KITCHEN MINDER™

Self-Study Guidebook

Advanced Level -
for Above Restaurant Leaders

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Advanced KITCHEN MINDER™ Self – Study Guide

Advanced KITCHEN MINDER™ Operations

Icons – The icons below will be used throughout this Guide

Information	Tip	Click on	Your computer	Your keyboard

Advanced KITCHEN MINDER™ Operations Self-Study Guide Overview

o The Advanced KITCHEN MINDER™ Operations Self-Study Guide is designed for use by Above Restaurant Leaders. The Guide contains step-by-step procedures and information that, in conjunction with Team Member, Introductory and Intermediate KITCHEN MINDER™ Training, will assist the Leader in driving proper KITCHEN MINDER™ Procedures with the goal of improved Guest Satisfaction.

o This Guide contains information about customizing the KITCHEN MINDER™ Settings to support Speed of Service goals and help manage waste. The Guide also shows how to access QES Online™ to view district data and individual restaurant results. There is also information on how to build an effective coaching plan by analyzing and prioritizing the data using the tools available, such as the MUM Coaching Tool and the MUM Coaching Guide.

o Additionally, this Guide shows where to find help with the KITCHEN MINDER™ System equipment programming and QES™ Data. The KITCHEN MINDER™ Equipment Emphasis Guide (EEG) is an outstanding tool for all users of the KITCHEN MINDER™ System. It contains several components to assist the Management Team in taking advantage of all the system has to offer and provides direction in solving common problems.

Daypart 3

Mastering the use of Daypart 3 will enable the restaurant to minimize waste and produce better quality products during slower business periods. Daypart 3 usage should have MUM approval with regard to which items are cook to order and at what times Daypart 3 may be used. Daypart 3 enables the Manager to cook some products as they are ordered to minimize the amount of waste that occurs with infrequently sold products. Daypart 3 may be selected by the Manager when the ½ hourly sales are much less than the rest of the day. The proper use of Daypart 3 will build Team Member trust in the KITCHEN MINDER™ System because the KITCHEN MINDER™ will not be asking the Team Member to cook products that may be wasted due to the low sales volume.

Times to consider using Daypart 3:

o After the dinner period when Guest traffic is sporadic
o During the snack daypart, when ½ hourly sales drop below a specified amount
o At the end of Daypart 1 until the beginning of peak lunch
  o Some Managers who use Daypart 3 for the first 45 minutes of lunch have seen a reduction in unnecessary waste, particularly on the specialty board items. Using Daypart 3 at this time allows cook to order on those items that are being wasted before 11 a.m. Involving Team Members in selecting which products should be held at all times and which products should be cooked to order will help the MUM to make the best decision. The following factors should also be considered:

Product Cook Time – Is the product cook time longer than the Speed of Service standard?

Product Hold Time – Products with short holding times can negatively impact waste during slow periods.

Product Cost – Carefully weigh the cost of potential waste against a negative Speed of Service (SOS) impact.

Each restaurant will need to be evaluated separately based on its product mix trends. Review the product mix reports from Thursday (average day) and a slow day of the week. Highlight the highest sold PHU items noting each product's cook time, hold time, and cost. Next, pull product mix reports at 8 p.m. and then at the end of the day to see what the restaurant is truly selling between 8 p.m. and the end of day. If a product has high sales and/or a long cook time, it is not advisable to cook it to order. If a product has very low sales during the period, and the cook time is short, it may be a good selection for cook to order. This could be a trial and error process in the beginning. Waste must be monitored closely each day. Repeat the process above as needed until the correct products have been identified for cook to order.

The following products are not recommended for cook to order:

o WHOPPER® patties

o Burger patties

o Steakhouse patties

o TENDERCRISP® patties

o Original Chicken patties

Each restaurant needs will vary based on volume and product mix, so adjust accordingly.

> *The decision to cook products to order must be made with guidance from a MUM and/or Franchisee.*

Setting Up Daypart 3 in the PC MINDER™ Program

For a product to be displayed on the KITCHEN MINDER™ Screen, it must be programmed into one of the connected, numbered PHUs on the Program PHU tab of the PC MINDER™ Software (see KITCHEN MINDER™ EEG, page 12 – Product Location Test, to identify and number PHUs). There are three dayparts in the PC MINDER™ Software. Breakfast products are programmed on Daypart 1. All regular menu items held in a PHU or timed by a FLEXI-TIMER™ are programmed on Daypart 2 and must be programmed into the PHUs on the Program PHU tab of the PC MINDER™ Software. All regular menu items that are not cook to order are programmed on Daypart 3.

Be sure Daypart 2 is displayed by clicking on the "Day Part" button until Daypart 2 is displayed. Once all lunch products are programmed into Daypart 2, complete the following steps.

On the Program PHU tab:

STEP 1: Click the "Day Part" button to view Daypart 2 - review PHU pan assignments on Daypart 2 for accuracy

STEP 2: Select "Tools" from the top menu

STEP 3: Select "Copy DP2 configuration to DP3"

These steps will copy the product on Daypart 2 into the same locations on the Daypart 3 page.
Daypart 3 is set up in PC MINDER™ Software shown on page 4, section G of the KITCHEN MINDER™ Equipment Emphasis Guide (EEG).

Note: When programming PHUs, assign specialty products that will be cook to order to the same PHU on the specialty board. When changing to Daypart 3, this PHU may be now empty, allowing the power to be shut off to the unit.

You can toggle between Dayparts 2 & 3 more than once per day. Use Daypart 3 with care, and only after reviewing sales projections.

You can toggle between Dayparts 2 & 3 more than once per day. Use Daypart 3 with care, and only after reviewing sales projections.

To display a product on the KITCHEN MINDER™, it must first be programmed into the PHUs. Products cooked to order must be removed from the PHU display on Daypart 3 by clicking on the product and changing it to "none."

STEP 4: Use the "Day Part" button and stop on Daypart 3

STEP 5: Select the product(s) the KITCHEN MINDER™ should not forecast and change to "none"

STEP 6: Once all changes have been made, send the changes to the KITCHEN MINDER™ by clicking the "Send Forecast" button on the Send To KITCHEN MINDER™ tab

IMPORTANT! – Products held in the PHU will LOSE their current hold time when moving between dayparts ONLY if they move to different pans on the new daypart. Therefore, you should make every effort to keep products in the same location whenever possible on all dayparts. Remember a two pan rotation MUST BE maintained ON ALL DAYPARTS!

Daypart 3 is activated manually by the Manager on duty. Press the "Daypart" button on the KITCHEN MINDER™. Use the "Arrow" buttons to toggle the number displayed on the screen between Dayparts 1, 2 or 3. Press the "Daypart" button again to finalize the change.

This message is displayed each time you toggle between Dayparts 2 & 3

> > Manual DP Change > >02:03 PM

Change to Daypart 3!
Press Daypart Key
All timers will reset
Except pans with same
products

L 2   1/2 hr $ 109 +000 DP2 Cancel

Once Daypart 3 is implemented, follow-up on every visit to see how the restaurant Team is performing. Waste and potential errors should gradually be reduced over time. It may be necessary to make adjustments to the cook to order product list. In most cases, you should allow approximately 30 days to monitor the results. Make adjustments to the Daypart 3 settings as needed, after determining the impact on waste and Speed of Service.

Following up on the Max per Pan settings within the PC MINDER™ is critical. Instructions on customizing this setting on a restaurant-by-restaurant basis was introduced in the Intermediate Level Training on page 35. The following is a brief review on this important topic.

The KITCHEN MINDER™ System does not monitor how many patties are currently held in a PHU pan at any given time. It calculates what is needed and whether a PHU pan assigned for a product is in use or not, by monitoring PHU timer bars. Therefore, when only one pan or less is needed, the KITCHEN MINDER™ will not advise the Team Member to cook more product until they use the last item in a PHU pan and select the timer bar light. If this situation occurs frequently for any product, the best approach depends upon whether the product is one that is sold frequently (such as WHOPPER® patties), or one that is sold infrequently (such as TENDERGRILL® fillets, fish, etc.).

Let's review the second situation first, products sold infrequently during all dayparts.

Assume that a restaurant sells few BK BIG FISH® Sandwiches and as a result runs out of the product before the KITCHEN MINDER™ instructs the Team to cook more. This is typically an issue during lunch rush, creating Speed Of Service issues.

Currently, fish patties are configured with a Max per Pan setting of 6. During lunch, this restaurant would not hold more than 3 at a time. By reducing the Max per Pan setting to 2, the KITCHEN MINDER™ will instruct the Team to cook 2 fish, and cook 1 fish if it needs three. Therefore, if one pan is emptied, another is available as a back up. Cook more to replace the ones sold as instructed. If the Max per Pan is set at 6, the KITCHEN MINDER™

> The Max per Pan feature allows the operator to reduce the maximum number of pieces in a pan, thereby forcing the KITCHEN MINDER™ to cook less, more often. This should be used most often on infrequently sold specialty and breakfast products.

> To determine a starting point for the Max per Pan number, take the maximum number of patties of any product needed during a typical peak ½ hour period, and divide by the number of pans currently programmed for holding. If the number is greater than the Max per Pan OPS standard, you should not lower it. If it is lower than the OPS standard, this should be your starting point.

BEFORE ADJUSTMENTS ARE MADE, ASK:

Are you 100% comfortable that the restaurant Team Members are using the timer bars correctly?

If Team Members are not turning the timer bar lights on and off when required, there may be empty pans that the KITCHEN MINDER™ calculates as full.

What is the hold time and cook time of the product?

If a product has a very short cook time, no adjustments may be needed since product can be cooked quickly even if it is out. If a product has a very long cook time, the opposite is true, (biscuits are a great example). With a Max per Pan setting of 18, and 6 or 8 biscuits are needed every 30 minutes, the pan will always run out before KITCHEN MINDER™ instructs you to cook more. If the Max per Pan is set to 4, the KITCHEN MINDER™ will instruct to "Cook 4 Biscuits" and "Cook 4 Biscuits" if 8 are needed. The restaurant will maintain 2 pans of 4, and have a back up pan while the others are cooking!

Finally, how much PHU capacity do you have?

If the Max per Pan number is reduced, an additional pan of the product can be programmed so the product doesn't run out before expiration. For example, three pans of 1 or 2 TENDERCRISP® fillets during peak periods could be better than 2 pans of 3. For products with a very long cook time, 2 PHU pans may not be enough – by assigning another PHU pan, you may address any issues that are being experienced.

It's important to use extra pans ONLY if they are not needed by other products during peak periods.

File   Forecast   Settings   Tools   Help

Manager's Schedule | Product Mix | Half Hour Sales | Product Settings | Program PHU | Send To Kitchen Minder

Product Mix

What Do I Do Now

Day Part 2

MINDER NAME	PATTIES/$	MAX/PAN	MIN/PAN	HOLD TIME	COOK TIME	PANS PGMED	PEAK PANS	START IN DP1	BUDDY
ChkFry	45	24	6	60	4	2	2		
WHPR	36	9	0	45	3	2	3		
Burger	93	12	0	60	3	2	7		
OChkn	7	6	0	60	4	5	2		
Fish	3	6	0	30	5	3	2		
TCrisp	4	3	0	30	6	4	2		
LTOTS	29	24	6	120	3	2	2		
Chili	0	0	0	0	0	0	0		
STKBRG	8	6	0	60	6	2	2		
Mac&Ch	2	3	0	120	1	0	2		
XT	0	6	0	60	6	0	2		
	0	0	0	0	0	0	0		
	0	0	0	0	0	0	0		
	0	0	0	0	0	0	0		
Tender	66	24	4	30	3	6	2		
Fish	3	0	0	0	0	0	0		
SpcyCC	5	8	0	30	3	2	2		
	0	0	0	0	0	0	0		
	0	0	0	0	0	0	0		
	0	0	0	0	0	0	0		
	0	0	0	0	0	0	0		
TGrill	2	8	0	60	6	0	2		
	0	0	0	0	0	0	0		
	0	0	0	0	0	0	0		

To change the Max per Pan setting for any product, determine what the new Max per Pan amount should be for the product and then complete the following steps:

STEP 1: Open PC MINDER™ Software

STEP 2: Select the Product Settings tab

STEP 3: Click in the cell in the "MAX/PAN" column next to the product

STEP 4: Enter the new Max per Pan number

STEP 6: Send the changes to the KITCHEN MINDER™

In the two sample KITCHEN MINDER™ Displays below, the screen on the left shows TENDERCRISP® with a Max per Pan setting of 3. On the right, the Max per Pan setting has been reduced to 2. This reduced setting forces a second pan when calling for more than 2 items.

>Product Status: COOK >01:25 PM

✓ 03 TCrisp

✓ L 3   1/2 hr$ 143 +000 DP2 Bud Off

>Product Status: COOK >01:25 PM

✓ 02 TCrisp
> Cook 01 TCrisp
Cook
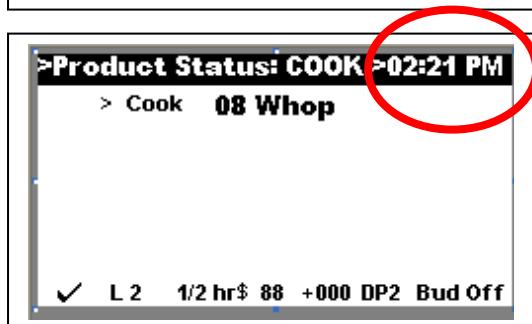
✓ L 3   1/2 hr$ 143 +000 DP2 Bud Off

Troubleshooting

The more you know about the KITCHEN MINDER™ System and can resolve issues, the less time you or your Restaurant Manager will have to spend on a call with ICC attempting to fix a problem. You should spend the time necessary to familiarize yourself with the training tools and troubleshooting materials that are available. This way, your Managers will begin to look at you as an expert. You can then begin to share this information with them as they become more confident in their KITCHEN MINDER™ Knowledge and skills.
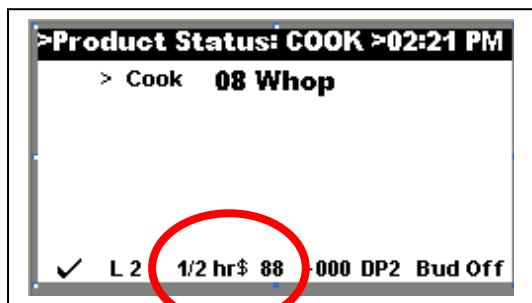
5 Minute Check

The 5 Minute Check is a tool to help determine the status and accuracy of the KITCHEN MINDER™ System. This check should be completed when entering the kitchen for the first time each day.


>Product Status: COOK >02:21 PM
> Cook   08 Whop

✓   L 2   1/2 hr$ 88   +000 DP2 Bud Off
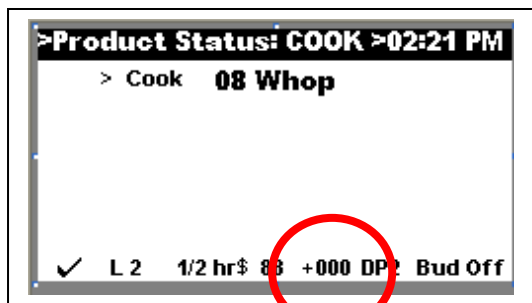
A. Is the time correct?

If no, select "Menu" button, scroll using "Arrow" keys to highlight "Set Time". Press "Select" key. Use "Arrow" keys to change values, "Select" to move to next setting. Use "Set Time" function key when finished


>Product Status: COOK >02:21 PM
> Cook   08 Whop

✓   L 2   1/2 hr$ 88   +000 DP2 Bud Off
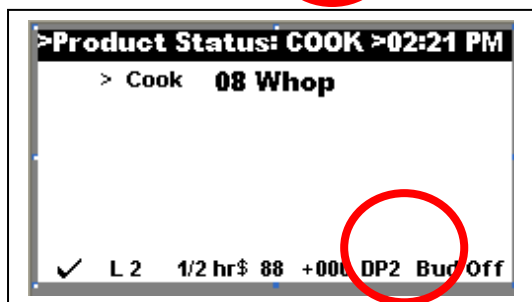
B. Are sales projections accurate?

Compare current ½ hour sales on display vs. sales in Command Station. Check Forecast in use by selecting "Menu" button, then view date on screen

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>Product Status: COOK >02:21 PM
> Cook   08 Whop

✓   L 2   1/2 hr$ 88   +000 DP2 Bud Off

C. Is the Sales Level increase/decrease correct?

Manager must explain anything other than 000. To correct, select "Sales Level" key, use "Arrow" keys to increase/decrease by 5% increments, then "Select" key to lock in changes

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>Product Status: COOK >02:21 PM
> Cook   08 Whop

✓   L 2   1/2 hr$ 88   +000 DP2 Bud Off

D. Is the Daypart setting correct?

Use "Daypart" key to change this setting

5 Minute Check (continued)

### Check the following on the Back of House Computer

Open the PC MINDER™ Software

A. Are the product settings correct?
Select the "Product Settings" tab. Use the "Day Part" button to view all products. Ensure product holding times and max per pan settings do not exceed Ops standards, min per pan settings are only used for "finger foods", and cook times follow Ops standards rounded to the next whole minute. *

B. Are PHUs programmed properly?
Select the "Program PHU" tab. Use the "Day Part" button to view all three day parts. Ensure a minimum of two pans per product is in use, and that Day Part 3 is programmed for all products except those that are "cooked to order".
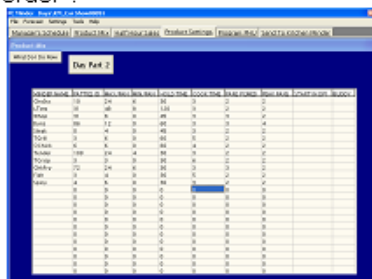
U.S. Product Settings

Product	Max Per Pan	Hold Time	Cook Time
Whopper	9 (8*)	45	3
Burger	12	60	3
XT	6	60	6
Orig Chick	6	60	4
Fish	6	30	5
Tender Grill	8	60	6
Spicy Chick	8	30	3
Tender Crisp	3 (4**)	30	6
Tenders	24	30	3
Chsy Tots	48	120	3
Sausage	12	60	2
Ftoast (PHU)	6	30	2
Frz Bisc	18 (4***)	60 (30***)	16
Scrtch Bisc	12 (4***)	60 (30***)	16
Eggs	12	45	7

* Duke Broiler   **Prince Castle PHUs   ***If held in PHU

NOTE FOR NIECO MPB94 USERS - For the proper cook time setting for this broiler, determine the time needed to cook a full pan of product (using the "Max Per Pan" number in use) while cooking in Position 1, and divide by 2. Example, Whopper patties cook time for a full pan (9) while in Position 1 on the broiler is 8 minutes, enter 4 minutes as the cook time.

Many issues that occur with the KITCHEN MINDER™ System can be quickly corrected by checking a few key items. Before calling for technical support, check the following items:

Cables – Ensure all cables going to/from the KITCHEN MINDER™ and PHUs have clean and undamaged connectors on each end. Verify all flat gray PHU cables have NOT been purchased locally. Telephone cables **WILL NOT** allow the equipment to function properly.
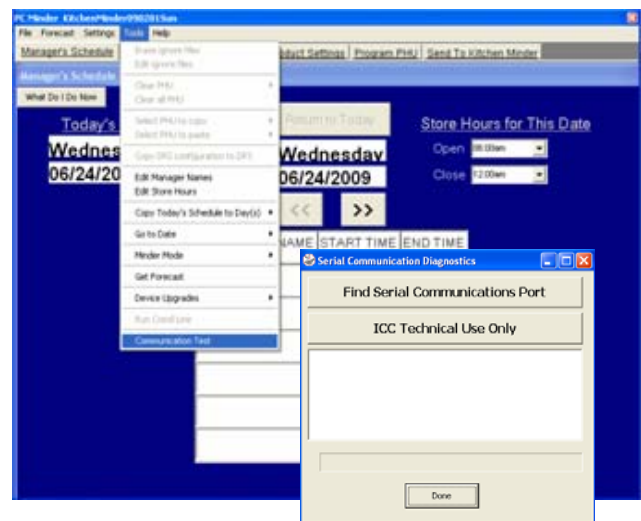
Ports - Inspect the cable ports on the KITCHEN MINDER™, PHUs and the back of house computer. Be sure ports are clean and free of any grease or foreign materials.

**Settings –** Verify all PC MINDER™ Software and KITCHEN MINDER™ Settings are configured properly.
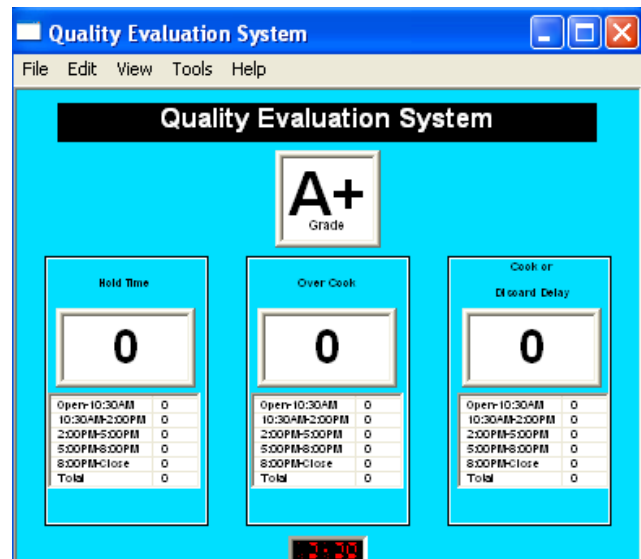
Back of House Computer Check

PC MINDER™ Software - If the forecast cannot be sent to the KITCHEN MINDER™ or the QES™ is not communicating with the KITCHEN MINDER™, run a communications test to re-establish communication port (com port) setting:
- o Select "Tools" from the menu
- o Select "Communication Test". The "Serial Communications Diagnostics" window will open
- o Click "Find Serial Communications Port". This action will configure the com port setting for both PC MINDER™ and QES™ Software programs.

QES™ - If the error data for the current day is not displayed when opening the QES™ Software, check the com port setting. The com port is controlled by PC MINDER™ Software. See the steps above to check communication.

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Every Manager should know where to go to find additional help with the KITCHEN MINDER™ System. The KITCHEN MINDER™ System is a required piece of equipment, and it must be in working order at all times. The KITCHEN MINDER™ EQUIPMENT EMPHASIS GUIDE is designed to provide critical troubleshooting information for the System. *Please have your EEG for reference while reviewing this section of the Guide.*

The KITCHEN MINDER™ Equipment Emphasis Guide (EEG)

Available on OPS Connect, the EEG is an outstanding tool for all users of the KITCHEN MINDER™ System. It contains several components that assist the Management Team in taking advantage of all the system has to offer, and provides direction in solving common issues. There are four main components of the EEG:

Check It – This section outlines key areas to review to ensure the system is being used to its fullest potential. RGMs, Senior Assistants and MUMs should become familiar with the content and review these items on a regular basis.

Change It – Here you will find instructions on programming information and other changes that may be needed from time to time. Topics such as changing store hours, Manager names, adjusting product settings and adding new products are covered in detail.
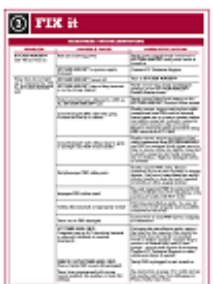
Fix It - A detailed troubleshooting guide for the KITCHEN MINDER™ and both the PC MINDER™ and QES™ Software is presented here. This section should be reviewed thoroughly prior to contacting ICC or other support functions.

Contacts - A complete KITCHEN MINDER™ System contact list is provided. It is important that the MUM be aware of all issues that result in a phone call to one of these contacts. In this way, the MUM will continue to learn from any issues and will be better prepared to quickly resolve them in the future!

ICC Technical Support
877-ICC-8788
(Or local ICC Representative in International Markets)
Mon – Fri 8:00 A.M. – 8:00 P.M. EST

Here's an example of how the KITCHEN MINDER™ Equipment Emphasis Guide (EEG) might be used:

- o   The problem is that the MAKIN' THE GRADE™ Sign is not functioning properly
- o   Turn to Page 7 of the EEG in the "Fix it" section
- o   The most common problems, possible causes, and corrective actions to take are listed

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
MAKIN' THE GRADE™ sign not working	Cat5 cable loose or damaged	Gently remove, inspect and replace cat5 cable connectors from KITCHEN MINDER™ and sign. Ensure cable connectors are clean, tightly connected and verify connector clip not broken. Replace damaged cable or clean as needed
	Cat5 cable improperly connected	Verify cat5 cable connected to com 4 port on KITCHEN MINDER™ and to the Minder port on sign. (Restaurants with MANAGER'S ASSISTANT™ and/or MINDER BUDDY™ – verify sign cable connected to com 4 port on the MANAGER'S ASSISTANT™ or MINDER BUDDY™)
	Cables loose, damaged or not connected properly	Review all preceding troubleshooting steps to verify condition and connections of all cables and ports

PC MINDER™ TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Store hours not correctly displayed on Manager's Schedule tab	Default settings for store hours incorrect	Review store hour settings for accuracy, send changes to KITCHEN MINDER™ (Manager's Schedule tab, "Tools"/ "Edit Store Hours")
Incorrect language displayed when using PC MINDER™	Language settings incorrect	Choose proper language setting (Manager's Schedule tab, "Settings" /

QES™ TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
No Charts in QES™, or no data for restaurant on QES™ Online	KITCHEN MINDER™ turned off at night	Ensure KITCHEN MINDER™ is not turned off at night. Check power supply to verify it is not interrupted at close
	BOH computer turned off at night	Leave BOH computer on overnight
	Communication setting in QES™ software incorrect	Open QES™ software, select "Edit" / "End-of-Day Task". Select "Broadband" or "Dial Up" button depending upon restaurant configuration. If Dial Up number is needed for non-broadband restaurants, contact ICC Technical Support

There is also a section on Troubleshooting PC MINDER™ Software on pages 8, 9 & 10. The troubleshooting section for the QUALITY EVALUATION SYSTEM™ software is found on page 10. Both of these sections also include the "Possible Cause" and "Corrective Action" sections for resolving any potential issues.

The final pages of the EEG, 12 through 17, contain some very useful, but infrequently needed information, such as:

- KITCHEN MINDER™ Product Location Test
- Programming the Prince Castle timer bars for use with the KITCHEN MINDER™ System
- Programming all types of PHUs
- MPB 94, Energy Management Feature activation steps
- *Whopper Bar* ™ PHU programming

- o The QUALITY EVALUATION SYSTEM™ is a key component of the KITCHEN MINDER™ System. It provides the Restaurant Management Team with the ability to monitor Team Member execution of food quality procedures every minute of every business day.
- o This information and more is available to Above-Restaurant leaders through QES Online™. By using QES Online™ on a regular basis, the MUMs/Franchisee are able to assist their RGMs in developing meaningful action plans to improve food quality and Guest Satisfaction.

QES Online™ uses an additional color/rating system that is not seen on restaurant-level QES™ Reports:
EXCELLENT RATING = A & B GRADES
AT STANDARD = C GRADES
BELOW STANDARD = D & F GRADES

- o The QUALITY EVALUATION SYSTEM™ (QES Online™) database can be found on the ICC website (www.goicc.com).
- o To gain access, one or more restaurants must submit QES™ Data on a nightly basis to ICC. This should occur following normal installation of the KITCHEN MINDER™ System.
- o The franchisee/MUM must contact ICC to set up the user information for QES Online™ at 877-ICC-8788 (or local ICC representative in International markets.)
- o Be prepared to provide ICC with all "above restaurant" users' full names, email addresses, and the restaurant numbers each user should be able to view.
- o Management alignment can be customized to meet individual franchise group needs.

To Access QES Online™ for the **first time**:

STEP 1: Type in
 www.goicc.com
on an internet browser
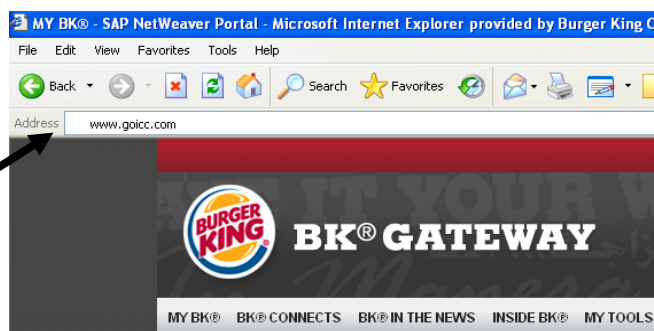
STEP 2: Once the ICC website opens, click the "QES™ Login" button as shown

STEP 3: Enter user name in the "Username" field. Enter the temporary password in the "Password" field. Click the "Login" button

STEP 4: The "User Preferences" page opens

Enter your **new** password.

There are additional options available on the User Preferences screen:

Initial Set-up - Select your preference on how the QES™ Data appears

STEP 5: Selecting "No" excludes breakfast data when viewing total day/week/month data. Breakfast data can artificially inflate overall results for restaurants with average-to-lower volume breakfast sales. It is recommended that "No" be used since typically only two to three products are kept in the PHU at breakfast

STEP 6: "Business Week Starts On" – Select the *day* your week begins in your organization so the QES™ Reports will align with other business reports

STEP 7: Language – Choose desired *language*

STEP 8: Receive Email Reports – ICC will automatically send top-line reports for your area of responsibility based on the *frequency* you select for the "Average by Restaurant" report. Most choose weekly. After this selection click "*Submit*"

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After logging in, the district overview page is displayed.

Across the bottom of the header is ICC company information as well as the QES™ Login button.

Menu Options

Main Page – Returns users to the main page, login will be required to return

User Preferences – Returns to the settings/preferences page to change any settings such as password, mailings

Once you navigate away from your district page, a new link appears - Back to District to return you to your district page

Show Breakfast – Will show breakfast grades/results for individual restaurants. Currently viewed results can be shown with or without Daypart 1 included in totals

Show Detail - Detailed error information for currently viewed restaurant(s)

Weekly email – View most recent data sent to your email account
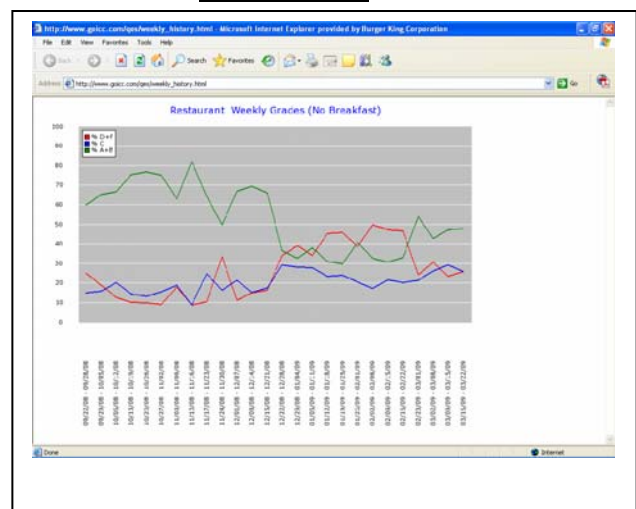
Daily Grade Graph – Provides a daily or weekly graph for the currently viewed restaurant(s) that can be saved, printed or sent to an email account (see photos below)

Weekly Grade Graph - Provides a daily or weekly graph for the currently viewed restaurant(s) that can be saved, printed or sent to an email account (see photos below)

<u>Daily Graph</u>
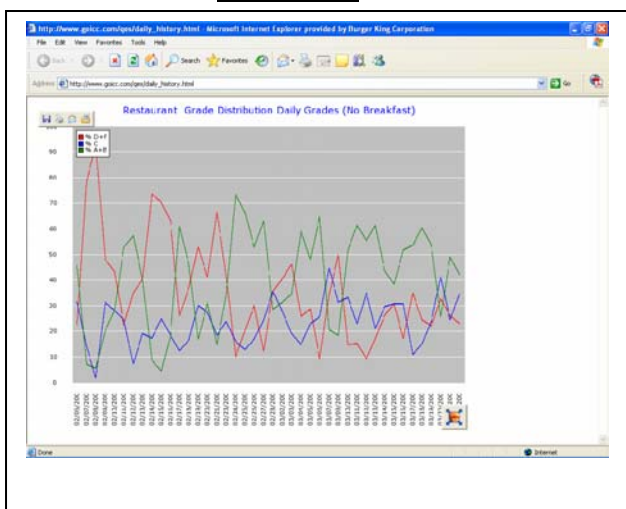
<u>Weekly Graph</u>

There are three reports on your district page. Each of the three reports is explained below.

Day Box - Choose span of days to review (1-31 days)

"View in Excel" – Export and customize chart data (available for all QES Online™ reports)

Date Box – Choose end date of span chosen (previous 6 months to most recent period)

Drill-down Feature – Clicking any underlined item in QES Online™ provides more detailed data for item chosen

Report 1 - Average by Restaurant - The combined area average displayed at bottom of report

By Restaurant – displayed vertically

By Area/Group – displayed horizontally

Report 2 - Daily Average % of Time by Restaurant - Shows the previous 7 days results individually and combined for the week

Report 3 - Weekly Average % of Time by Restaurant

Shows both individual restaurants and area/group results for the previous 6 months by week and can be helpful in analyzing performance trends over time. Restaurant results are displayed vertically, area/group results are displayed horizontally (same as report #2)

QES Online™

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7 day — Average by BK

06/30/2009 - 07/06/2009

Average by BK — % of Time

D: BK	Below Standard	At Standard	Excellence
H: H	52.9	21.3	25.8
B: B	38	19.4	42.6
W: W	36.8	28.3	34.9
O: O	26.6	10.7	62.7
K: K	10.9	10.9	78.2
R: R	7.4	7.4	85.2
P:	5.7	5.7	88.7
Average	32.6	15.7	51.7

Daily Average % of Time by BK
Bel Std, At Std., At Exc.

Day	H	B	W	O	K	R	P	Below Standard	At Standard	At Excellence
07/06/2009	57.4	-	-	3.8	-	-	-	30.8	15	54.2
07/05/2009	67.9	-	-	100	-	-	-	84.1	8.4	7.5
07/04/2009	27.8	-	-	7.7	-	-	-	17.9	26.4	55.7
07/03/2009	35.2	-	-	20.8	-	-	-	28	18.7	53.3
07/02/2009			-	3.7	-	-	-	15.7		
07/01/2009	100	40.7	34	22.6	-	14.8	3.8	35.9	10.3	53.8
06/30/2009					10.9	5.6	7.5	24.8		39.4

Weekly Average % of Time by BK
Bel Std, At Std., At Exc.

Week of	H	B	W	O	K	R	P	Below Standard	At Standard	At Excellence
06/29/2009	52	40.3	38.3	17.7	10.9	12.4	10.6	28.7	15.8	55.6
06/22/2009	28.3	50.8	34.5	26.2	2.8	4.1	20.8	23.7	13.3	62.9
06/15/2009	55.5	70	50.4	24.9	2.1	6.4	13.7	28.7	12.9	58.4
06/08/2009	43.7	53.4	41.5	20.8	7.2	1.3	5.7	28.6	14.9	56.5
06/01/2009	40.7	15.5	49.5	15.1	3.5	14.1	4.7	20.6	16.4	63
05/25/2009	42.9	29.3	70.1	9	1.6	7.5	7.5	22.5	13.2	64.3
05/18/2009	37	23.9	47.7	12.1	1.9	11.9	4.9	19.2	16.7	64.1
05/11/2009	34.5	37.9	14	7.2	0.8	16	6.9	17.3	14.4	68.3
05/04/2009	50.3	27.3	56.6	23.1	16.3	24.3	3.8	28.6	15.6	55.8
04/27/2009	69.2	35.7	79.8	26.2	31.4	27.9	4.9	41.3	13.6	45.1
04/20/2009	26.3	29.6	43.4	7.4	8	6.2	2.4	17.2	14.8	67.9
04/13/2009	40.6	31.1	37.5	24.5	38.7	24.1	11.1	34.6	25	40.4

Clicking on an underlined restaurant in the initial view will open a new display for the chosen restaurant

A series of reports are now displayed for the chosen restaurant. The date displayed is shown in the drop-down box and can be changed to any date in the previous six months

Color coding is used to rate periods

EXCELLENT - Only A or B for all 15 minute periods

STANDARD – At least one 15 minute period with C rating, no D or F 15 minute periods

BELOW STANDARD – At least one 15 minute period with a D or F

Forecast Selected – This field displays the time of day that the restaurant sent the sales/product mix forecast from the Back of House (BOH) computer to the KITCHEN MINDER™. This should be performed at least 15 minutes before opening the restaurant

There is no penalty for performing this function more than once per day
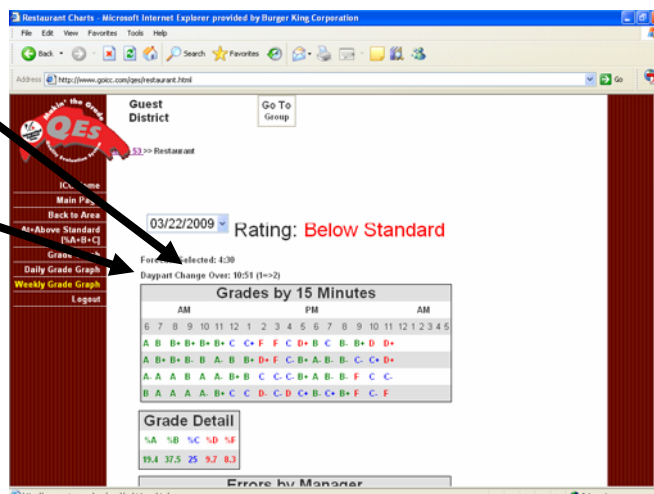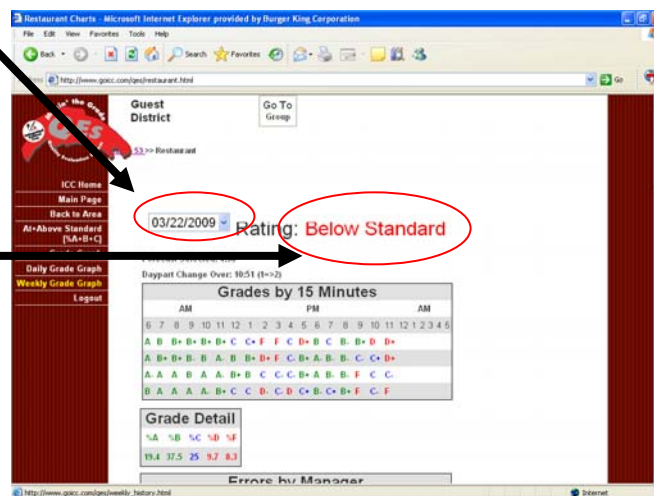
Daypart Change Over – This field displays all day part changes that were made on the KITCHEN MINDER™ System, as well as the time they occurred. *These two items should be closely monitored by the above Restaurant Leader to ensure the restaurant is properly using the KITCHEN MINDER ™ System*

By scrolling down the "Restaurant Level Report by Date" screen, the following reports can be viewed:

Grades by 15 minutes

Displays each 15 minute grade for the hour vertically below each hour for the day listed

The 15 minute grade periods are averaged to determine the restaurant's overall grade for the day

20

Grade Detail

Displays percentage of 15 minute periods during the day the restaurant was at each grade level

Grade Detail				
%A	%B	%C	%D	%F
19.4	37.5	25	9.7	8.3

Errors by Manager

Displays detailed information for each Manager's shift for the date viewed, as well as a total grade for each shift

💡 Clicking on the Manager's name (shown here as "Manager 1" and "Manager 2") will open a detailed report for the chosen Manager's shifts for the past 6 months. Clicking on the underlined date will open the detailed restaurant report for the date chosen.

This is an excellent source of information when planning a KITCHEN MINDER™ coaching session.

Errors by Manager							
Start Time	End Time	Manager	Hold Time	Over Cook	Delays	Total	Grade
6:00am	4:00pm	Manager 1	34	20	41	95	B
4:00pm	12:00am	Manager 2	31	12	86	129	C

Manager History							
Date	Start Time	End Time	Hold Time	Over Cook	Delay	Total	Grade
03/25/2009	6:00am	4:00pm	18	8	45	71	B+
03/20/2009	6:00am	4:00pm	30	18	56	104	B
03/19/2009	6:00am	4:00pm	16	17	65	98	B
03/18/2009	6:00am	4:00pm	23	13	41	77	B+
03/13/2009	6:00am	4:00pm	19	18	36	73	B+
03/12/2009	6:00am	4:00pm	18	27	35	80	B+

Errors by Daypart

Displays number of errors by type, as well as grade for each daypart. Total for the day is displayed at the bottom of the report

ℹ️ Note that dayparts in this view do not coincide with the dayparts used in PC MINDER™ Software.

Errors by Daypart					
Daypart	Hold Time	Over Cook	Delay	Total	Grade
6:00am - 10:30am	1	6	16	23	A
10:30am - 2:00pm	3	11	19	33	B+
2:00pm - 5:00pm	1	3	8	12	A
5:00pm - 8:00pm	0	40	11	51	B
8:00pm - Close	1	20	225	246	F
Total	6	80	279	365	

Product

Displays number of errors by type and combined for each product. Breakfast products are shown in Daypart 1, regular menu products are shown in Daypart 2 and Daypart 3

💡 Another indicator as to whether the late night Manager is using Daypart 3 is the Errors by Product – Daypart 3. If there are no errors listed, DP 3 is probably not being used.

Errors by Product, Daypart 1				
Product	Hold Time	Over Cook	Delays	Total
Saus	0	2	2	4
Bisc	0	0	0	0
Bk Egg	0	3	0	3
CHSTOT	0	1	1	2
BCHKN	1	0	3	4
SHOTS	0	0	8	8
Mushm	0	0	0	0
Total	1	6	14	21

Errors by Product, Daypart 2				
Product	Hold Time	Over Cook	Delays	Total
Wbgr	1	8	24	33
Fish	0	0	15	15
Cgrill	1	23	5	29
Tcrisp	0	0	13	13
CHKFRY	0	2	43	45
CHSTOT	0	0	12	12
Tender	0	2	28	30
SPCHKN	0	0	11	11
Steak	2	12		

Errors by Product, Daypart 3				
Product	Hold Time	Over Cook	Delays	Total
Wbgr	0	0	0	0
Fish	0	0	0	0
Cgrill	0	0	0	0
Tcrisp	0	0	0	0
CHKFRY	0	0	0	0
CHSTOT	0	0	0	0
Tender	0	0	0	0
SPCHKN	0	0	0	0
Steak	0	0	0	0

Daily Error Totals

Displays detailed information for the chosen restaurant by date, for up to the previous 6 months. This report is very helpful in analyzing performance trends over time

Daily Error Totals							
Day	Hold Time	Over Cook	Delays	Total	Below Standard	At Standard	Excellence
03/25/2009	33	31	122	186	11.3	19.7	69
03/24/2009	62	13	168	243	19.7	35.2	45.1
03/23/2009	68	19	169	256	31	22.5	46.5
03/22/2009	65	32	127	224	16.9	25.4	57.7
03/21/2009	1	0	42	43	2.7	0	97.3
03/20/2009	4	0	3	7	0	1.3	98.7
03/19/2009	66	34	129	229	16.9	18.3	64.8

Effective Coaching

Why Coaching Sessions?
- o When completed properly, coaching sessions can bring about positive change in the restaurant's performance and increased manager confidence, as knowledge and ability to execute against the BURGER KING® standards of cooking, holding and discarding products improve.

What is the MUM accountability?
- o In order to effect lasting change and continued improvement of KITCHEN MINDER™ Operations, the MUM must not only be an expert on the KITCHEN MINDER™ and the QES™, they must:
  - o Be able to effectively coach managers
  - o Use the 4 Steps of Effective Coaching (introduced below) to plan and deliver an effective KITCHEN MINDER™ Coaching Session

What is the Coaching Session frequency?
- o It is recommended coaching sessions are done 45 days after Intermediate Level Training and quarterly thereafter to monitor performance

4 Steps of Effective Coaching

1) **Analyze…**Data via QES™ and QES Online™

2) **Analyze…**Opportunities via in-restaurant observation

3) **Evaluate and Prioritize…**Key Findings from steps 1 and 2

4) **Coach…**for improved Guest Satisfaction

KITCHEN MINDER™ Coaching Process Overview

---

2 weeks prior

- Schedule date and time with the Restaurant Manager
    - Must be additional Manager coverage to run shift

- Plan 2½ hours for restaurant visit

1 - 2 days prior – approximately 1 hour in MUM office

- Analyze QES Online™ Restaurant data *(Analyze Data, QES™ – Coaching Step 1)*

- Utilize Data Collection Worksheet (Appendix) to organize data

Day of visit - 2½ Hours

- Review Command Station sales forecast and Manager awareness of projected sales

- Complete the KITCHEN MINDER™ 5 Minute Check

- Use the KITCHEN MINDER™ MUM Coaching Tool – Restaurant Manager Accountabilities *(Analyze Data, In-Restaurant Observations – Coaching Step 2)*

    - PC MINDER™ – 15 minutes
    - KITCHEN MINDER™ – 60 minutes
    - QUALITY EVALUATION SYSTEM™ – 30 minutes

- KITCHEN MINDER™ System – MUM Coaching Planner – 15 minutes *(Evaluate & Prioritize – Coaching Step 3)*

- Coaching session with Restaurant Manager - 30 minutes *(Coaching for Improved Guest Satisfaction – Coaching Step 4)*

The following sections show the steps to analyze restaurant and individual performance by using the data available on QES Online™ and in-restaurant observations using the *KITCHEN MINDER™ MUM Coaching Tool.* Using the Data Collection Worksheet, prioritize opportunities to coach using the *KITCHEN MINDER™ System – MUM Coaching Planner*.
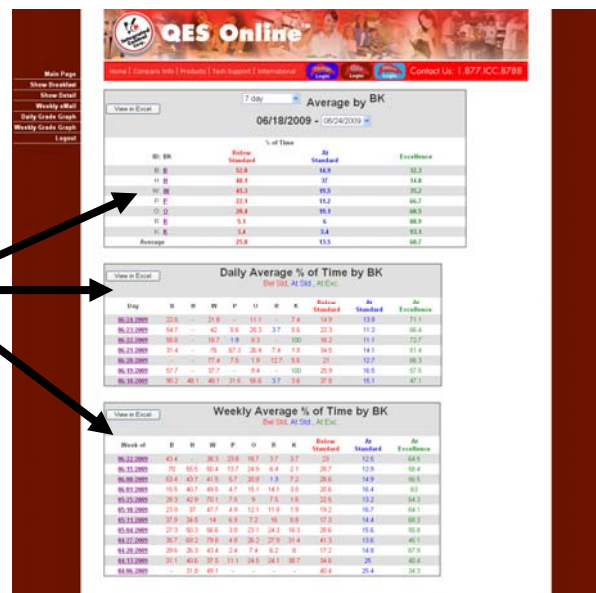
STEP 1: Analyze QES Online™ Data

Use the worksheet located in the Appendix to record the information you gathered from these reports.

The restaurants are ranked according to their "Below Standard" scores with lowest scoring at the top.

A) To begin the analysis, look at the 3 reports on the Main page of the QES Online™ Report. Compare the performance of the restaurants against each other and against the average. Click on the drop down box at the top of the page to change the report length from 1 day to 31 days as well as the week, month and year to date reports.

Remember, the information can be exported to Excel to create your own reports.

B) To access one restaurant's information, click on the restaurant number, which is underlined.

Note: Restaurant numbers have been changed to letters for this report to mask the restaurant's identity.

		% of Time	
ID: BK	Below Standard	At Standard	Excellence
B: B	52.8	14.9	32.3
H: H	48.1	37	14.8
W: W	45.3	19.5	35.2
P: P	22.1	11.2	66.7
O: O	20.4	19.1	60.5
R: R	5.1	6	88.9
K: K	3.4	3.4	93.1
Average	25.8	13.5	60.7

7 day — Average by BK — 06/18/2009 - 06/24/2009

06/23/2009 ▾ Rating: Below Standard

Forecast Selected: 06:03
Daypart Change Over: 10:18 (1=>2)

Grades by 15 Minutes

	AM								PM										AM			
6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5

A- A A A- B A A+ A B- A+ A- B- A A+ A A+ A- B+ A
A+ A B+ C A A A A- A+ A+ A- B+ A A A A+ A B+ A
A+ A+ A- B+ A A A+ A A A+ A A- A A+ A A+ B+ A
A+ A+ A- A A A+ B+ A B B A+ A A A+ A A- A D

Grade Detail

%A	%B	%C	%D	%F
80.6	16.7	1.4	1.4	0

Errors by Manager

Start Time	End Time	Manager	Hold Time	Over Cook	Delays	Total	Grade
06:00	16:00	Manager 1	10	13	11	34	A
16:00	00:00	Manager 2	9	13	8	30	A

Errors by Daypart

Daypart	Hold Time	Over Cook	Delay	Total	Grade
6:00am - 10:30am	2	7	10	19	A
10:30am - 2:00pm	5	2	1	8	A
2:00pm - 5:00pm	4	4	2	10	A
5:00pm - 8:00pm	2	1	3	6	A
8:00pm - Close	6	12	3	21	A-
Total	19	26	19	64	

C) Begin analysis by making notes on the worksheet.

In this example, notice is that the restaurant was rated "Below Standard" because they had one "D" during one 15-minute period.

Next, notice that the restaurant did not send the forecast until 6:03 A.M. Sending the forecast to the KITCHEN MINDER™ System after the restaurant opens or after scheduled changeover will result in an "F" grade until the forecast is sent.

Also, notice that this restaurant did not use Daypart 3. If Daypart 3 had been used, there would be a record stating the change time and the time the restaurant changed to the right of the current information.

Make notes of the Grade Detail.

In the "Errors by Manager" report, make note of the types of errors and when they occurred. Zero errors is not the goal. Proper names of the Manager should always be listed. If not, the term "Day Manager" or "Night Manager" could be programmed instead of names. This could also indicate that forecasts are loaded directly from the KITCHEN MINDER™, which is only an emergency procedure. Manager's names are used to properly diagnose Manager Performance.

The "Errors by Daypart" report displays the errors committed by type and by the daypart in which they occurred. This report can help identify an opportunity during a specific daypart or throughout all dayparts. The report can be used in conjunction with the "Errors by Product" report to gain more information. As an example, look at the "Errors by Product" report and notice there are 9 Hold Time Errors on specialty products. Now view the "Errors by Daypart" report and notice that 5 of the 9 Hold Time Errors happened during the 10:30 a. m. to 2:00 p.m. time period.

Errors by Product, Daypart 1

Product	Hold Time	Over Cook	Delays	Total
Bisc	1	1	1	3
Saus	1	2	0	3
Bk Egg	0	2	0	2
CHSTOT	0	2	9	11
Burger	0	0	0	0
Cgrill	0	0	0	0
Or Chk	0	0	0	0
Tcrisp	0	0	0	0
Tender	0	0	0	0
Mac&Ch	0	0	0	0
Fish	0	0	0	0
Whpr	0	0	0	0
Burger	0	0	0	0
Tcrisp	0	0	0	0
Tender	0	0	0	0
Whpr	0	0	0	0
CHKFRY	0	0	0	0
FTst	0	0	0	0
Mushrm	0	0	0	0
Cgrill	0	0	0	0
XT pty	0	0	0	0
Total	2	7	10	19

Errors by Product, Daypart 2

Product	Hold Time	Over Cook	Delays	Total
Burger	1	4	0	5
Or Chk	0	1	0	1
Tender	2	1	1	4
Whpr	0	4	0	4
Tcrisp	2	2	0	4
Fish	3	1	0	4
Cgrill	0	1	0	1
CHSTOT	2	2	0	4
SPCHKN	0	1	0	1
CHKFRY	0	0	0	0
Veggie	0	0	0	0
Veggie	0	0	0	0
Bshots	4	1	4	9
Mac&Ch	0	0	0	0
XTpty	3	1	4	8
Steak	0	0	0	0
XT pty	0	0	0	0
Mushrm	0	0	0	0
Total	17	19	9	45

Errors by Product, Daypart 3

Product	Hold Time	Over Cook	Delays	Total
Burger	0	0	0	0
Or Chk	0	0	0	0
Tender	0	0	0	0
Whpr	0	0	0	0
Tcrisp	0	0	0	0
Fish	0	0	0	0
Cgrill	0	0	0	0
CHSTOT	0	0	0	0
SPCHKN	0	0	0	0
CHKFRY	0	0	0	0
Veggie	0	0	0	0
Veggie	0	0	0	0
Bshots	0	0	0	0
Mac&Ch	0	0	0	0
XTpty	0	0	0	0
Steak	0	0	0	0
XT pty	0	0	0	0
Mushrm	0	0	0	0
Total	0	0	0	0

Once analyzing the data on this sheet is complete, select additional days and complete the same analysis. Trends may be spotted. Use the worksheet to keep organized. Place worksheet, QES™ data sheets, along with blank MUM Coaching Tool and MUM Coaching Planner in a file folder. You are now ready to visit restaurant in a couple of days.

On the day of the restaurant visit, the Restaurant Manager should join while an assistant runs the shift as planned 2 weeks prior. Start by reviewing the Command Station sales forecast and Manager awareness of projected sales. Complete the KITCHEN MINDER™ 5-Minute Check. Be sure to record observations on the worksheet with your QES™ Online analysis.

Next, complete the KITCHEN MINDER™ MUM Coaching Tool with the Restaurant Manager. Make observations together and use this opportunity to check the knowledge of the Manager. It will take a little over 1½ hours to complete the review of PC MINDER™ Program, the KITCHEN MINDER™ System and QUALITY EVALUATION SYSTEM™.

Now, transfer your "No's" (Opportunities) on the MUM Coaching Tool to the right-hand column of the Data Collection Worksheet.

Ask the Restaurant Manager to open QES™ and print the sheets from the same day already analyzed so he/she will be able to view the data. Then check to ensure he/she knows how to analyze restaurant data.

STEP 3: Evaluate and Prioritize

Use the data collected from QES Online™, the items marked "No" from the MUM Coaching Tool, your observations (all on the completed Worksheet) and list the opportunities in Action 1 on the MUM Coaching Planner. Identify the items, if corrected, would have the biggest positive impact on product quality and overall Guest satisfaction.

This section should be completed when the coaching session is scheduled.

Kitchen Minder™ System - MUM Coaching Planner

Coach (MUM)_____   Date of Coaching Session_____

Coaching Topic_____   Time_____

Individual_____   Location_____

Coaching Session

① Purpose - What is the Opportunity
(provide supporting information / reports)(Attach copies)

List no more than 3 prioritized opportunities from the data collection worksheet. Attach documentation.

② What are the expected outcomes
(Ask for help in correcting the opportunity)

List the expected outcome of each opportunity when corrected.

③ What is causing this to happen

What could be the cause – equipment, training or maybe leadership? Is the manager following correct procedures?

④ What are some possible solutions to correct this opportunity

List all the possible solutions here.

⑤ What specific action will be taken by:
Mgr.

In this area, you both agree on what each of you will do to correct the opportunity. As the MUM, your role may be to follow-up and provide feedback.

⑥ Agreed upon follow-up date(s)

It is always good to have check dates for progress and redirection if necessary.

Discussion Notes
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Follow-up Notes
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Outcome
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STEP 4: Coaching for Improved KITCHEN MINDER™ Operations

Actions 1 & 2 on the KITCHEN MINDER™ System – MUM Coaching Planner are part of the Evaluate and Prioritize step.

Steps 3 through 6 are completed as part of the Coaching Session. Once the opportunities are listed, go step by step asking questions of the Restaurant Manager and getting his/her commitment to correct the opportunity.

Commit to providing support for the Manager based on the activities involved. The Restaurant Manager may choose to re-train the Assistant Manager using the Intermediate KITCHEN MINDER™ Training Guide. The supporting role may be to visit the restaurant and follow-up on progress.

Use these boxes to record the session notes and to follow-up. Keep everything in one place to aid organization.

Once the Restaurant Manager has corrected the opportunities, recognize the accomplishment and review the original plan to see if there are other opportunities that could be addressed. If there are, create a new coaching planner, or begin the entire process over again.

Appendix

MUM Coaching Tool

KITCHEN MINDER™ Data Collection Worksheet

MUM Coaching Planner