



KENT STATE<sup>®</sup>

UNIVERSITY

DINING SERVICES



STUDENT EMPLOYEE  
HANDBOOK

2008

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# Welcome To Kent State University Dining Services

We are proud to serve over 17,000 customers a day (on average) and provide them with the highest quality products and service we possibly can.

It's only with your help we can accomplish these tasks. Your employment at Dining Services is important and can be used to enhance your resume and add to your college experience.

We hope you enjoy your time as a student employee for Dining Services.

## Our Mission Statement

To support the overall mission of the university, enhancing the out-of-classroom experience of Kent State University students, faculty, staff, and guests, while providing quality customer service to the university community both internally and externally.

# Your Role As A Student Worker

Your role is very important to the success of our department. You are our front-line employees and you have the most contact with our customers. Your commitment to strong customer service is needed at all times. Your role is to come to work on time, with a positive attitude, clean uniform, and provide great customer service, quality products and a smile to every customer, while treating all of your coworkers with respect, in a safe and friendly working environment.

Food safety and sanitation is a priority while you are on the job. It is not only our policy, but the policy and laws that govern us by the city of Kent and Ohio revised code. These policies are put in place to protect our customers as well as our employees and will be reviewed later in the handbook.

We cannot stress enough how important customer service is to your job. We believe strongly that Dining Services is not only about food, but also about the entire experience, from the moment the customer

walks in to the establishment, to the contact with the employees, to the time they leave. Your job is to be kind to your customers. Thank them for their business. Ask if there is anything else you can get for them. Take time to answer their questions. If you do not know the answer to his or her question, offer to find someone that does. Know what you are serving. The ingredients in a food can affect a customer with an allergy. These actions will keep our customers returning.

## In summary your responsibilities as a student worker are:

- To serve quality food while adhering to City of Kent board of health standards.
- To serve our customers well, with a positive attitude.
- To work as team and support those working with you to do a good job.
- To maintain a safe work environment.
- To report problems and situations immediately.
- To respond to customer questions in a professional and appropriate way.

# Some Helpful Information

## Scheduling and Work Schedules

Your schedule will be determined by your unit manager and is unit-specific. You should give your class schedules and your availability to your unit manager upon hire so he or she can review their scheduling process with you. Once on the schedule you are responsible to check your schedule and cover your shifts. All request offs must be in writing and submitted to your manager before the next weeks schedule is posted. Please check when the schedule is posted in your unit. You must punch in and out as required for start and end of shifts and all breaks.

## Clocking In and Out

To clock in locate the TMX machine for your unit ( the Student Center's clock in location is in Pete's Arena.) You will clock in by entering the last four digits of your social security number followed by zero. For example if the last four digits of your social security number were 1234 your clock in number would be 12340.

- When clocking in for work enter your employee number followed by the IN button.
- When clocking out for breaks enter your employee number followed by the BRK button.
- When you return from your break you will have to clock back in by entering your employee number followed by the IN button.
- When you clock out of work enter your employee number followed by the OUT button.

## Uniforms

You will need to purchase a Dining Services work shirt before your first day of work. They are \$7.00 a piece and can be purchased at Beall Hall on the second floor from Dining Services main office, Monday through Friday 8am-5pm.

You will also be required to wear a hair restraint while working. We will provide hair nets for you. If you prefer, you may wear a ball cap of your own. However, it must be clean, in good condition and it **MUST** be a Kent State ball cap or a cap for your unit ( i.e. Quizno's, Einstein's, etc.). The

final option is a navy blue bandana.

You may wear either blue jeans or khaki pants. They must be clean, pressed and have no rips holes or tears.

You will need a skid-resistant shoe for work. A tennis-style shoe is fine, something with a rubber sole. The kitchen floor can get slippery when it's wet and we want you to be safe at all times.

You may not wear shorts, capris, sweatshirts, flip flops, open toed sandals or shoes, crocs, slippers or excessive jewelry to work.

Hair must be neat, clean and off your face. If you have a beard or mustache, they must be well groomed.

No jewelry other than small post earrings and rings are permitted.

Facial piercing must be removed or covered while working.

Hands must be washed and gloves must be changed before and after each task. Gloves must be worn at all times when handling a customer's food.

## Personal Hygiene

1. Shower or bathe before every shift and don't forget your deodorant.
2. Keep fingernails short and clean.
3. Don't wear nail polish or artificial nails.
4. Keep hair clean and neat, and mustaches well trimmed.
5. Wear a clean uniform, apron and shoes to work each day.
6. Wear proper hair restraints.
7. Remove all jewelry and watches from hands and arms.
8. Follow the rules for eating, drinking, smoking and chewing gum and only do these activities in the appropriate, designated areas.
9. Tell your manager if you are sick.
10. Cover cuts and burns on hands and arms with clean bandages and wear a disposable glove over a bandaged hand.
11. Always wash your hands thoroughly for 20 seconds with hot water and soap, especially after using the rest room.
12. Always cover your mouth when coughing or sneezing-and then wash your hands.
13. No bare hand contact with ready to eat food.
14. Change gloves regularly, especially after touching trash, money, and other likely contaminated surfaces.

## Call-Off Policy

If you are ill and need to call off for a shift, please do so a minimum of half an hour before your shift. If you know further in advance than this, please pay your coworkers the professional courtesy of calling ahead with as much notice as possible. You must call off to the appropriate unit and speak with a manager or leave a message for a manager. The numbers are as follows:

AM call offs: 330.672.3173

PM call offs: 330.672.2742

If you need a specific day off, it is your responsibility to work with others on your team to cover your shift. If you are a student manager and are requesting off for a shift, only another student manager may fill your shift. Please talk to your supervisor to discuss coverage options.

## Essential Employees

Dining Services will remain open during inclement weather including but not limited to snow, blizzards, and ice storms. Because our services are required during these times, you will be required to work your scheduled

shift, even when, or if the university closes.

Unless notified otherwise by your unit manager, you are expected to work your scheduled shift on holidays if your unit remains open for business.

## Drug Free Work Place

The university is committed to maintaining a workplace free of illegal drugs. Recognizing that illegal drug use poses a health and safety hazard to employees and the community at large. The university prohibits the possession or use of illegal drugs on all university property and at other locations where employees are conducting university business.

## Payroll

All student employees are required to enroll in a direct deposit program for their paychecks. Your paycheck will be electronically deposited into the bank account(s) of your choice. If you do not have a bank account, or are unable to open an account, KSU has made special arrangements with Huntington Bank to assist with your banking needs. Please call the

payroll department at 330.672.2637 or e-mail them at payroll@kent.edu if you have any concerns or questions about direct deposit.

You can view an electronic pay stub online in Flashline, including year-to-date earnings and deductions. To do so, login to Flashline and click on the My HR tab, then the Pay Stub tab in the Employment Details box.

All student employees will be paid biweekly based on your beginning and ending dates. Please refer to the Campus Works web site under the payroll schedule for a schedule of pay periods.

## Role of Student Manager

In every unit there is a unit manager. Under each unit manager there is a support staff. Some units have assistant managers that are full-time management staff, while others, do not. In all units, however, there are student managers, who play an important role in each of our units. The role of student managers will be defined by each unit manager to best serve his or her unit. Be advised, however, student manager do work as an extension of management. They are the person in charge if

full-time management staff is not available.

## Breaks

A thirty minute unpaid break will be provided to students who work a shift of six or more consecutive hours. A fifteen minute unpaid break is provided when working more than four to six consecutive hours.

A meal ticket will be provided for to those students who work five or more consecutive hours. The meal ticket can be used during your fifteen or thirty minute break or after your shift is over.

It is essential to communicate to your manager on duty if you feel it necessary to leave your assigned position for any amount of time so her or she can arrange for appropriate coverage to serve our customers. Rest-breaks are not an unreasonable request, however, smoke breaks are not provided while on the clock to any employees.

All breaks are to be taken in designated areas at the discretion of a manager and during non peak business hours.

## Meal Tickets

A meal ticket will be provided to employees working a five hour shift or more. You must be clocked out before you get your meal with your meal ticket. You must go through the line as a customer to get your food. You are not permitted to make your own food for your meal tickets. No convenience or pre-made food may be purchased with a meal ticket. This includes food in any of the markets, bottled beverages, grab and go items, bagged chips, etc. Employee meals are to be consumed on premises and not to be taken in carry-out containers without previous approval from your unit manager.

You must eat and drink in designated areas. No food or drink is to be consumed in the food prep or service areas. Any abuse or misuse of the meal ticket policy will result in immediate dismissal.

## Forbidden Items

The use of any electronic equipment is strictly forbidden while working. This includes, but is not limited to cell phones, i-pods, mp3 players, etc. These devices pose a safety

hazard to you and your coworkers, and do not allow you to focus your attention on the customer. Business phones are for business use only, no personal calls and may be used only in the case of emergency.

## Miscellaneous Issues

All personal belongings: backpacks, purses, books, i-pods, cell phones, etc., must be stored in locker rooms and out of service areas.

You can obtain a locker by going to the Service desk next to Jazzman's anytime after you have been hired. Lockers are assigned on a first-come-first-serve basis so we recommend getting a locker assigned to you as soon as possible.

All work phones, work computers and all other equipment are for business purposes only. Whenever you purchase food items on your meal plan while working, please ask for a receipt to confirm your proof of purchase. No gum chewing while working. No smoking in any building on campus. Smoking must be 20 feet away from all university buildings (even in the rain and snow).

# The Point System

In efforts to standardize all units' disciplinary process, we have come up with the point system. Each unit will be following the same system; therefore, if a student should transfer from one unit to another, his or her code of conduct will transfer with them. Any negative behavior or conduct will result in the accumulation of points. Points are assigned as follows: Once you have accumulated three points you will be up for termination. It is important that you not only try to avoid receiving points, but also to keep track of the points you do receive so you do not encounter any unwanted surprises. The points are assigned as follows:

- No call/no show=1 point
- Call-off=3/4 point (bring in doctor's excuse=0 point)
- Request off (48 hours in advance)=1/2 point without replacement  
0 point with replacement. 0 points=one week (or longer) in advance.
- Late for assigned shift: (means in your assigned area at scheduled time)  
1-29 minutes=1/4 point 30 minutes up to one hour=1/2 point
- Eating, drinking or sitting in service or food prep area=1 point
- Horseplay=1/2 point
- Taking unauthorized breaks=1/2 point
- Uniform violation=1/2 point
- Clocking in before being ready for work=1/2 point
- Chewing gum while working=1/2 point
- Use of personal electronic equipment while working=1 point
- Dropping shifts after second week of classes=1/2 point
- Leaving work station without replacement=1/4 point
- Leaving work station without cleaning=1/4 point
- Failure to pay cash over meal coupon limit=1/2 point (to cashier as well)
- Working over scheduled shift without manager approval=1 point
- Not clocking out for breaks=1 point
- Working over scheduled hours in a week without manager approval=1 point
- All requests off after accumulating 6=1/4 point for each

## Infractions for Immediate Dismissal

1. Leaving work area without supervisor's knowledge.
2. Found in an unauthorized area (i.e. Computer lab/ TV lounge.)
3. Giving food to customers who have not paid.
4. Theft of any kind.
5. Harassment of any kind including sexual, racial, or physical.
6. Destruction or defacing of KSU or Dining Services property.
7. Fire Safety violations.
8. Coming to work under the influence of drugs or alcohol.
9. Negligence of food safety standards.

## Grievance Policy

In the event that you have a complaint or concern, problems should be first directed to your immediate supervisor. If you are not satisfied with the results or actions taken, please direct your concern to the unit manager. If your concerns are still not resolved, please direct the situation to the appropriate Assistant Director of Dining Services: John Goehler 330.672.9582 or Harold Nash 330.672.8103.

In the event that the above steps have been completed and your concerns are still not resolved, please contact one of the following offices:

Student Ombudsman 330.672.9494

Affirmative Action 330.672.2038

Student Diversity Concerns  
330.672.2442

The next section is dedicated to information relevant to performing your job at whichever unit you are assigned to. It is important to read this unit specific information before your first day of work, because it will make your first day less stressful for you and your fellow coworkers.



# **Position Training Book**

**Kent State University Edition**

2008



# ORIENTATION

## Welcome to Einstein Bros. Bagels!

We're glad you're on board! Are you ready to get started? Great! Our goal is to make you successful at your job. This handbook will teach you all about Einstein Bros. and help you figure out just what your job is and how to do it. Make sure to review this material before your first day, so you will be ready to do your best. We know you'll be a great addition to this team. Welcome to the Einstein's Crew!

### What is the Einstein Bros. brand?

Just who are we? We have a brand statement that describes us in just a few words:

**"Fast, fresh, friendly bagels & coffee."**

We call this our "mission statement." It is a focus for all of us that work for Einstein Bros., Your training will help you deliver this focus to our guests.

Those two people you see in the picture of the bagel logo and to the right are the Einstein Brothers. They represent this mission statement (their personalities are modeled after

two of the guys who helped start our company). Melvin is the one with the beard. He represents the friendly, neighborhood side of the business. He loves to sit out in the dining room with a cup of coffee and a shmeer and chat with all of the regulars. Elmo is the food guy. He is a maniac when it comes to product quality and availability. He is always running around the restaurant to be sure that everything is just right.



# anything but routine- Guest Service

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Let's talk about one of the most important parts of your job, guest service. At Einstein Bros. we treat our guests like we do the guests we invite to our home. Our Service is "anything but routine"!

**Our guests have these expectations when they visit our restaurants:**

- 1. To be served quickly.**
- 2. To have all the products available and prepared consistently.**
- 3. To keep their experience at Einstein Bros. simple and easy.**
- 4. To be served by friendly and helpful employees.**
- 5. To be served in a clean and sanitary environment.**

As you become part of the service culture in your unit your restaurant you will learn the standards that make our service "anything but routine". Below is a quick review of the acronyms and phrases we use to define our service standards.

**GURT-** when taking care of a guest we:

**G**-reet

**U**-psell and provide suggestions

**R**-epeat the order back to ensure accuracy and

**T**-hank the guest and invite them back.

**Make it Right or Make it Right-** if we make a mistake we will remake the product or do whatever it takes to make the guest happy.

## **1-800 Feedback Line**

Did you know that we also have a means for the guests to contact the corporate office? The 1-800 line was developed to field guest's questions, comments, suggestions, compliments, or complaints. The number is 1-800-Bagel-Me. It's on the side of our bagel bags. The guest should never really need to call this number because we empower our crew members to solve problems immediately. If you can't solve it, get a manager.

## **www.einsteinbros.com**

Have you checked out our web site? It has information about our company, products, and locations to name a few things. The guest can also send an e-mail to our guest service department to ask questions or provide feedback.

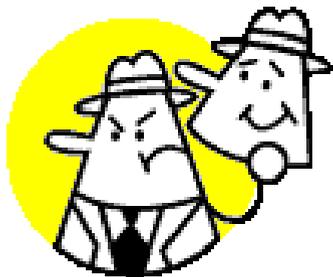
# Dealing with Company

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## Unhappy Guests

Now, let's talk about what to do if a guest is unhappy with the service, food, or whatever. What things can you do to provide the guest with the best experience possible?

We want our guests to get what they want- regardless. We use these four steps to solve a guest complaint. Listen, Apologize, Solve, and Thank.



**L.A.S.T.** is the acronym for the four steps.

**Listen** carefully to the guest. Don't interrupt.

**Apologize** for the less-than-satisfying experience.

**Solve** the problem immediately. If it requires a manager's attention, find a manager immediately.

**Thank** the guest for bringing the problem to your attention.

## Phone Courtesy

Answer the phone in 3 rings or less. Be enthusiastic when you answer. Make the guest feel welcome. Smile, they can "hear" it over the phone. Hold the transmitter directly in front of your mouth when speaking.

**Use the four answering courtesies:**

- Use a friendly greeting.
- State the location/address called.
- Introduce yourself.
- Offer to help.

**Example:**

"Good morning! Einstein Bros. Bagels, Kent State University, this is Sally. How may I help you?" Before placing a guest on hold, ask for permission from the guest and wait for an answer. "May I put you on hold?"

Make sure the guest is on hold when you talk to others regarding the phone call. At the end of the conversation, thank the guest for calling. If you are unable to answer a question immediately, take down the guest's full name and number, and follow through with a manager.



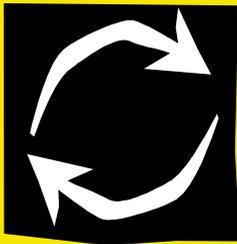
# Food Safety

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“There are two things to remember when keeping food safe: temperature and rotation.”

## Rotation

We live by the FIFO rule. That's “First In, First Out”, baby! Put the new stuff behind the old stuff so that the old stuff will be grabbed first.

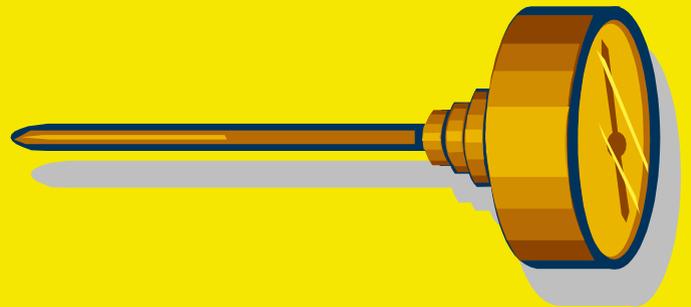


We use day dots to indicate the expiration—“use by” or “sell by” dates to help us rotate. Items can be sold up to the end of the day printed on the container or day dot. Use the shelf life chart to figure out each product's expiration.

Sometimes, food will go bad before the end of its shelf life. (It's a mystery.) Cheese turns delinquent and sprays graffiti on the walls. Just remember if something doesn't look or smell right, it probably isn't. DO NO USE IT. Just let a manager know before you throw it away.

## Temperature

What's the Danger Zone? That's the temperature range where bacteria grow most rapidly. The low end is 41°F and the high end is 140°F. Cold food should never be above 41°F and hot foods should never be held below 140°F. All refrigeration (walk-ins, coolers, reach-ins) should have an independent thermometer so that temperatures can be monitored easily. These temperatures are recorded on our Line Check several times a day and may also need to be recorded on unit specific documents.



Keep all food service utensils inside the serving container during service to keep food out of the Danger Zone. So that cream cheese spreader actually lives in the cream cheese between uses!

# Personal Hygiene

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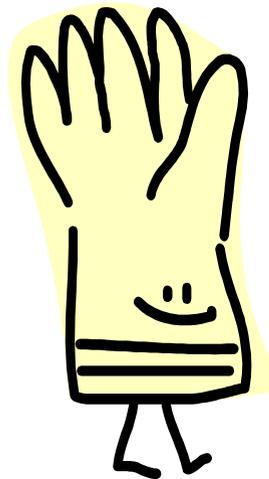
## Personal Hygiene

All of us carry disease-causing microorganisms on or in our bodies. These microorganisms can be passed to food, where they can make you, your coworkers or guests sick. They can be passed by a simple act such as not washing your hands after using the rest room or running your fingers through your hair. By keeping clean and taking care of your health, you can prevent food borne illness.

## Basic Rules

Proper hygiene starts at home when you get ready for work.

- 1. Shower or bath daily**
- 2. Trim and clean your fingernails.**
- 3. Don't wear nail polish or false nails.**
- 4. Leave jewelry, including watches, at home.**
- 5. Wear clean clothes.**
- 6. Make sure to cover a cut or sore with a clean bandage. If it is a hand cut, then cover the bandage with a glove or finger cot. This will protect the bandage and keep it from falling into the food.**
- 7. Anytime that you are ill, especially if you have diarrhea, fever, vomiting, or a sore throat with fever, report it to your manager immediately.**



## Once you get to Work

- You should never eat, drink, chew gum, or smoke while preparing or serving food, or while in areas where food is prepared or where equipment and utensils are washed. (You may drink beverages, but they must be kept and drunk in the designated area.)
- Keep aprons sanitary by removing them before going into the rest room, taking out the trash, going on break or going outside. Whenever you leave the line, take them off.

## Use Gloves

Never handle food with bare hands. Always use food-safe gloves when handling food. Change gloves often to avoid cross-contamination. This can occur when germs or bacteria get into something (like a towel) and then transfer to something else (like a cutting board). Always wash your hands before putting on gloves or when changing to a fresh pair. Gloves should be changed when they become dirty or torn, before starting a different task, after working with lox, and at least once an hour.

## Food Borne Illness

Food borne illness caused by lack of, or poor hand washing procedures can lead to serious illness or even death. Anyone involved in the service of food to others needs to be fanatical about washing their hands.

### You must wash your hands:

1. When you first arrive at work.
2. At least once an hour.
3. After eating, drinking, smoking, or chewing gum or tobacco.
4. After picking up anything from the floor.
5. After touching anything that may contaminate your hands.
6. After using the cash register or handling money.
7. After using the rest room.
8. After touching your hair, face, or body.
9. After sneezing, coughing, or using a handkerchief or tissue.
10. After doing any cleaning task or using chemicals.
11. After cleaning and taking out the garbage or trash.
12. After you clear dirty tables.
13. After you touch your clothes or apron.
14. After working with any potential food allergens (e.g. peanut butter).

## Hand Washing Procedure:

1. Use hot water, as hot as you can stand it.
2. Apply soap.
3. Lather with soap for 20 seconds. Use the nailbrush on nails and hands and scrub up to the elbow (Like a doctor.)
4. Rinse with running water and dry with a paper towel.
5. Turn off the water using a paper towel.



# Food Safe Surfaces

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Do you know the saying, "Your mom doesn't work here, so clean up after yourself?" Yes, you have to clean. Everybody cleans! It's part of who we are.

**We're not called Ein "stain." Clean as you go!**

## What is a Food Safe Surface?

Food safe surfaces are those work surfaces, prep tables, and cutting boards where we prepare food. Food safe surfaces are for food only, not your hat, manuals, drinks, butt or books. Continually wipe down food safe surfaces with clean sanitized towels. Never spray chemicals near food.

## Cleaning Basics

- Keep cleaning tools (brooms, mops) stored out of the guests view.
- Never use a cleaner if you don't know how. Ask a manager.
- Cleaning supplies should never be stored near food, above dishes, or near the ice machine.
- Cleaning supplies should always be kept in authorized, labeled containers. There's a chart in the back to help you figure out what's supposed to clean what.

- Be sure to use the correct cleaning solution for the task. Never mix solutions. It could be hazardous!
- Check the Material Safety Data Sheets (MSDS) for more information.
- Wear rubber gloves when working with harsh chemicals and hot water.
- Wear goggles to protect your eyes from chemical splashes. Wear them when working above your head to prevent dust and dirt from getting into your eyes.

## Three Compartment Sink

The three compartment sink can be used to wash all dishes and utensils or may be used just to wash those items that won't fit through an automatic dishwasher. These sinks should be filled at the beginning of each day. Each sink compartment serves a different purpose and requires a different cleaning solution.

**Wash** (soap solution)

**Rinse** (no solution)

**Sanitize** (quaternary or other approved solution)

- Change the water before starting a load of dishes.
- Follow the instructions for your chemical program to determine water temperatures in each sink.
- Before filling sinks, use sprayers to rinse food from dishes before washing.
- Wash, rinse, and sanitize. After washing and sanitizing, air dry dishes by stacking upside down on drying racks. Allow air to circulate. Do not towel dry.

### **Sanitizer Buckets and Towels**

Food safe surfaces (and some other surfaces as well) are wiped with a towel that is always stored in a sanitizer solution. Always have red buckets of sanitizing solution on the sandwich line (out of guest view) and in the bake and/ or prep areas. Change the sanitizer and rinse towels every hour or when the water becomes dirty.

### **To Prepare the Buckets**

- Fill the bucket with the nozzle from the sanitizer solution above the sanitizing sink compartment.
- Don't dunk the dirty bucket directly into the sink.
- Use test strips to monitor the

sanitizing solution. The test strip should register 150-200 ppm (parts per million) sanitizer. Check with your manager for your health department's regulations.

- Do not reuse towels that have been used to clean bathrooms, floors, trash-cans, or other unsanitary areas.
- Never use any type of towel for more than one day.
- Put cloth towels in the dirty linen bag. Discard disposable towels.

### **Sweeping & Mopping**

Sweep dirt into piles and pick it up right away. Do not use the baker's hand broom on floor or non-food safe areas.

Check floors frequently for spills or slick areas, and mop up immediately. Vacuum or sweep rugs daily. Always sweep before mopping.

### **To Mop**

- Prepare mopping solution.
- Set up "Wet Floor" sign.
- Dip mop in water. Wring out, but leave it wet.
- Mop floor from side to side or in scrubbing motion, moving backwards. Mop only a small section at a time.

- Dip mop in water again, wring out as much water as possible. Go over floor again, using almost-dry mop to pick up water and loosened dirt.
- Dry sweep to dry high traffic areas.

During wet conditions, be sure there is a mat at the front door and that it is kept properly in place. Make sure that wet floor signs are clean and visible.

### Trash Cans

All trash cans should be lined with plastic bags. It may be necessary to tie a knot on one side to make it fit tightly around the can. When removing the bag, tie the ends together to make a handle. Use a wheeled garbage can or another trash bag to prevent a trail of drips. Remember, trash may not be taken to the dumpster after closing or after dark. Seal bags and stockpile near the back door to be taken out in the morning. Be sure that the exit is not blocked by the bags in case anyone needs to exit the restaurant quickly.



### A Word About Teamwork

We have talked about lots of different tasks that have to be performed in the restaurant. Some tasks will fall into the Sandwich Maker's role, others into the Baker's role and so forth. An "anything but routine"™ restaurant, is one where the crew members truly work as a team. Look for opportunities to help out others in your restaurant even if it's "not your job".



Teamwork ensures that our guests receive the best service we can give.

# Equipment Safety

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**Make sure you're properly trained on equipment before using it. Keep equipment clean and ensure its functioning properly. Notify a manager immediately with concerns.**

## Cutting Bagels by Hand

Be sure to have your trainer show you how.

To slice a bagel with a knife, lay the bagel flat on the cutting board. Place your palm over the bagel, fingers up. Slice halfway through the bagel. Then Turn the bagel on its side and finish cutting the bagel all the way through.

## Knives

- Keep knives clean and sharp. Do not use them as a substitute for a can opener, screwdriver, box cutter, or other tool.
- Never leave knives in a sink. Wash and return them to their proper storage.
- Always carry knives at your side with the blade down.
- When cutting products, always make sure to keep your fingertips curled under and your thumb tucked on the hand holding the product you are cutting.

- Knives should be wiped off after every sandwich. Wipe knives with sanitizer towel, never your apron, with the blade facing away from you.

- Store the knife either on the sandwich cutting board with the blade facing away from you or store it in the sandwich unit, inserting the blade between two pans.

## Soup and Coffee

Carry hot soup using the oven mitts. Announce, "Hot soup." Be careful when working around and emptying the soup kettles, as water is extremely hot. Ensure that soup reaches an internal temperature of 165°F prior to serving. Hold hot soup at 150-155°F.

Coffee can be extremely hot. Carry the urns by the handles and hold the urns away from your body. Announce "Hot Coffee" or "Hot Water" (when getting customers hot water for tea) so that others may move out of your way. Be careful when emptying the urns into the sink. Hot coffee can splash. Empty the pots through the spigot or dump the urn away from you.

# Taking Orders

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You've got to ask the right questions. Because we have such a variety of items you'll have to assist the guest when you take their order. Make it easy for the guest by asking the following questions.

## Bagel Order

- Greet the guest
- What kind of bagel would you like?
- Would you like cream cheese? Our flavors are listed on the sign.
- Would you like it toasted?
- If yes, circle the bagel check mark. (Circle twice if double toasted)
- If guest adds or changes something write it in special instructions.
- May I have your name?
- Write in the guest's name.
- Thank the guest.

## Breakfast Egg Sandwich

- Circle choices of egg sandwich.
- What kind of bagel would you like?
- Check (circle if toasted) the appropriate bagel flavor.

•If guest adds or changes something write it in the special instructions section.

- May I have your name?
- Write in the guest's name.

## Lunch Sandwich Order

- Circle choice of sandwich.
- If applicable, what kind of bagel would you like?
- Check appropriate bagel flavor.
- If guest adds or changes something write it in special instructions.
- May I have your name?
- Write in the guest's name.
- Thank the guest.

## Filling Out/Reading the Order Ticket

1. Greet the Guest!
2. For a bagel split and topped, check the bagel variety and the cream cheese or spread. For a topping on the side write an "OS" next to the cream cheese and check the box next to the cream cheese flavor. Write light CC in special instructions or light next to cream cheese flavor if the guest wants a light amount of topping.
3. Circle the check to remind the sandwich maker to toast the sandwich if need be.
4. For a sandwich, check the bagel/bread variety and check the sandwich.
5. Check the cheese if appropriate.
6. Check all condiments for "Build Your Own" sandwiches.
7. For specialty sandwiches, write NO in front of the condiments that come standard on the sandwich if the guest doesn't want them (ex. No sprouts on a Tasty Turkey). Do not check all the condiments that come standard on specialty sandwiches.
8. For specialty sandwiches, write Add in special instructions for condiments that do not come standard on a sandwich if the Guest wants them in

addition (ex. Add onions to a Tasty Turkey).

9. If more than one sandwich or shmear is ordered use a line to connect which bread or bagel gets which shmear or use numbers to indicate amount of sandwiches to be made.
10. Note any special instructions on the bottom of the ticket.
11. Call out hot sandwiches like omelettes or Hot Italian Chickens and for sides of bacon for Build Your Owns and Club Mexes and for BLTs. Also call out ingredients/condiments that need to be removed before heating.
12. Ask the Guest for their name.
13. Ask the guest to proceed to the cashier and let them know that we will call their name when the order is ready.

### Other Duties

- **Serving soup**
- **Getting baked goods for guests**
- **Taking temps of bagel dogs and making sure bagel dogs are available at all times**
- **Assist with cutting and toasting bagels if Sandwich Maker is busy**

# The Order Ticket



GUEST NAME	
Elmo	
BAGEL	CREAM CHEESE
<input checked="" type="checkbox"/> ASIAGO	<input checked="" type="checkbox"/> PLAIN
BLUEBERRY	PLAIN LITE
CINNAMON RAISIN	CHIVE
EVERYTHING	VEGGIE
H WHOLE WHEAT	MAPLE WALNUT
CHOC CHIP	HONEY ALMOND
PLAIN	JALAPENO
POTATO	SALMON
<input checked="" type="checkbox"/> POWER	STRAWBERRY
SESAME	BLUEBERRY
CINNAMON SUGAR	
BREAD	SPREAD
<input checked="" type="checkbox"/> CHALLAH	BUTTER
CIABATTA	GRAPE JELLY
WHEAT	STRAWBERRY JELLY
<input checked="" type="checkbox"/> SANDWICH	PEANUT BUTTER
OMELET PLAIN	HONEY
OMELET BACON	HUMMUS
OMELET HAM	ANCHO MAYO
OMELET SAUS	ANCHO SALSA
OMELET SANTA FE	ROASTED TOM
OMELET SPINACH	CHEESE
STEAK & EGG	CHEDDAR
LOX & BAGEL	SWISS
DELI TURKEY	PEPPER JACK
DELI ROAST BEEF	MOZZARELLA
DELI HAM	PROVOLONE
CHIX SALAD SAND	CONDIMENT
TUNA SAL SAND	DELI MUSTARD
SPICY CHICKEN	MAYO
VEG OUT	VEGGIE
TASTY TURKEY	LETTUCE
CLUB MEX	TOMATO
CHEESE STEAK	CUKE
<input checked="" type="checkbox"/> HOT ITALIAN CHIX	ONION
HOT VEGGIE	SPROUTS
MAKE IT A TRIPLE	
BLT	

asiago bagel / toasted

power bagel / double toasted

**SPECIAL INSTRUCTIONS**  
 No R. pep on HIC  
 (No red peppers on Hot Italian chix)

# Coffee, Coffee, Coffee

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## Why is Einstein's coffee so good?

**Beans, Beans, Beans** – Einstein's carries great pride in our coffee. The reason why is because we use the best beans available. These beans are called Arabica (Ar-a-bika), and they are not the cheap Robusta beans that you buy at your local grocery store. All of our specialty coffee flavors are created just for us.



**Fresh Coffee** – We use timers to ensure that our coffee is never more than an hour old. Old coffee takes on a bitter taste, and we would never want to give that to our guests.

**Proper Temperature** – We always make sure the brewer is using the correct amount of water and set to the proper temperatures (brewed 195 to 205°F held at 175 to 185°F).

## The Four Darn Good Coffees

### Einstein's Neighborhood Blend

Central & South American beans, roasted to a light nutty brown for a balanced, medium bodied mellow flavor with slight acidity. Our "signature" or "house" blend.

### Einstein's Neighborhood Decaf

All the flavor of Einstein's Neighborhood Blend without the caffeine.

### Vanilla Hazelnut

Vanilla and hazelnut essences lightly flavor our medium roasted "sweet" blend made from Central American & Columbian beans.

**Global Village** – The fair trade coffee is a dark roasted, gutsy blend.

At Einstein Bros. we believe in using Fair Trade coffee. Fair Trade coffee ensures a decent standard of living for farming families. It helps small farmers gain access to needed loans for working capital, increasing their self-sufficiency and establishes direct, long-term trading relationships between buyers and farmers. This protects the future availability of specialty coffee, by strengthening the families and communities that produce it.

# Coffee To Dos

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## How To Brew Coffee in 10 Easy Steps

1. Place coffee filter into clean brew basket.
2. Empty 1 pack for a ½ batch, 2 packs for a full batch into the brew basket.
3. Shake basket from side to side and push brew basket into brewer.
4. Ensure “brew light” is on. Check to see if the spigot is closed! Hit start or push ½ or full button. Ensure warmer is on.
5. When brewing is complete, remove the empty or expired product’s urn.
6. Transfer urn of fresh coffee to warmer.
7. Set urn timer to 1 hour, start, and clip place behind urn.
8. Dump out used grounds and filter.
9. Wipe spray head with a clean towel.
10. Rinse coffee urn and basket with hot water. Allow water to run through spout. Then return to brewer.

## Always check the following items:

### Drain Grate

Rinse the drain grate with hot water and dish soap. Pour hot water in the drain and wipe away any build

### Utensils

Using gloves; stock forks, spoons, and knives with the eating end down, handles up. Check the bottoms of all containers periodically to ensure that no one has spilled liquid into them. Yes, it really does happen! Wipe and clean up if needed.

### Condiments

Restock the condiments (sugar, ketchup, etc.) and other paper products such as coffee clutches, stir sticks and straws whenever the container gets to below ½ full. Empty and clean the condiment containers at least once a week.

### Creamer and Milk Pitchers

Make sure the creamers and milks stay full. If you feel that they have benn out too long or are too warm replace with fresh cream or milk.



# Coffee Cleaning To Dos

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## Clean Interiors:

Fresh coffee holds best in a clean container. If the container is stained, apply powdered urn cleaner directly to the interior surface. Use a wet cloth to scrub the powder to the surface. This will help to loosen any stains or build-up inside your shuttles. Rinse well. If you leave the powder in the urn overnight be sure to slide the package behind the sight glass so no one drinks the solution by accident.

Clean your coffee shuttles nightly to prevent residue build up that deteriorates coffee flavor.

## Clean Exteriors:

Make sure the outsides of your coffee shuttles are free from drips or stains. Wipe off the exterior of each coffee shuttle with a clean, damp cloth. Use soda water to loosen stains.

The build-up of burned coffee residue can keep the burners from holding coffee at the correct temperature 175°-185°F. Turn off the burners and scrub them with a wet cloth or sponge after burners have cooled down.

## Clean Signage:

Make sure that shuttle toppers are available for all coffee varieties.

Ensure they are clean by wiping the front and back thoroughly with a clean, damp towel.

Clean brew head, brew baskets  
The brew area collects spent coffee grounds and oils that can negatively impact the flavor of our coffee.

Clean the brew head with hot water and sanitizer solution. Rinse well. Wipe down the brewing area.

Remove the basket's wire insert and use powdered urn cleaner and a damp cloth to scrub out any stains or residue.



# Cashiering

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## The Three Rules

There are some suggestive selling ideas that we always use. We call these "The Rules". Following the Rules is a mandatory part of your job. The Rules are logical and easy to follow and best of all they really benefit the guest, so you won't have a hard time keeping up with them.

### 1. THE LARGE RULE –

When a guest orders a drink, always suggest a large drink.

### 2. DON'T LET YOUR GUEST LEAVE THIRSTY –

If the guest didn't order a beverage, suggest one. Often, the guest has simply forgotten to order one and will be pleased that you reminded them.

### 3. ALWAYS OFFER A SWEET –

Round out the meal with dessert. Suggesting a sweet is a great way to show your guest that you care.

Other than these rules you should always follow Einstein customer etiquette, smile, be polite, and make sure our customers leave happy.

## How to Use the Register

The register is a touch screen and the products are divided into six sections: Beverage, Breakfast, Deli Sandwich, Dessert/Bakery, Grocery, and Sides/Salads.

These sections are pretty self-explanatory, but some items are in categories that might not be where you think they belong.

### Some of these items are:

Lox and Bagel - this sandwich is under the Breakfast section

Bagel Dogs- are in the Deli Sandwich section

Tub of Shmear- is under the grocery section

There are more but these are some of the more popular more confusing items.

Einstein Bros. Bagels also offers seasonal promotions. Ask your manager about how to ring up current offers.

# Sandwich Making

## At Einstein Bros. it's all about the bagel!

Einstein Bros. offers 11 types of bagels and eight flavors of cream cheese shmear. That's a possible 110 different combinations of bagels and shmears! You could eat a different combination every week for almost two years before you ran out. Add in the combination of coffee, treats, and sandwiches and you'll never get bored. Not that you would be bored eating the same combination every day; we think you get the idea though.

We offer 13 bagels in a dozen. Why? because it's a tradition! Read your bagel facts! Besides it's funny when the guest orders their twelfth bagel and you get to say "one more". They always smile, we like it when our guest smile. When packaging a "dozen" bagels be sure to pack "stinky" bagels, the ones that have strong flavors, in a separate bag so they don't contaminate the mild flavors of the other bagels. We think Everything, Asiago Cheese, and Cinnamon Sugar are pretty stinky, messy bagels that should be put in a bag.

## Why are our bagels so darn good?

- We use the best ingredients available.
- We do not add preservatives.
- We bake fresh bagels daily.
- Our bagels are naturally low in fat and have no cholesterol.



We  
can hear it now,  
"The diet plan of the future--  
Einstein Bros.!"

# Random Bagel Facts

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• Legend has it that **bagels** were created in Vienna, Austria, as a tribute to King John of Poland who protected Vienna from the Turkish invasion of 1683. A local baker wanting to honor the king gave him a ring of bread. It was round because King John loved to ride horses and it was supposed to symbolize a stirrup, which is “bruegel” in German.

• Another explanation for the word **bagel** is the German word “ buegel”, meaning round loaf of bread.

• The first printed mention of the bagel occurs in Krakow in 1610, on a list of regulations that stipulates that **bagels** are to be given to pregnant women.

• There is no such thing as a **bagel** hole. Well, technically there is a hole but nothing was cut out to put it there. **Bagels** are formed by joining the ends of a strip of dough. Folklore has it that a **bagel** is round to symbolize unending life and is often given in friendship as a wish of good luck.

• The **bagel** is the only bread product that is boiled before it is baked. That's what gives the **bagel** it' unique texture and the crust it's characteristic shine. Einstein's uses a special steam and bake process that creates the same wonderful crust and crumb (that's the insides of the **bagel**) as boiling.

• **Bagels** became celebration food for Jewish people, who often ate them on Saturday and Sunday mornings with cream cheese, lox and other smoked fish. (Those who observe kosher dietary laws eat cold

food on Saturday mornings because the oven can't be turned on in observation of the Sabbath.)

• The **bagel** first came to the United States around 1927, brought over by Jewish immigrants from Poland. Larry Wilkerson and Jeff Maninfor made the world's biggest **bagel**, which weighed in at 714 pounds. Their doughy creation earned a spot in the Guinness Book of World Records as the largest **bagel** ever created!

• The American **bagel** industry officially started with the formation of the **Bagel Baker's Local 338** between 1910 and 1925. The group's membership was limited to the sons of members. It was so exclusive that it was probably easier to get into medical school.

• Until recently, most **bagels** in New York were hand rolled instead of coming out of **bagel** machines like they are today. You'd walk into a **bagel** bakery and see guys going a million miles a minute rolling bagels because they were paid by the number of **bagels** they roller. Hand rolling still exists in some parts of the world, but a machine now makes the majority of **bagels**.

• Why does a Baker's Dozen equal 13? Traditionally bakeries threw in an extra bagel for those guests who ordered a dozen.

**With these random bagel facts your on you way to becoming a bagel expert!**

# So Many Bagels

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- Asiago** ..... Plain bagel topped with asiago and provolone cheese
- Wild Blueberries** ..... Full of fresh blueberries
- Honey Whole Wheat** ..... Made with whole wheat flour and honey
- Plain** ..... High gluten flour, malted barley, molasses
- Chocolate Chip** ..... Whole dark chocolate chips and cocoa powder
- Cinnamon Raisin** ..... Flavored with cinnamon and lots of plump raisins
- Everything** ..... Plain bagel topped with garlic, caraway, onion, poppy seeds, sesame seeds and salt
- Sesame** ..... Plain bagel topped with sesame seeds
- Cinnamon Sugar** ..... Plain bagel topped with butter and cinnamon sugar
- Potato** ..... Potato flour, dusted with flour
- Original Fruit and Nut Power Bagel** ..... A whole grain bagel with cranberries, raisins, and assorted nuts
-

# So Many Shmears

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## Shmeaar? What's Shmeaar?

Shmeaar is our way of saying whipped cream cheese. We borrowed it from a Yiddish term for spread. For example, you put shmeaar on a bagel. Our cream cheese is considered reduced fat except for the Plain, Onion Chive, and Smoked Salmon.

Sometimes we offer a seasonal cream cheese that is a wonderful taste for the season. Check out the new flavors as soon as you can so you can tell the guests honestly how they taste. Mmm.

<b>Plain</b>	Double whipped plain cream cheese
<b>Plain Light</b>	Double whipped light plain cream cheese
<b>Onion and Chive</b>	White onions, green onion, chives
<b>Garden Veggie</b>	Carrot, bell pepper, zucchini, broccoli, spinach, leek, onion, celery, and a hint of cilantro
<b>Strawberry</b>	Fresh strawberries, sugar
<b>Honey Almond</b>	Real honey, sliced almonds
<b>Jalapeno Salsa</b>	Tomato, onion, bell peppers, jalapeno, and a hint of cilantro
<b>Smoked Salmon</b>	Real smoked salmon and a hint of dill

# So Many Spreads

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<b>Ancho Lime Mayo</b>	Blend of ancho chile (mild, fruity flavor chile), lime juice and mayo
<b>Ancho Salsa</b>	Salsa blended with ancho chile (mild, fruity flavor chile) and lime
<b>Roasted Tomato Spread (Signature Sauce a.k.a “sig sauce”)</b>	Spicy mayonnaise spread with roasted tomatoes and chile garlic sauce
<b>Feta Spread</b>	Feta cheese, plain yogurt, sun-dried tomatoes, basil, and pine nuts
<b>Gorgonzola Mayo</b>	Mayo blended with Onion and Chive cream cheese, gorgonzola crumbles and black pepper
<b>Garlic Horseradish</b>	Spicy horseradish sauce with green onions
<b>Pesto</b>	An olive oil spread made with fresh basil and garlic
<b>Mayonnaise</b>	Double egg classic mayonnaise
<b>Spicy Mustard</b>	Brown, grainy, full flavored mustard
<b>Hummus</b>	Ground garbanzo beans, garlic, sesame oil
<b>Peanut Butter</b>	Smooth peanut butter
<b>Preserves/Jelly</b>	Strawberry or grape
<b>Butter</b>	Margarine and butter blend
<b>Honey</b>	100% clover honey

# So Many Sandwiches

Now that you know about the bagels, shmears, and spreads it's time to learn how to use them!

## Hot Breakfast Sandwiches

<b>Plain Omelette</b>	Plain bagel, egg, and cheddar cheese
<b>Omelette with Breakfast Meat</b>	Plain bagel, egg, ham, bacon or sausage, and cheddar cheese
<b>Spinach Tomato and Provolone</b>	Plain bagel, provolone, egg with spinach florentine, and tomato
<b>Steak and Egg</b>	Plain bagel, pepper jack cheese, egg, roast beef, chiles and mozzarella cheese
<b>Santa Fe</b>	Plain bagel, jalapeno cream cheese, pepper jack cheese, sausage, egg, and salsa

**BREAKFAST**

Omelet with Cheese	Omelet Bacon or Sausage	Omelet Ham and Swiss	Omelet Santa Fe	Lox and Bagel	Spinach, Tomato, Provolone
 Cheddar or Customer's Choice of Cheese  Toasted Bagel Bottom	 Cheddar or Customer's Choice of Cheese Customer's Choice of Breakfast Meat 1 Sausage (Microwaved 20 Sec) or 2 Strips Bacon or 1 Portion Ham  Toasted Bagel Bottom	 Swiss Cheese 1 Portion Ham  Toasted Bagel Bottom	 1 oz. Jalapeno Salsa Cream Cheese Pepper Jack   1 oz. Ancho Lime Salsa Toasted Bagel Bottom	2 Onion Rings  1 Tomato Slice  1 oz. Plain Cream Cheese 	 1 Slice Provolone  2 Tomato Slices  <b>Microwave 1:30</b> 1 Purple #40 Scoop Spinach Florentine Mix 

Steak & Egg Ranchero	Steak & Egg Ranchero
 Mozzarella Torn in Half  1 Portion Roast Beef  Pepper Jack Torn in Half  <b>Microwave 1:15</b> Liquid Egg	<b>Microwave 20</b>  <b>Microwave 15 Seconds Grill in Panini Press 1:45</b> Ciabatta Top  1 Black Scoop Green Chiles   Pepper Jack Torn in Half  <b>Microwave 1:15</b> Liquid Egg (Insert After Grilling)

For Restaurants with A Panini Press Only

# Hot Lunch Sandwiches.....

<b>Italian Chicken</b>	Ciabatta bread, provolone cheese, chicken breast, pesto, roasted red peppers, pepperoni, and mozzarella cheese
<b>Spicy Chicken</b>	Challah roll, gorgonzola mayo, lettuce, tomato, chicken breast, sambal, and onions
<b>Roasted Veggie</b>	Wheat bread, hummus, roasted vegetables, mozzarella cheese, Garden Veggie cream cheese and spinach leaves
<b>Cheese Steak</b>	Ciabatta, garlic horseradish, roast beef and caramelized onions

**LUNCH HOT SANDWICHES**

Toasted Cheese Steak	Toasted Italian Chicken	Hot Roasted Veggie Sandwich	Spicy Chicken Sandwich
<p>Toasted Ciabatta Top</p> <p>1 oz Roasted Garlic Horseradish Spread</p> <p>1 Slice Mozzarella</p> <p><b>Microwave :45</b></p> <p>2 Portions Roast Beef</p> <p>1 Black Scoop Caramelized Onions</p> <p>1 Egg Boat</p> <p>1 Slice Provolone Tom in Half</p> <p>1 oz Roasted Garlic Horseradish Spread</p> <p>Toasted Ciabatta Bottom</p>	<p>Toasted Ciabatta Top</p> <p>Mozzarella (Tom in Half)</p> <p><b>Microwave 1:00</b></p> <p>5 Slices Pepperoni</p> <p>4 Roasted Red Pepper Strips</p> <p>1 oz. Pesto</p> <p>1 Chicken Breast</p> <p>4-6 Raw Spinach Leaves</p> <p>1 Slice Provolone Tom in Half</p> <p>Toasted Ciabatta Bottom</p>	<p>Toasted Wheat Bread</p> <p>1 Purple Scoop Hummus</p> <p><b>Microwave :35</b></p> <p>1 Roasted Veggie Egg Boat</p> <p>4-6 Raw Spinach Leaves</p> <p>1/2 Purple Scoop Garden Veggie Cream Cheese</p> <p>Toasted Wheat Bread</p>	<p>Challah Roll Top</p> <p>1 Purple Scoop Gorgonzola Mayo</p> <p>3 Onion Rings</p> <p><b>Microwave :45</b></p> <p>1 Spicy Chicken Breast</p> <p>2 Tomato Slices</p> <p>1 Lettuce</p> <p>Challah Roll Bottom</p>
<p><b>Cheese Steak Panini</b></p> <p><b>Microwave 35 Seconds Grill in Panini Press 1:45</b></p> <p>Ciabatta Top</p> <p>3/4 oz Horseradish Sauce</p> <p>1 Slice Mozzarella Tom in Half</p> <p>2 Portions Roast Beef</p> <p>1 Black Scoop Caramelized Onions</p> <p>1 Slice Provolone Tom in Half</p> <p>3/4 oz Horseradish Sauce</p> <p>Ciabatta Bottom</p>	<p><b>Italian Chicken Panini</b></p> <p><b>Microwave 35 Seconds Grill in Panini Press 1:45</b></p> <p>Ciabatta Top</p> <p>3/4 oz. Pesto</p> <p>Mozzarella (Tom in Half)</p> <p>5 Slices Pepperoni</p> <p>4 Roasted Red Pepper Strips</p> <p>1 Chicken Breast</p> <p>5-6 Spinach Leaves</p> <p>1 Slice Provolone Tom in Half</p> <p>3/4 oz. Pesto</p> <p>Ciabatta Bottom</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>For Restaurants with A Panini Press Only</b></p>	

## Cold Sandwiches .....

<b>Tasty Turkey</b>	Asiago cheese bagel, Onion and Chive cream cheese, lettuce, tomato, cucumber, and turkey
<b>Club Mex</b>	Challah roll, ancho lime mayo, lettuce, tomato, turkey, bacon, pepper jack cheese and onions
<b>Veg Out</b>	Sesame seed bagel, Garden Veggie cream cheese, feta spread, lettuce, tomato, cucumbers and onions
<b>BLT</b>	Wheat bread, Roasted Tomato spread, lettuce, tomato, bacon and cheddar cheese
<b>Build Your Own Sandwich</b>	The guest picks what bagel, bread, cream cheese or spread, veggies and the meat they want. Build your owns should have lettuce and tomato, but check with the guest to see if they want these items
<b>Lox and Bagel</b>	Plain bagel, plain cream cheese, capers, tomato, smoked salmon, and onion
<b>Make it A Triple</b>	Three pieces of wheat bread, Roasted Tomato spread, lettuce, tomato, bacon, turkey and cheddar cheese

# LUNCH COLD SANDWICHES

Club Mex	Veg Out	Tasty Turkey	Einstein Bros. BLT Deluxe	Make it A Triple Decker Club
Challah Top	Sesame Bagel Top	Asiago Bagel Top	Toasted Wheat Bread	Toasted Wheat Bread
1 oz. Ancho Lime Mayo	1 oz. Feta Pine Nut Spread	1 oz. Onion Chive Cream Cheese	.75 ounces Roasted Tomato Spread	.75 oz. Roasted Tomato Spread
3 Onion Rings	2 oz. Sprouts	2 oz. Sprouts	Cheddar Cheese	1 Lunch Portion Meat
2 Bacon Strips	3-4 Onion Rings	1 Portion Turkey	3 Strips Bacon	1 Lettuce
1 Slice Pepper Jack Torn in Half	3 Cucumber Slices	3 Cucumber Slices	2 Tomato Slices	Toasted Wheat Bread
1 Portion Turkey	2 Tomato Slices	2 Tomato Slices	1 Lettuce	.75 oz. Roasted Tomato Spread
2 Tomato Slices	1 Lettuce	1 Lettuce	.75 ounces Roasted Tomato Spread	Cheddar Cheese
1 Lettuce	1 oz. Garden Veggie Cream Cheese	1 oz. Onion Chive Cream Cheese	Toasted Wheat Bread	3 Strips Bacon
1 oz. Ancho Lime Mayo	Sesame Bagel Bottom	Asiago Bagel Bottom		2 Tomato Slices
Challah Bottom				1 Lettuce
				.75 oz. Roasted Tomato Spread
				Toasted Wheat Bread

## Build Your Own

Guest's Choice of Bread					
Guest's Choice of Spread 3/4 oz.					
1 Slice Guest's Choice of Cheese					
1 Portion Guest's Choice of Meat					
2 Tomato Slices					
1 Lettuce					
Guest's Choice of Spread 3/4 oz.					
Guest's Choice of Bread					

 (1 Chicken Breast)  
  
 Warm at Guest's Request  
 Microwave 45 Seconds

© NWRGI Fall 2006 EBB License Job Aid (Revised 7.21.2006)

Building sandwiches is fairly easy. Doing it right is the tricky part. As you work the line, there are JOB AIDS, like the one above and on the previous pages, to help you remember what ingredients, the order and the amount of ingredient for each product. Sandwiches taste best if built exactly in the order shown on the job aids. This also ensures our guests are receiving the same quality product each time they visit. We build our sandwiches from the bottom up, so always start your build on the bottom of the bagel or piece of bread.

# Other Duties

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## Packaging

Packaging products correctly is also important. Remember these rules:

- Bagels and sweets go into a bagel sleeve and are wrapped in a piece of bakery tissue.
- Cinnamon twists are a long sweet and should be placed in the small bag.
- All sandwiches are cut in the middle and then wrapped. Hot sandwiches are wrapped in the foil paper and cold sandwiches are wrapped in the wax paper.
- Sandwiches also go into a bagel sleeve, if they can fit. If not put the sandwich into a small bag.
- Small bags and medium bags are used for packaging multiple bagels and/or sandwiches.
- Bagel dogs should be wrapped in the foil paper and placed in a small bag.
- When packaging a dozen bagels or the bucket of bagels deal use the bagel boxes. They can be found in a cabinet in the front of the house or in the dry store room.

## Other Things To Do

When not making sandwiches it is your job to make sure the front looks its best. During down time make sure to wipe counters, sweep floors, and keep bagels and coolers stocked. Also make sure to keep the temperature and line checks up to date.

We know it's a lot to remember, but the more you do it the better you'll be at it. In no time at all you won't need the build charts and you'll automatically grab the right bag and the front will be sparkling clean.

**We hope this information helps prepare you for your time at Einstein's. Hopefully, this knowledge will make your first day a lot less stressful. Welcome to Einstein Bros. Bagels, we know you'll do great!**

