

ANSWER KEY TO PARTICIPANT WORKBOOK

Welcome to KITCHEN MINDER™ Training

You are about to learn all about the KITCHEN MINDER™ System and how it can help you in your Restaurant. If you are completing this workbook with a leader, follow the provided instructions.

If you are completing the workbook on your own, you will need to use the following resources:

- KITCHEN MINDER™ CD/DVD
- KITCHEN MINDER™ **WorkRight** Guide
- KITCHEN MINDER™ System

This workbook is a companion to your training program and is intended to be used in tandem with the resources listed above.

Why Should I Use KITCHEN MINDER™?

No guessing
how much
to cook

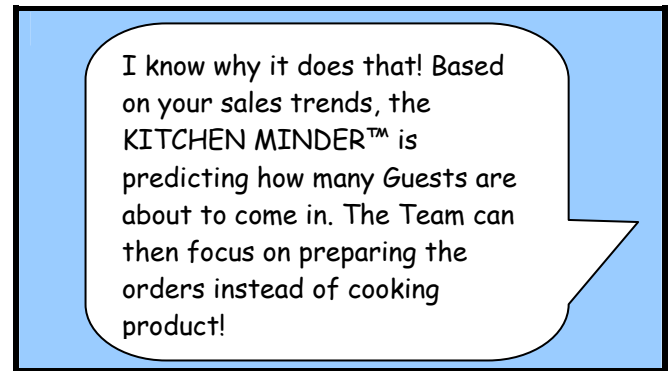
It's like a calculator
It does the math for you

Monitors PHU
behaviors to improve
Team Member performance

Helps reduce waste
by using dayparts.

It's a
Production
Coordinator
Robot

Allows for sales
adjustments
and product mix



The KITCHEN MINDER™ System replaces the Kitchen Production Schedule for all products held in a PHU.

TRUE

FALSE

What are the functions of the KITCHEN MINDER™ System?

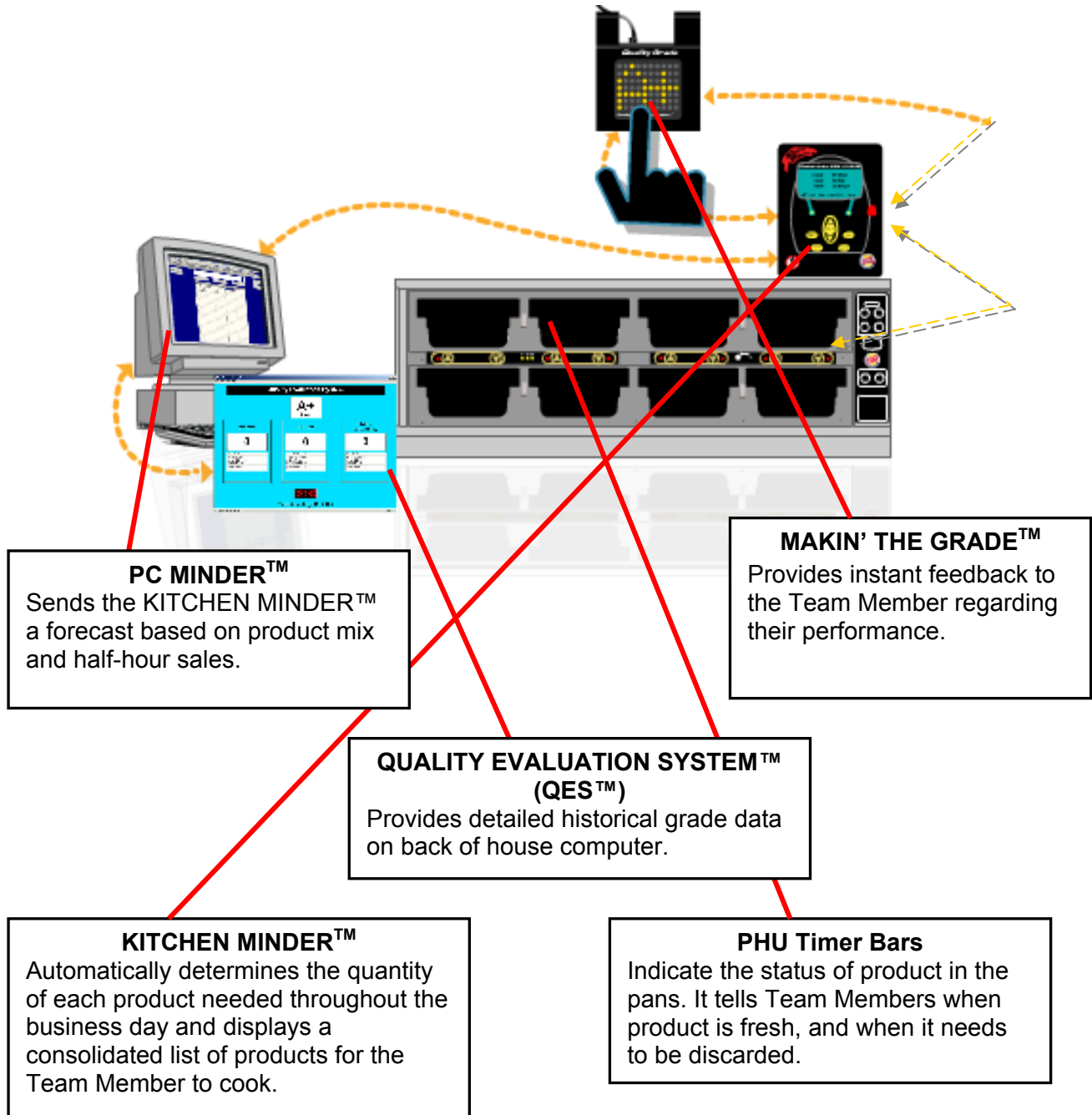
- *Instructs Team when to cook and discard*
- *Allows Manager to adjust product projections accurately in real-time*
- *Measures and grades Team execution of cook/hold/discard procedures*
- *Provides detailed information to assist in improving performance*

KEY POINT

It is critical that you trust the KITCHEN MINDER™ System as you would a calculator. Cook the product level that it indicates, and your Team will follow your lead.

Components of the System

Take a look at the image below. Draw a line connecting each component to the box below with its name and description.



Why is it essential that Team Members understand, and correctly use the PHU timer bar lights prior to utilizing the KITCHEN MINDER™ System?

- **The timer bars communicate to the KITCHEN MINDER™ unit.**

PC MINDER™ Opening Manager Accountabilities

Why is it critical to perform the Opening Manager tasks in the PC MINDER™ Program?

- ***In order for the KITCHEN MINDER™ to predict accurate data, a well thought out forecast must be selected every day. If we put “bad data in”, we will get “bad data out.”***

You should complete the opening PC MINDER™ Tasks **(at least 15)** minutes before opening.

What should you do if you did not complete the opening tasks before the restaurant opened?

- ***Complete the tasks as soon as you remember and send the information to the KITCHEN MINDER™.***

You must change from Daypart 1 to Daypart 2 **prior to / before** scheduled changeover time

Where do you go on your back of house (BOH) computer's desktop to open PC MINDER™ Program?

- ***Look for the PC MINDER™ Icon on the screen – OR –***
- ***Click on the “Start” button, then select “Programs/KITCHEN MINDER™/ PC MINDER™”, and click on the PC MINDER™ Icon***

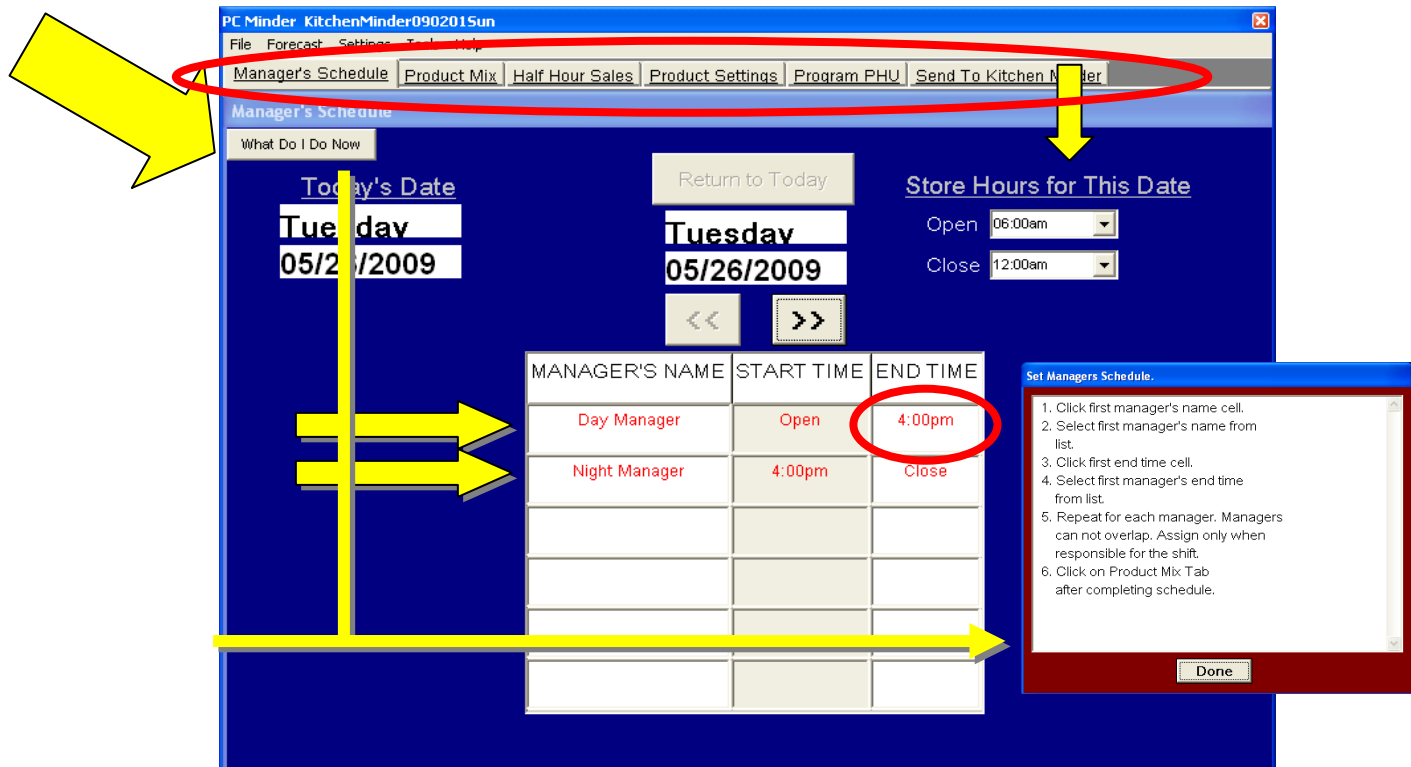
The opening tasks for PC MINDER™ includes:

STEP 1: Create **Manager** Schedule

STEP 2: Select Appropriate **Forecast**

STEP 3: Send Data to **KITCHEN MINDER™**

STEP 1: Create Manager's Schedule



What do you need to know in order to create the Manager's Schedule?

- **Whoever is working and has shift responsibilities throughout the day**

Put the following in order to create the Manager's schedule:

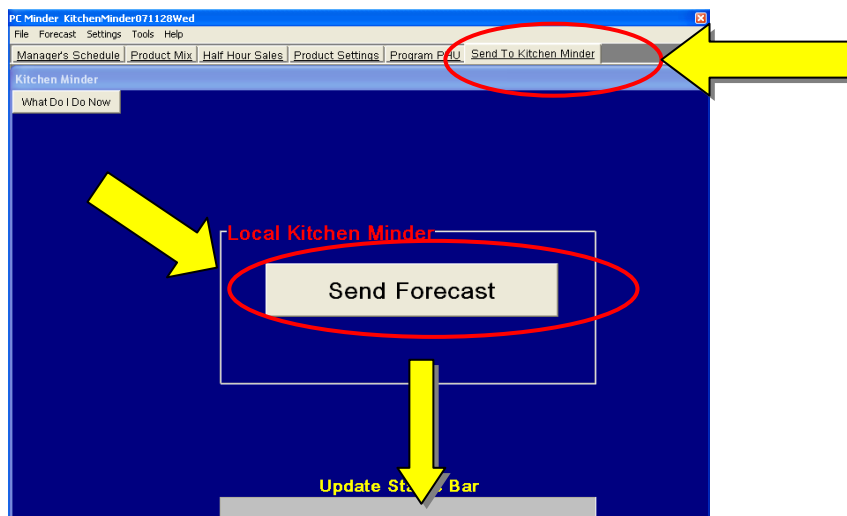
- 1** Open the PC MINDER™ program on the computer.
- 2** In the "Manager's Name" column, select your name from drop down list.
- 3** Select your shift ending time by clicking on the "End Time" box.
- 4** Assign ALL Managers who have shift responsibility for the day.

KEY POINT

Only one Manager can be assigned to a shift at any time. If there is an overlap, you will need to identify WHO IS RESPONSIBLE FOR THE SHIFT and enter his/her name and shift end time. Why does the System force this?

What if you do not see all of the Manager's' names listed in the drop down?

- **Inform your Restaurant Manager when he/she arrives. This is to ensure accountability and for tracking in the QES™ system.**

STEP 3: Send Data to KITCHEN MINDER™

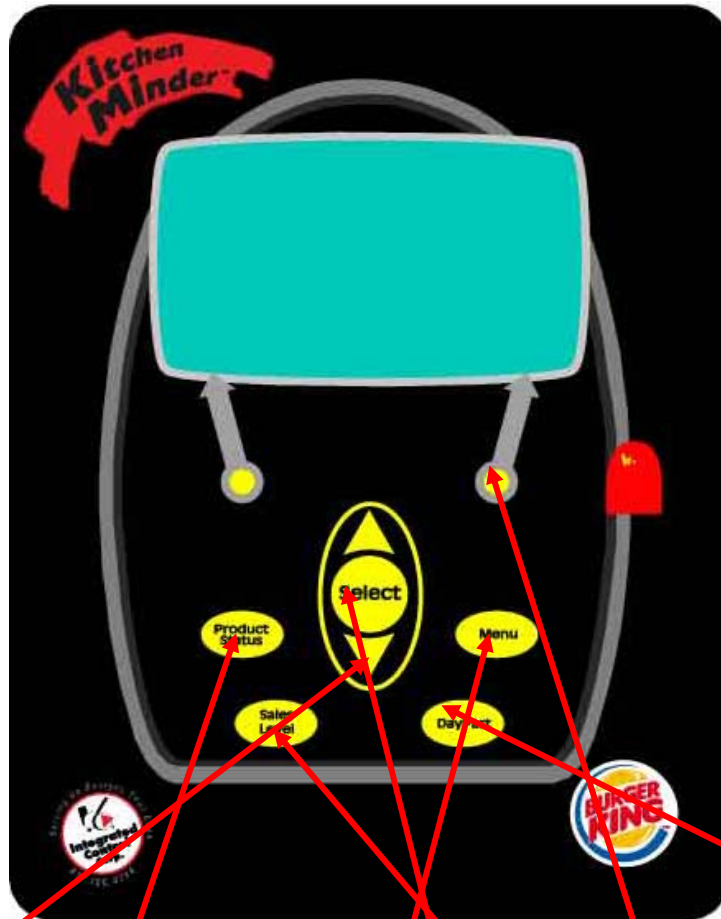
Put the following in order to send data to KITCHEN MINDER™ System:

- 3 Listen for continual beeping sounds from the KITCHEN MINDER™ that will continue until transfer is complete.
- 6 When the prompt appears asking, "Do you wish to save changes to the PC MINDER™?" select "Yes".
- 2 Select "Send Forecast" button.
- 5 When transfer is complete, close the PC MINDER™ program.
- 4 Observe progress on "Update Status Bar".
- 1 Click the Send to KITCHEN MINDER™ Tab.

NOW IT IS YOUR TURN: Give this book to your trainer, go to the PC MINDER™ and complete the three Opening Manager accountabilities.

KITCHEN MINDER™ : Key Information

Take a look at the image of the KITCHEN MINDER™ below. Draw a line connecting each of the unit's keys to the box below with its name and description.



"ARROW" KEYS

Select the "Arrow Up" or "Arrow Down" keys to scroll through the items displayed on the current screen.

"SELECT" KEY

Functions as an "Enter" button, and it can also be used to erase a check mark if needed on the "Product Status" screen.

"DAYPART" KEY

Select this key to move the system to a different day part (DP1 = breakfast hours, DP 2/3 = regular menu).

"MENU" KEY

Select this key to view the main menu of the KITCHEN MINDER™ Screen.

"SALES LEVEL" KEY

Select this key to increase or decrease the current day's sales forecast by 5% increments as displayed on the screen.

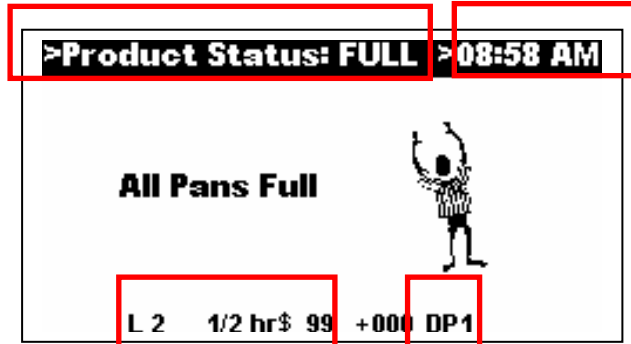
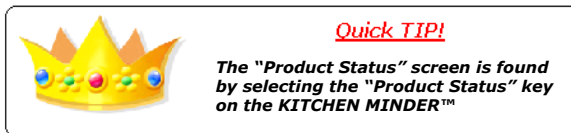
"PRODUCT STATUS" KEY

Select this key to view cook and discard instructions that coincide with the timer bar lights.

"FUNCTION" KEYS

Selecting these keys will activate the option that is displayed on the current screen.

Product Status Screen:



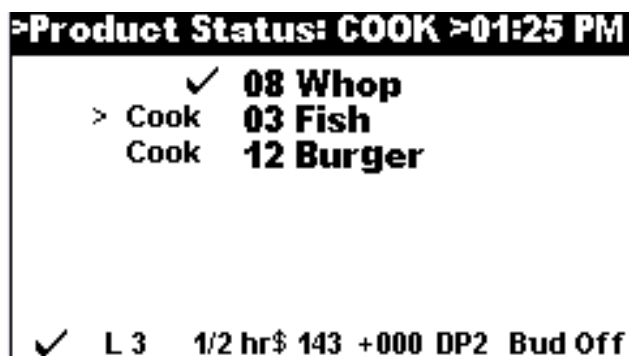
Look at the screen image to the left. Record the information displayed in the appropriate location below.

Status: Full

Time of Day: 8:58 AM

½ Hour Sales: \$99

Day Part: DP 1 – Breakfast Menu



According to the image of the screen on the left, what action should be taken?

- **Cook 3 Fish**
- **Cook 12 Burgers**

Someone may say there are 8 WHOPPER® patties cooking

How can you tell when a product is in the process of being cooked by looking at the status screen?

- **There is a check mark by the product.**



- RED SOLID – Product is needed
- RED BLINK – Product expired
- GREEN BLINK – Product is about to expire
- YELLOW BLINK – Product is about to expire
- LIGHTS OFF – Product is not needed

Items will appear on the "Cook" or "Discard" list if Product Holding Unit timer bar indicates.

“Daypart” Display:

Complete the table below:

	Daypart 1	Daypart 2	Daypart 3
Menu available	Breakfast	<u>Regular Menu</u>	Regular Menu
Used when	<u>During breakfast</u>	During normal business	<u>During slow times</u>

The Auto DP Change screen is displayed 15 minutes before lunch, are the next statements True or False?



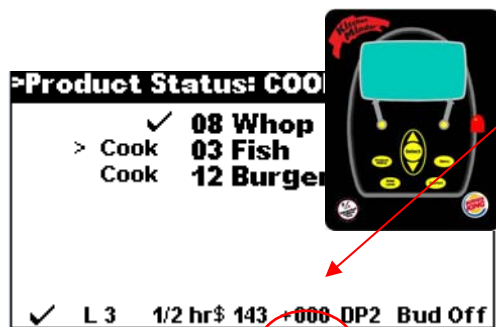
- You should press the “Daypart” key True False
- Do nothing, the KITCHEN MINDER™ Screen will automatically switch over to the regular menu True False
- You should immediately stop cooking and discard all remaining breakfast product True False
- You should start cooking lunch product according to the KITCHEN MINDER™ instructions True False
- Press and hold the “Daypart” key to let the KITCHEN MINDER™ know that you have changed over to the regular menu True False

When would you manually change the daypart by pressing the “Daypart” key?

When moving to Daypart 3.



“Sales Level” Display:



Quick TIP!

The “Sales Level” display is accessed by selecting the “Sales Level” key on the KITCHEN MINDER™

The number in the red circle on the right indicates that sales have been increased by **0 %**

At opening this number is **+000**

If the actual sales are lower or higher than the sales forecast, the level may be adjusted once your Restaurant Manager shows you how to calculate the % increase/decrease. The same steps are used to bring it down to 000 when making adjustments. Put the steps for adjusting the sales level in order:

3 Press “Down Arrow” key to decrease the sales level in 5% increments

1 Press “Sales Level” Key

4 Press “Select” key to implement change. Max. change is -100% or +200%

2 Press “Up Arrow” key to increase the sales level in 5% increments


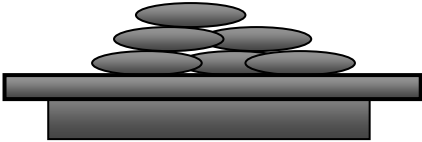



MAKIN' THE GRADE™ Sign

The MAKIN' THE GRADE™ Sign displays results for which of the following? (check all that apply)



- ☒ Team Member execution of the PHU timer bar lights
- ☐ GUEST TRACSM responses to food temperature
- ☐ Hold time in the heat chutes
- ☒ Following the instructions displayed on the KITCHEN MINDER™ Screen

Do you know your point values?

	Action	Points Lost
	Hold Time Extended	6
	Over Cook	3
	Cook or Discard Delay	2

Demonstrate Your Skills

Give your book to your trainer, they will follow this checklist to ensure that you demonstrate each of the skills that we learned today.

 Observe this performance		 Ask these questions
1. PC MINDER™ opening accountabilities <ul style="list-style-type: none"> <input type="checkbox"/> Opens program on computer <input type="checkbox"/> Assigns Managers for the day <input type="checkbox"/> Selects the appropriate forecast <input type="checkbox"/> Sends data to KITCHEN MINDER™ <i>Comments:</i>	<i>Ask</i> →	<p>賭 How many Managers can be assigned to a shift in the PC MINDER™ Program? <u>only one</u></p>
2. PHU timer bar execution <ul style="list-style-type: none"> <input type="checkbox"/> Follows cook/discard instructions displayed on KITCHEN MINDER™ unit <input type="checkbox"/> Pulls out pans when empty <input type="checkbox"/> Demonstrates how to teach Team Member to read instructions from KITCHEN MINDER™ <input type="checkbox"/> Reinforces positive Team Member behaviors with PHU timer bar lights <input type="checkbox"/> Has a plan for training the KITCHEN MINDER™ system and MAKIN' THE GRADE™ sign to Team <i>Comments:</i>	<i>Ask</i> →	<p>賭 What action/error impacts your grade the most? <u>Hold Time Extended Error</u></p> <p>賭 What is the best thing for you to do to ensure that Team Members follow the KITCHEN MINDER™ instructions? <u>Trust the KITCHEN MINDER™ and follow the instructions myself</u></p>
3. KITCHEN MINDER™ “Product Status” screen checks <ul style="list-style-type: none"> <input type="checkbox"/> Current time <input type="checkbox"/> Forecast accuracy <input type="checkbox"/> Sales Level Adjustment accuracy <input type="checkbox"/> Daypart setting accuracy <i>Comments:</i>	<i>Ask</i> →	<p>賭 Have you planned a date with the Restaurant Manager to learn how to identify sales trends and make correct sales adjustments based on sales data? <u>2</u></p>

Appendix

Proficiency Chart

KITCHEN MINDER™ *TestRight* Guide and Answer Key

CONFIDENTIALITY AGREEMENT

I, _____, hereby agree to keep confidential all information disclosed to me by _____, and to use such information solely for the purpose of _____.

This agreement shall remain in effect until _____.

Signed: _____ Date: _____

Witness: _____

[illegible][illegible]

Answer Key



Kitchen Minder™

RightTRACK
Training
1

Based on the color of the lights, which product is about to expire?

- A.  Solid Red B.  Flashing Green C.  Flashing Red D.  Lights Off

B**2**

Based on the color of the lights, which product is expired, should be discarded and recorded as waste?

- A.  Solid Red B.  Flashing Green C.  Flashing Red D.  Lights Off

C**3**

Based on the color of the lights, which reflects no additional product is needed at this time?

- A.  Solid Red B.  Flashing Green C.  Solid Yellow D.  Lights Off





D**4**

Based on the color of the lights, which product would you use first?

- A.  Solid Red B.  Solid Green C.  Solid Yellow D.  Lights Off

B**5**

Based on the color of the lights, which reflects additional product is required, refer to the Kitchen Minder™ for quantities?

- A.  Flashing Red B.  Lights Off C.  Solid Red D.  Flashing Yellow

C

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AK-KM-E 03/06

Answer Key



Kitchen Minder™ continued



6

How many Burger patties is the Kitchen Minder™ calling for?

>Product Status: COOK >01:30 PM
 Discard Fish
 ✓ 12 Burger
 > Cook 03 TCrisp
 ✓ Level 380+000 QP2 Bud Off

- A. 3 patties B. 6 patties C. 9 patties D. 12 patties

D

7

What action is the Kitchen Minder™ requiring for Fish?

>Product Status: COOK >01:33 PM
 Discard Fish
 > Cook 03 TCrisp
 ✓ Level 380+000 QP2 Bud Off

- A. Cook more B. Discard C. Check up on D. None of the above

B

8

The Kitchen Minder™ screen displays "ALL PANS FULL". This indicates that no further action is required.

- A. True B. False

A

9

The Quality Grade displayed in the Kitchen is reflective of Team Member performance for the last:

- A. 15 Minutes B. 30 Minutes C. 45 Minutes D. 60 Minutes

B

10

To improve your grade throughout the day:

- A. Follow the Kitchen Minder™ Action Requirements
 B. Press the appropriate Quality Control Timer button on the PHU
 C. All of the Above
 D. None of the Above

C

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