

Desserts

Big Picture: Care for the Guest (Provide Fast and Accurate Service), **Care for the Business** (Care about Cost).

Core 4: Create Eye Contact, Share a smile, Speak with a Friendly Tone, and Always say “My Pleasure”

Core Values: We are Purpose Driven, Care for People and Partnerships, We Pursue Excellence, We are for our Product.

1. Give the team member an introduction to the desserts position by showing the flow of Drive Thru.
2. Show them where everything for making desserts is stored.
3. Show the team member how to make a shake (best to start out with vanilla) and show the process of making it. Once completed show the team member where we place the dessert. (Explain what we do for DT and FC desserts and how to tell which location the dessert is for).
4. Have the team member copy the process of making a vanilla shake imitating the process you just demonstrated (DIR). Sample out any extra desserts made throughout the day.
5. Start making desserts on the screen and have them imitate what you are making. (Ex: if you have a strawberry shake on screen, you will make one as well as they make an extra following behind you).
6. Continue following the DIR process as you get more and more desserts. Explain the process for every new dessert.
7. If the type of dessert does not show up on screen make it and sample it out to guests.
8. Everything extra that was made needs to be tracked and logged onto the JOLT Checklist.

How to prepare a Shake

1. Add two portions of flavoring into a small foam cup (vanilla will have no flavoring).
2. Dispense the shake base to the fill line.
3. Fill the cup with icedream on either the left or right side (alternating).
4. Place a clear dome lid onto the foam cup.
5. Spin the milkshake until fully mixed together.
6. Remove the cup while the spindle is still spinning and wipe off any spills.
7. Finish with whip cream and a cherry. (3rd party orders will have no toppings and replaced with a flat lid).

8. Serve to the correct area.

How to prepare a Frosted Beverage

1. Dispense the beverage flavoring into a clear cup to the red fill line. (Lemonade for frosted lemonades, 2 pumps of strawberry and lemonade for strawberry frosted lemonade, coffee base for frosted coffees).
2. Fill cup with icedream (alternate sides)
3. Place a clear dome for frosted beverages onto the cup.
4. Spin the frosted until fully mixed together.
5. Remove the cup and wipe off any spills. (3rd party orders will be replaced with a flat lid).
6. Serve to the correct area.

How to prepare an Icedream Cup

1. Grab an icedream cup.
2. Dispense icedream into a cup (about 2 ½ swirls also verify weight is within correct portioning).
3. Place toppings on if needed.
4. Secure a lid on the cup.
5. Serve to the correct area.

How to prepare an Icedream Cone

1. Grab a cone by the paper.
2. Dispense icedream into the cone (fill the base fully before creating 1.5 swirls and verify weight is within correct portioning).
3. Serve to the correct area.

How to prepare an Iced Coffee

1. Grab a clear 16oz cup.
2. Fill with ice to the brown fill line.
3. Fill with coffee base to the brown fill line.
4. Place 2 pumps of syrup into the cup.
5. Top off with 2% milk (Shake base for Mocha Cream Cold Brew).
6. Place a clear flat lid onto the cup.
7. Wipe off any spills on the cup.
8. Place in the correct spot.

How to replace the strawberry and peach dispenser

1. Twist the portion control 180 degrees and pull back.
2. Take out the strawberry tube (take it back to dishes if you have time)

3. Discard the used plastic bag.
4. Place the new tube into the dispenser (you may have to refill the tube if no extra has been prepared).
5. Push the control portion control rod to meet the strawberry tube.
6. Twist the portion control 180 degrees to lock it.

How to replace the Shake Base

1. Open the Shakebase door.
2. Place a small cup underneath the box you will replace.
3. Unscrew the valve door screw.
4. Take the empty shake base out.
5. Open the vents on the side of the new box.
6. Shake the box vigorously for 30 seconds.
7. Open the perforated area of the box.
8. Pull the nozzle out of the box.
9. Lift it up and replace the empty box to ensure the nozzle is straight down (do not twist the nozzle).
10. Screw shut the valve door screw.
11. Pull down on the silver bar and twist all the shake bases up the nozzle, once completed let go of the silver bar allowing the nozzle to be clear from any shake base. (This allows you to cut the nozzle when needed easily).
12. Cut the tube at a 45-degree angle.
13. Discard the trash (pull out the bag in the box and ensure bag is empty before discarding it)
14. Compact the box.

As you go through the Desserts process go over the 5 Steps to Mastery:

Speed (Guests)

1. Make Multiple desserts at the same time, and alternate sides of the machine.
2. The machine is within the correct “filled” threshold.
3. Portioning correctly the first time to reduce the time needed to fix.

Accuracy (Guests)

1. Reading screens correctly (Toppings needed/not needed and making the correct type of dessert).
2. Distributing the dessert to the right location (FC or DT).
3. Stickers are used to distinguish special drinks.

Guest Perception (Guests, Business)

1. Portioning (Shake Base, Toppings, Ice Cream)
2. Clean Cups
3. No Cross Contamination (Hands inside cups/lids and making sure to use utensils for cherries).
4. Do not make shakes early so that desserts can be fresh for guests.

Communication (Team)

1. Verbal Communication with window and drinks (when are shakes/cones/cups coming to the window so that desserts are fresh for guests).
2. Non-Verbal Communication (putting desserts in the correct location and using stickers to distinguish special drinks). *Go over the importance of Non-Verbal communication and how this can help us be more efficient.*

Multi-tasking (Team, Business)

1. Do multiple shakes at a time.
2. Help stock Drinks

Extra Tasks

Your first priority is desserts, but another key part is to assist drive drinks in any way possible.

1. Refill the icedream machine throughout the day especially when it beeps, signaling it is low. (If it gets extremely low and you ignore the flashing, it will freeze and make a screeching sound. When it gets this low, we have to put the machine on wash for 5 minutes to unfreeze the Icedream and then refreeze it for another 5 minutes. This takes one side out of use for at least 10 minutes.)
2. During rushes, help prepare lemonades for drive drinks.
3. Stock cups and lids for both desserts and drive drinks.
4. Refill teas for drive drinks and occasionally front drinks.
5. Stock ice for anyone, especially to drive drinks.
6. Stock the fridges underneath you.

Food Safety topics to go over:

1. Clean the spinners before and after peak times to ensure that they are cleaned every 4 hours.
Dirty surfaces can lead to bacteria growth, cross-contamination, and pest infestations, creating an unhealthy food preparation environment.
2. Chemicals are at the proper concentration.
Sanitizer concentration is important to kill harmful germs on all food contact surfaces and prevent them from growing and spreading throughout the Restaurant.
3. No bare-hand contact occurs with ready-to-eat foods.
Team Members can transfer disease-causing bacteria and viruses to food and each other when they do not engage in good health and hygiene practices.
4. Can not work if symptoms are present: Vomiting, diarrhea, jaundice, sore throat with fever.
Team Members can transfer disease-causing bacteria and viruses to food and each other when they do not engage in good health and hygiene practices.
5. Cold products must stay in refrigerated units when not being served.
Cold foods stay cold, under 40 degrees F and coolers/fridges are staying below 40 degrees F as well.

*It is essential that food safety is addressed, clarified, and quizzed on every training especially serving due to it being on their first day. Everything in orange explains why we follow these food safety practices. Go over the training binder as well as complete the JOLT Checklist. Once training is completed verify that the Team Member can execute the above and sign off on the JOLT checklist.

