

WELCOME!



CREATIVE FOODS CORPORATION
ONBOARDING ORIENTATION

Introduction



- Welcome to **Burger King – Home of the Whopper!**
- As we go through the orientation process today, we will be providing you with a lot of information all at once.
- The Burger King system operates over 12,000 restaurants worldwide, with approximately 90% of the restaurants being owned and operated by independent franchisees.
- You now work for one those independent franchisees, and we are called **‘CREATIVE FOODS CORPORATION’** – Family owned & operated business.
- We are going to tell you a little bit about us, go through our expectations and benefits, and give you a tour of the restaurant.
- Feel free to ask as many questions that come to mind and I will do my best to answer them.



Creative Foods Corporation

- Creative Foods Corporation is one of the largest Franchisees of BURGER KING®. In 1976 Joseph G. Della Monica founded Creative Foods Corporation, acquiring his first 5 restaurants in the Bronx.
- He was the brands biggest cheerleader. He was always thankful to be a part of this brand and hopeful for the future.
- His son Jay Della Monica and daughter Debbie Sena are very proud to carry on his legacy,
- Today we own 27 Burger King restaurants across the New York Metropolitan Area/Westchester and Nassau County and employ over 1000 people.
- We operate those restaurants with VP of Operation Kin Fu and 4 District Managers Augusto, Samy, Maria and Veruska are overseeing each area.
- We are committed to represent the very best of the Burger King® brand, proudly serving over 10 million customers last year.
- Our corporate headquarters is located at 200 Garden City Plaza, Garden City, New York.
- Our continued growth and future success depends on the individuals we hire. Our people are our most valuable resource.



Our Mission:

“To Love Our Guests
&
Help One Another”

Our Just Cause:

“We Develop People
&
Build Great Teams”

Our Vision:

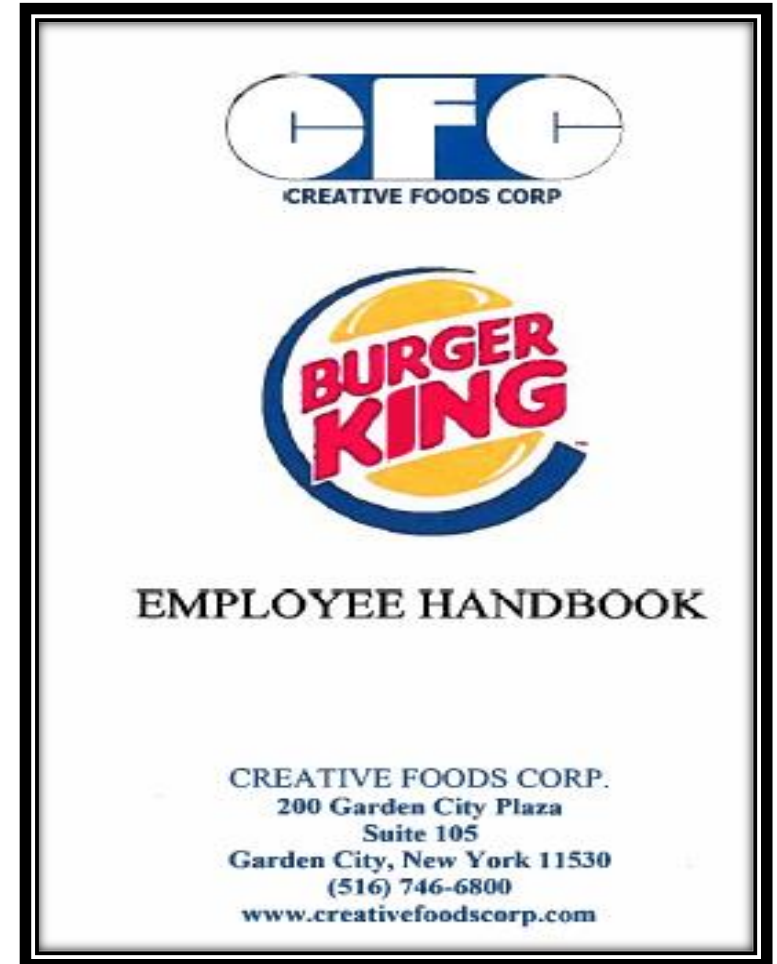
- “To Be The Employer Of Choice In Our Market, Creating Great Teams Who WOW Our Guests By Exceeding Their Expectations Every Day”

Tour The Store



CFC – Employee Handbook

- This is our employee handbook. The handbook is our blue print for operating our restaurants in a consistent manner.
- Every business has rules and policies in place that need to be adhered to for the safety and security of a proper work environment.
- We will now review and highlight portions of the handbook.
- We've provided you a **sign off sheet** on your acknowledge and acceptance of all items in the handbook, so please be sure you understand all items mentioned within.
- Reach out to your store manager if you have any question or concern about anything from the handbook.



POLICY

- Our Restaurants sees hundreds of guests per day. Although we only interact with them for a short time, we must remember that we give our best service. Our guests not only pay us for their food but they are also paying admission to watch us perform.
- It is important to conduct yourself in a professional and respectful manner, you will be working with a variety of people with different values yet we are expected to work together in a cooperative way.
- **CARE: C – Connect, A – Appreciate, R – Respect, E - Everyone**



- **Clock in/out Policy:**
 - Obtain permission from your manager that you can clock in or out at your scheduled time.
 - Clock in at the beginning of a work period when you are in your restaurant uniform and ready for work at your scheduled start time.
 - Clock out as soon as you have completed your work shift with your manager's confirmation, unless otherwise authorized to work longer.
 - **Fingerprints:** You can Clock In or Out using the fingerprint machine from the front counter.

POLICY

We must maintain a clean and sharp image - Some personal hygiene tips that we expect to be followed are:

- Hair must be kept away from the face. Long hair must be pulled back.
(Hair nets will be provided for long hair)
- Men's mustaches and side burn must be neatly trimmed. No beards or goatees are permitted.
- Watches or bracelets are not permitted. Only Plain wedding rings/bands are permitted.
- Significantly large or offensive tattoos must be covered by wearing long sleeve shirts and/or turtlenecks shirts.
- Overdone makeup is not acceptable, Colognes and perfumes should not be overbearing
- Nails must be clean, smooth, neatly trimmed no more than 1/4 inch over tip of finger.
- Good personal habits must be in place.

POLICY

- Cell phones are prohibited from being used by any associate when on duty in the restaurant.
- Limit side conversations not pertaining to BK operation
What you say in the kitchen can be heard by guests in the dining room we must put the needs of our guests first.
- When speaking to coworkers and guests – **Please, Thank You**, and eye contact are a must.
- Do not post confidential information, gossip, or harassing language on social networking sites such as but not limited to Facebook, Snapchat, Instagram or Twitter.
- Do not post photos taken on restaurant property or of anyone in uniform



FOOD SAFETY

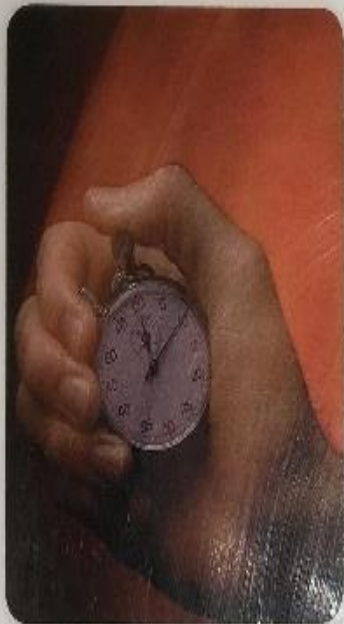
- Food safety is utmost importance to our business and we take it very seriously.
- Hand washing is the foundation for all that we do, and you will be expected to adhere to the hand washing guideline that are outlined in our restaurant tour.
- We have handed out a sheet that has detailed information about our 12 Food Safety critical. Please have a look, we will discuss about it and let us know if you have any question.



HAND WASH SYSTEM/PROCEDURE

When

Every 60 min.



OR



When touching raw and ready-to-eat foods



After eating, drinking or smoking



After using restroom



After touching body parts, scratching, sneezing or coughing



After handling trash



After cleaning or picking up objects from the floor

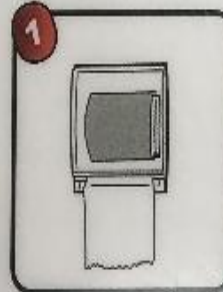


After handling soiled utensils or equipment



When touching any non food contact surface or changing station

How



1 Ensure paper towel is dispensed



2 Use hot water (water temperature 100°F / 38°C, or country code standards)



3 Hands and arms are lathered for 20 seconds (or longer, if required by your local health authorities) with approved hand soap



4 Rinse hands



5 Dry hands with dispensed paper towel



6 Apply approved hand sanitizer

TRAINING AND COACHING



TRAINING

- Now onto Training, we believe that our people are our greatest asset. Having a well trained team is essential to running a successful restaurant, and it takes everyone working at it everyday to make a difference.
- There are nine total stations that you can potentially be certified in. You will be trained for first two weeks by a experienced team member, Assistant Manager and Team Leader will always be there for you to help you and train you the best way.
- We believe training is a 2 way street in which we provide the tools to learn but you have to learn, and learn it the right way. Ask your manager if you have any question or concern about any task.
- Its everyone's responsibility to keep increasing their knowledge beyond these 9 stations. The more you learn, the more valuable you become.



TRAINING



- Some of the learning tools you'll be introduced are:
 - **BK Link**
 - **Performance Scorecards**
- BK LINK is our restaurant's "hub" for all BURGER KING® training, communication & OPS standards information.
- You will be watching 2 Modules each day, starting with BK Welcome Video/ Food Safety/ 12 Critical & goes on as your manager advise.
- Manager will check up on you if you're understanding and learning each and every module properly.
- This along with many other tools are here to help you to be successful.
- You will be very familiar with BK LINK as you go through your training process.



SCHEDULING



- Hours are based on your availability and your performance level – the more you can do, the more invaluable you become to us.
- One of the greatest benefits we can provide you with is the flexibility of your schedule. You are able to work with your supervisor to create a schedule that is beneficial to you and the restaurant Explain Request off process.
- Predictable and reliable attendance is a must.
- Breaks are usually 45 mins and its provided based on hours worked and at the discretion of management.
- There are no smoke breaks and all breaks are unpaid. Absolutely no smoking for any employees on Burger King property in uniform at any time.



SCHEDULING

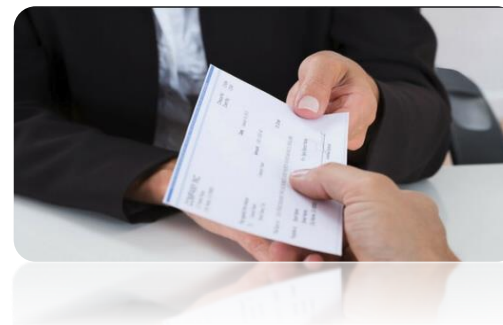


- **What to do when you are sick:**

- If you are sick and need to call out, do so at least 4 hours before your shift is to start.
- We provide Vacation Days (for all the stores) and Sick Days & Premium Pay (when there is a change on the schedule) for NY City Stores. See the Employee Handbook & Speak to your manager for detailed information.

- **Pay Periods:**

- Payroll is issued bi-weekly. Pay periods begin on Friday and end fourteen (14) days later on Thursday. Employees are paid the following week on Thursday (7 days following the pay end date).
- Checks are delivered at the store and best time to pick up the check is after 2:00pm.



BK UNIFORMS

- We must be dressed in complete uniform upon arrival.
- The expectation of the uniform is just that... it is uniform. A properly worn uniform gives our guests a positive perception of how we run our restaurant.
- One vital part of the uniform that must be worn everyday is smile. We're in the people business and making them feel special starts with a smile.
- You will be provided with approved Uniform: Shirt, hat, apron (when applicable) & name tag.
- Slip resistant Black shoes & black pants, Black belts are required and must be purchased no later than the first pay date.
- You can find specifics on our appearance standards in the handbook.



MEAL POLICY & BENEFITS

- All associates are eligible to receive a 50% discount on one meal for themselves per shift.
- Meal may include: One Sandwich or Salad, One side order, One 16 oz fountain beverage or coffee/tea.
- You may eat this meal at one of three times: 1/2 hour before your scheduled shift, 1/2 hour after your scheduled shift or on your break. (Only on working day)
- Only a manager can ring up an employee meal (from Front Counter Register only)
- A team member is not permitted to make or assemble their discounted meal.
- The discount may not be used for anyone other than the immediate employee.
- Taking waste or discarded product is strictly prohibited.
- Integrity – It is everyone's responsibility to ensure that these guidelines are followed.



SENSE OF URGENCY



- We are in the world of convenience. A place where 2/3 of our business comes through the drive thru.
- In order to keep guests coming back, we must deliver on being fast without suffering food quality or friendliness.
- A sense of urgency is vital to our success. Whether 1 guest comes in or 15 guests – every guest is served as quickly as possible.
- You'll learn exactly what to do to serve each guest the right way as you go through your training.

NOW
LATER

**WORK WITH A
SENSE OF URGENCY.**

Work as quickly and productively as possible, but never sacrifice quality or safety. Don't put off till tomorrow what can be completed today. Deal with it now. Act decisively. Hustle. Get stuff done.

CONTACT INFO



- Your feedback is very important to us. Please feel free to contact us if you have any thoughts, suggestions, questions or concerns...

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THANK YOU
for your
ATTENTION!

Any questions?

