Y N
All perimeter doors should be visually inspected for wear - physically attempt to open all access points.

Are exterior roof-access points secured and equipped with appropriate locking device? Y N
Verify the presence of locking devices. Cages or barriers should be free of substantial damage .

Are all pedestrian-crossing points appropriately marked? Y N
Ensure that there are indicators (i.e. signs, lot markings) and that they are clearly visible.

Are all lot and building lights in working condition? Y N
Look for obvious signs of damage and discuss issues and use with GM.

Is the corral area free of excessive debri, unbroken boxes or McDonald's product? Y N
Verify that boxes are being broken down, area is maintained and there is no "staged" or suspicious product/items.

Is the Customer Order Display (COD) in working condition? Y N
Ensure that screen is on and orders are being displayed on the screen during a customer order.

Are outside storage units free of sensitive items (i.e. personnel files) and properly secured? Y N
Verify that unit has locking device and does not contain sensitive documents or equipment (e.g. PC, Registers).

Are drive-thru windows being secured when not in use with appropriate locking mechanism? Y N
Physically inspect a closed window - verify that a locking device is being used and windows are not left open.

Are the sidewalks free of hazardous obstacles and warning signs in place if applicable? Y N
Sidewalks should be free of slip, trip and fall hazards such as mats, water, etc. and signs should be used if necessary.

Is the lot free of hazardous obstacles and warning signs in place if applicable? Y N
Lot should be free of construction deficiencies (e.g. pot holes, etc.) and warning signs in place if necessary.

Is the exterior of the restaurant free of unauthorized persons and monitored by employees? Y N
Look for transients, persons congregating at the rear door, persons loitering preventing free flow of traffic.

Is the exterior of the restaurant free of brand-critical indicators? Y N
Verify that there is no graffiti, unauthorized posters/ flyers, vandalism, obvious damage, etc.

Are the front perimeter doors able to lock from both the inside and the outside? Y N
Verify that the store has working keys and locking mechanisms are in working condition.

- Are the entry doors in working order or clearly marked if it is inoperable? Y N
Ensure that door swings freely with minimal effort and does not pose risk of injury. Service signs if applicable.
- Are the lobby floors free of slip, trip or fall hazards; are present hazards marked? Y N
Verify that the floor is free from hazards and mopping is done using the 10x10 method. Hazard signs if applicable.
- Is the interior of the restaurant free of unauthorized persons and monitored by employees? Y N
Look for transients, persons congregating or loitering at the entry points preventing free flow of traffic.
- Is the television programming only showing MCD advertisement or news network? Y N
Verify that t.v. only shows MCD programming or authorized news networks (i.e. CNN, MSNBC, FOX News, etc.)
- Is the Playland clean and free of hazards? (if applicable) Y N
Verify that the Playland is free of hazards including choking hazards.
- Does the Playland equipment appear to be in good-working condition to include rear cage lock? (if applicable) Y N
Check plastic zip ties, exposed poles or sharp corners, missing pieces, damaged netting, etc.
- Does the Playland appear to be clean and free of debris? (if applicable) Y N
Check for obvious signs of food, trash, liquids or other foreign material/objects.
- Are the Playland Detex alarms in use and in good-working condition? (if applicable) Y N
Verify alarm is operational by triggering the system. Ensure system has not been tampered with or vandalized.
- Are the rear-exit doors and pathways free of obstacles that may prevent a safe evacuation? Y N
Verify that there is a clear pathway to the rear exit door.
- Are the perimeter Detex alarms in use and in good-working condition? Y N
Verify alarm is operational by triggering the system. Ensure system has not been tampered with or vandalized.
- Are the walk-ins secured and access controlled? Y N
Look for unsecured doors, employees freely entering the unit - verify unit has a locking mechanism.
- Is product stored in the walk-ins appropriately sealed or covered to prevent damage? Y N
Look for uncovered product, freezer burn, etc.
- Is applicable product properly tagged with expiration tags or otherwise labeled? Y N
Check open product for tags or labels
- Are the walk-ins free of unauthorized items or expired product? Y N
Verify expiration dates and check for foreign product or material.
- Are walk-ins well-organized, free of hazards and following the First In, First Out (FIFO) rule? Y N
Inspect dates on product, check for icing on floor and product properly stacked.
- Is the back area organized and free of hazards? Y N
Check for wet floors, improperly stacked boxes, foreign or dangerous contaminants such as gasoline, etc.

- Are all cameras in good working condition? Y N
Verify views, check for obstructions, damaged equipment, etc.
- Are stores equipped with the appropriate emergency notification equipment in working order? Y N
24-hour lobbies should have at minimum (3) lanyards and (3) hold up switches in working condition.
- Is the safe secured and not left unattended by shift manager? Y N
Check for excessive employees loitering while safe is open. Also ensure that safe is closed when not in use.
- Is the safe free of foreign objects such as counterfeit cash, customer credit cards, I.D's, etc.? Y N
Visually inspect safe to ensure free of unauthorized objects.
- Are 3-5 top stat items communicated to the employees on a routine basis? Y N
Updated bulletin board - (2) random employees should be questioned (1 crew and 1 DM/Swing)
- Is the food-cost plan communicated to employees on a routine basis? Y N
Updated bulletin board - (2) random employees should be questioned (1 crew and 1 DM/Swing)
- Is Raw Waste being accurately accounted for and recorded? Y N
Verify presence of raw waste bucket Verify Red Book and compare to ISP. Look in trash bins.
- Is Completed Waste being accurately accounted for and recorded? Y N
Verify presence of completed waste bucket Verify Red Book and compare to ISP. Look in trash bins.
- Are fries being accurately accounted for and recorded? Y N
Verify presence of fry waste bucket Verify Red Book and compare to ISP. Look in trash bins.
- Is the R2D2 prep chart updated and posted at each applicable station? Y N
Verify presence of prep chart at stations.
- Is the R2D2 prep chart being followed by employees? Y N
Verify compliance visually at fry stations and UHC.
- Is the prep person following prep/ build chart guidelines? Y N
Verify walk-in and reach-in refrigerators.
- Are employees adjusting prep guidelines in relation to physical customer presence? Y N
Observe fries or hash browns and determine if it is excessive or insufficient.
- Is cabinet management being monitored and enforced? Y N
Inspect cabinets/ reach-in refrigerator to ensure compliance.
- Are the oil vats being filtered as needed? Y N
Physically inspect vats. Speak to maintenance or person responsible for filtering if needed.
- Is the oil being changed routinely in accordance with policy and processes and tracked? Y N
Inspect oil and review shortening change tracking log. Speak to maintenance or person responsible if needed.

Is all the equipment being maintained, cleaned and calibrated routinely per PM program? Y N
Inspect McCafe, smoothie and ice cream machines & refrigerated units for cleanliness and inspect random orders.

Are registers assigned to (1) employee and use prohibited by other employees? Y N
Inspect registers and ensure they match the employee using them.

Are skims being conducted every (2)hours? Y N
Review Skim Report in the ISP to validate skim activity.

Are cash audits being completed? Y N
Review the Red Book to ensure cash audits are being completed.

Are deposits being verified and validated by (2) employees? Y N
Review the Deposit Validation Report in the ISP to validate deposit activity.

Are register tills balanced according to the register flash report (cash-out receipt)? Y N
Conduct (1) drawer audit to determine if drawer is balanced.

Describe (5) opportunities that the store can focus on that will have the biggest impact.

Opportunity #1

Opportunity #2

Opportunity #3

Opportunity #4

Opportunity #5