



Operation Procedure



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STANDARD OPERATING PROCEDURES



Standard Operating Procedures are intended to ensure that all of the various work tasks that are required in a Southern Fried Chicken store are achieved at the right time, by the right people and in the right way. By standardising a procedure you can ensure that the task is carried out consistently day by day, which in turn will contribute greatly to your standards of operation being both safe and efficient.

All Southern Fried Chicken employees should be aware of these procedures. To enable this, the enclosed set of encapsulated copies should be kept within easy access and the checklists completed by the supervising employee before, during and after each trading period.

This manual contains copies of checklists for opening, trading and closing procedures. These are not necessarily intended as control documents, but should be used as reminders. Use the encapsulated master copies for photocopying for daily use.

Trading Procedures incorporate all of the various operating procedures applicable to equipment handling, food production and cash handling detailed in within Standard Operating Procedures. The supervisor should complete the checklists at least twice daily.

Opening Procedures should be carried out daily in the morning prior to opening up the store.

Closing Procedures should be carried out daily in the evening following the close of business.



TRADING PROCEDURES

Trading procedures cover all aspects of the Southern Fried Chicken system. The major issues are covered in their individual bulletins; however a number of general work practices are set out in the following pages. These are invariably concerned with maintaining cleanliness at all times, courtesy on the part of all Southern Fried Chicken store employees and quality of all Southern Fried Chicken products.

Use of the Southern Fried Chicken observation checklist will help to ensure that our standards of trading are maintained.

Courtesy

All employees should be actively encouraged to display utmost courtesy to customers at all times. Examples of Southern Fried Chicken courtesy are the greeting of all customers as they enter the store or approach the foodservice counter; assisting elderly people, mothers with young children or heavy shopping, people with disabilities, and anybody else who may require a helping hand.

In all circumstances, customers should be greeted in a friendly way and with a smile. Remember that we only ever have one chance to make a good impression.

Greeting Customers

Greetings such as "Good morning/evening, how may I help you?" should be encouraged on the part of all counter assistants. In any event it is essential that all customers are acknowledged as they approach the counter, even if this means informing them of a short delay in service: "I'll be with you in just a moment" is far preferable to the customer than no acknowledgement at all.

In greeting customers, or in inviting customers in a queue to move to a register, which has no queue, employees should never shout or be abrupt.

Taking Orders

Most customers will have an opportunity to study the Southern Fried Chicken menu whilst waiting in line and will know what they want to order on arriving at the register. On no account should a counter assistant display any impatience with any customer who takes time in making up their mind.

All orders should be registered in the cash register and it is advisable that the order is read back to the customer as it is displayed on the screen prior to making the order up. The cashier should ask if the meals are for eat-in or carryout.

Following registration, the total money due should be communicated to the customer, for example "That'll be £4.25, please". If a large denomination note is presented it is always wise to confirm acceptance by saying "Out of £10" or whatever note has been offered. This acts as a check to ensure that the cashier does not find him/herself in a situation of giving, or being accused of giving, incorrect change. It is also a deterrent to a frequent style of fraud.



Order Make-Up

The cashier taking the order makes up orders. Most menu items are available for immediate pick-up and can be made up without delay. Items, which may not be immediately available, such as pizza, should be ordered from the kitchen and the customer informed that there will be a short wait. Suggest to the customer that he takes a seat, and offer to bring the completed meals over to him when they are ready.

Where a wait-time exists, delay the make-up of other menu items until the prepared item is ready; this way the group can eat together.

Make up beverages first, then cold food then hot food. Place all items on a tray (for eat-in orders) or in carrier bags for take-out orders.

Special Orders

Special orders should always be accepted. Examples of special orders are hamburgers with no lettuce, or 'plain grilled'. In these circumstances the customer should be informed that there will be a short delay whilst the special order is made up. Again it is preferable to invite the customer to take a seat whilst the meal is being prepared, and to take the food over to him when ready.

Speed of Service

Speed is a major factor in a customer deciding to visit a Southern Fried Chicken store. It is essential, therefore, that all staff display a sense of urgency in their work and respond quickly to customer requests. Under no account should this lead to any rushing or other unsafe work practice.

Speed is best achieved by correct and appropriate preparation. The front and rear service counters will have been designed to store sufficient quantities of disposable packaging, condiments and other ancillaries for each menu item. These should be topped up throughout the day to ensure that staff do not have to leave the counter area during order make-up, or worse still, to ensure that the counter do not run out of anything which will clearly affect the speed of service of meals.

Service Procedures

Foods should be assembled and packaged according to the standard presentation procedures detailed separately. Refer to photograph illustrations for correct service presentation.

Upon complete delivery of a customer's order, the counter assistant should always acknowledge the customer by saying "Thank you, enjoy your meal" or similar courtesy. When the store is busy there may be queues at the cash register. In such situations counter staff should be encouraged to call waiting customers over to their register if their position is less busy than others are.

Counter Cleanliness

The counter and its shelves should be kept clean and tidy at all times. This means that during service times staff should be responsible for wiping the counter surface, tidying shelves, replenishing condiment, napkin and drinking straw stocks, and keeping the floor clean. Equally, staff uniforms should be maintained in a clean and neat condition throughout the service operation.



Restaurant Area

On a regular basis at least one member of staff should be assigned to the restaurant area. Their principle tasks are to clear and clean tables, empty waste-bins, re-arrange any mobile furniture, polish glass, brass and woodwork, and sweep and mop the floor.

Table debris should be cleared using foodservice trays and emptied into the waste-bins. The table should then be wiped down with a solution of cleansing agent, a clean ashtray replaced and the furniture arranged for the next customers.

Seats should be similarly cleaned after each use.

The floor should be kept spotlessly clean at all times. When mopping is in progress, a yellow warning sign should be used to warn customers that there is a potential danger of slipping if the floor is still wet. Clean mops should be used and the water in the mop bucket changed after each cleaning task. Mop buckets and brushes should never be left in the restaurant area, nor in the food production area.

Bins should be emptied regularly. They should not be allowed to fill beyond three-quarters of their capacity, and upon removal should be securely tied to avoid spillage. Rubbish should be removed to the rear service/collection. Upon each emptying, the waste bin should be cleaned down and a new liner inserted.

Polished features such as brass or chrome in the restaurant area should be kept clean at all times by polishing with a soft cloth, and similarly windows and glass in doors should be cleaned as often as necessary.

The employee designated to supervise the restaurant area should also ensure that fire exits are clear of obstruction at all times. In the event that a customer's belongings, for example a pushchair block an exit, the customer should be requested politely that the article be moved to an alternative place. It is always better to suggest an alternative location rather than let the customer find one.

Outdoor Litter Patrols

Check too, that the outside of the store is clean and free of litter. This applies particularly during busy periods such as lunchtimes and evenings. For each shift, an Outdoor Litter Patrol comprising one member of staff should be assigned to periodically check and sweep the front of the store, empty any litter bins which may be in the immediate vicinity and to ensure that our general standards of cleanliness are apparent outside as well as in.

All the above procedures should be carried out with minimal, and if possible, no disruption to customers using the restaurant. Discretion and observation are the keys to achieving this.

Toilet Facilities

A great number of restaurant users will say that their overall impression of a restaurant is determined by the state of the toilet facilities. Southern Fried Chicken stores therefore have rigorous operating procedures to ensure that toilet facilities are kept clean and adequately stocked at all times.

A check-sheet should be posted in each toilet for completion every 30 minutes throughout the day. Responsibility for checking normally rests with the supervisor on duty, and should include:

- total cleanliness of floors, walls and fixtures
- adequacy of stocks of soaps, towels and paper rolls.

In the event that a shortfall occurs in either of these areas, an employee should be asked to correct the matter without delay.

The check-sheet should be completed using a Chinagraph pencil or similar instrument.



Customer Complaints

Complaints, which are brought to the attention of the management, should be handled with total courtesy and discretion. All complaints should be referred to a member of management in any event. The vast majority of complaints can be rectified on the spot and without major difficulties; however it should be borne in mind that most people are embarrassed to complain. Instead they 'vote with their feet' and do not visit the store again.

Following these general rules will ensure that the customer will leave the store totally satisfied:

- **ALWAYS** listen to the complaint
- **NEVER** argue - nobody ever won an argument with a customer
- **TRY** to determine the reason for the complaint arising in the first place
- **REPLACE** food without question, if the complaint is about quality
- **APOLOGISE** in any event, but do not make excuses
- **TREAT** the complaint seriously.

Written complaints are infrequent. In such circumstances it is advisable to telephone the customer in order to put matters right, or better still go to their home and see them.

Customer Service

Customer service is a vital part of any business and for that matter there are very few businesses who do not make mention somewhere in their philosophy of customer service, customer care or other service description. What really counts are those businesses, which uphold their service values and "practice what they preach".

At Southern Fried Chicken, we are not unrealistic enough to recognise that the customer is not always right. What we do recognise, however, is that the customer is always the customer and without him we cannot survive. To illustrate our values of good customer service, we have set out below some of the ways in which we could **lose** a customer: in other words, how customer service should **not** be practiced!

How to Lose a Customer

- Let the customer wait, they have plenty of time.
- Wait until they speak to you.
- Let them thank you now and again.
- Never give the customer anything extra - especially extra service.
- Don't get friendly with customers.
- If you have to say "No", say it quick.
- If you are right about something, make sure they know it.
- If you don't know them, serve regulars first.
- Ignore complaints - especially if you know they're not going to come back anyway.
- Tell them all your personal problems.
- If you're busy, tell the customer so

Standards of Presentation

Presentation is another vitally important factor in the success of Southern Fried Chicken. Besides cleanliness and appearance of both the store itself and its employees, a number of other points should be noticed and checked regularly.



Maintenance and Upkeep

The standard of maintenance in a store is the root of good presentation. As a result, frequent maintenance checks should be carried out in all areas. In some cases these checks can relate to health and safety aspects too. The following areas should be regularly surveyed. A Maintenance Check-List is provided for use in this area:

- Floor surfaces - chipped, broken or damaged?
- Wall tiles - chipped, loose, damaged or missing?
- Woodwork - damaged, splintered, loose or stained?
- Metalwork - tarnished, loose, dented or rough?
- Glass - broken, cracked, missing?
- Fixtures - chipped, damaged, un-painted or worn?
- Electrics - unsecured, bare wires, sockets damaged, unprotected?
- Light bulbs - not working, flickering?
- Plumbing - leaks, drips, loose or damaged?
- Equipment - not functioning correctly?
- Signs - not illuminating?
- Cables - trailing, extension leads being used?
- Door closer - not working, jammed?

If any of the above items warrant a Yes answer, then replacement or proper repair is required without delay.

Front & Rear Counter Layout



The Front and Rear service counter are key items as they affect:

- speed of service
- image of the store

The customer service area leader is responsible for ensuring that the front service area is set up correctly and that it is:

- Clean
- In good repair, cup dispenser gaskets are in good condition.
- All items are correctly stored as per the standards below.
- That there is sufficient stock to last through the session, until there is an opportunity to re-stock. If there is insufficient stock and stock runs out during service customers will have to wait whilst new stock is taken from the stock room.
- Use a stock list to help ensure that nothing is missed or forgotten. Different stores will have different quantities, use the sheet attached.

Stock Item	Quantity	Actual	Order	Req
Needle Ice Cream	Full fridge	✓	✓	
Garlic & Must Oil	1	✓	✓	
Salt sachet 1x1000	1	✓	✓	
Sugar sachet 1x1000	1	✓	✓	
Tomato Ketchup Sachet	1	✓	✓	
URT Milk Pods	4	✓	✓	
Vinegar Sachets	1	✓	✓	
Carry Bags	5-5	✓	✓	
Chicken Drum & legs	10	✓	✓	
Chicken Grease Proof Food Bag	100	✓	✓	
Chip Bag 3 Sided	1 box	✓	✓	
Chip Bag 8 Sided	1 box	✓	✓	
Chip Scoop Large Box	1 box	✓	✓	
Finger Wipes	100	✓	✓	
Hot Drink Cup Lids	1 sleeve	✓	✓	
Hot Drink Cups 12oz	1 sleeve	✓	✓	
Hot Food Bag	100	✓	✓	
Large Size Liners 430x223	half	✓	✓	
Large Boxes	14th	✓	✓	

The Front Service Counter Layout

The front counter is laid out in a repeating pattern so that all the counter staff have quick access to the essentials within 1 meter either side of their till. This reduces unnecessary movement around the service area and increases their efficiency





Layout for Front Service Counter



The above picture illustrates the general layout of the counter, with all the items that staff need quick access to within easy reach.

Additional bulk stocks can be held at the back of the counter so staff can easily restock items at the front of the counter

The precise stock will vary with: product mix, sales volumes. Eating or take away sales

Staff must have access to cleaning chemicals. They will need either a trigger spray and paper towel or a 1/6GN pan with sanitising solution and a cloth.

Correct Layout for Rear Service Counter

The rear service counter will help give quick service when used properly.

All packaging items need to be in close proximity to staff so that they can work efficiently and reduce travel distances

It is very visible to the customer and needs to be neat and tidy at all times.

The counter should be stocked up for the days business in the morning and then replenished in the afternoon if required.

It is important not to run out of stock.

All items must be stored correctly as shown

Cleaning Schedule

Item	Frequency/Method
Counter Top	Clean as you go. Wipe over with sanitiser solution
Cup Tubes	Weekly When restocking. Empty cup tube and wash gasket with sanitising solution
Shelving	Weekly Empty all shelving and wipe over with sanitising solution
Vertical stainless steel surfaces	Clean with mild detergent and Sheila shine or Ajax to ensure a shiny finish
Pass through	Clean and emptied daily
Tong and holder	Wash and dry every 2 hours maximum



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Service Skills

Offering quick and friendly service is one of the 3 keystones of success of Southern Fried Chicken.

The service needs to be just as friendly to the 100th customer as it was to the first, so we need to understand:

What is Friendly service?

Friendly service is more than just using the right words; we need to communicate positively and confidently with the customer to make them feel welcome and we do this by using body language

Body language is a constant non-verbal flow of communication. Without speaking and often without realising we communicate what we are feeling and thinking.

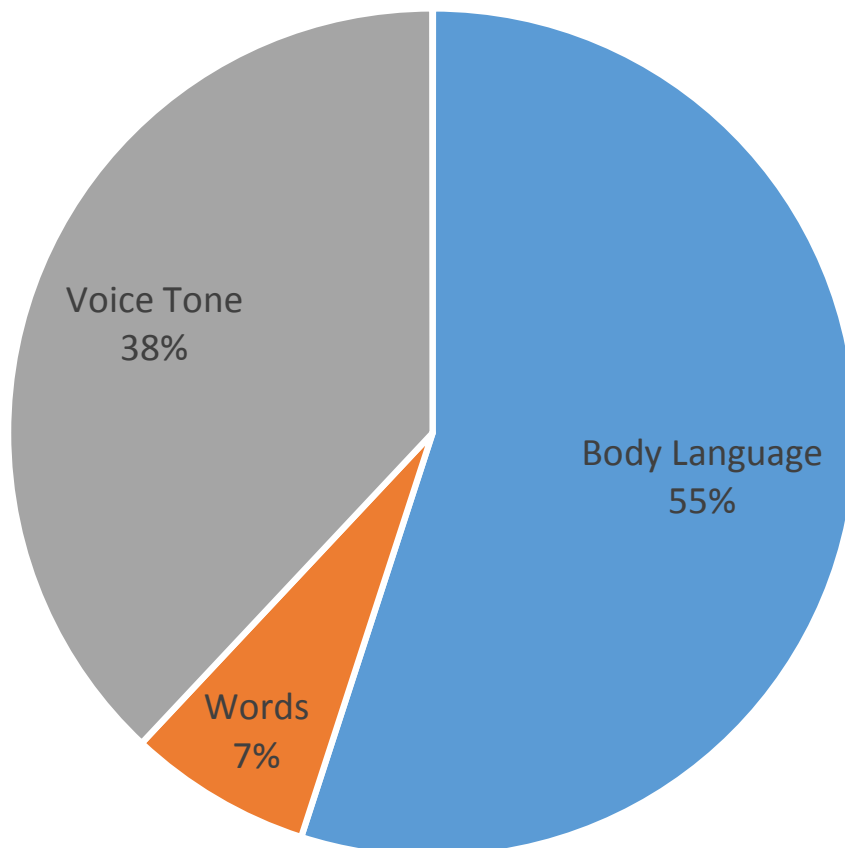
We can all read body language sometimes subconsciously and it can deeply affect our impression of other people.

Think about these examples:

- the cashier who is leaning on the counter
- the interviewee who folds their arms
- the sales assistant who never looks at you

Studies show that we communicate in far more subtle ways than just by understanding the words that people use.

A huge 55% of the message we send to our customer is body language, the other 38% comes from the tone of our voice and a tiny 7% comes from the words we use.





Eye to eye contact

The eyes are said to be the window of the soul and making eye contact with your customer is one of the simplest yet most effective gestures. But take care, eye contact is not a staring match; look away from time to time.

Smile

Make your customer feel welcome by smiling at them. Remember it takes more muscles to frown than smile, so save energy and smile.

Posture

The way you stand shows if you are interested and attentive to your customer or bored. Lean forward slightly, face your customer and nod occasionally. Nodding lets your customer know that you are still listening but does not interrupt them.

Can I help you?

A simple phrase like “Can I help you?” should have just one meaning but can have many meanings depending upon how it is said.

When speaking with customers we need to be aware of:

- the pitch of our voice
- the inflection of our voice and where we place the emphasis on the words we use
- pace or the speed at which we speak

Think about the different ways “Can I help you?” can be said and how changing the pace or inflection can subtly change the meaning from anxious to help to aggressive or dismissive.

Service

Effective service is fast, friendly & efficient, it delivers hot fresh food. Smiling, making eye contact and speaking with the customer correctly is very important but by following a simple 8 step method each customer will be guaranteed to receive friendly & effective service that help to drive up sales.



SFC Till Procedure



SFC TILL PROCEDURE

STEP 1: GREET THE CUSTOMER

- Smile
- Make eye contact
- Stand tall
- Greet the customer with a friendly phrase & ask for their order

STEP 2: TAKE THE ORDER

- Listen carefully
- Sell up to a Meal Deal
- Ask which drinks the customer would like with their meal
- Enter the order directly into the till

STEP 3: REPEAT THE ORDER

- Read the order back to the customer to prevent mistakes

STEP 4: SUGGESTIVE SELL

- Suggestive sell one missing item
- Only suggestive sell once per customer
- Suggest an item on the menu, not an 'anything else'

STEP 5: STATE THE AMOUNT

- Ask if the order is eat-in or take-away
- State the amount the customer owes (this prevents the need to wait later whilst the customer gets his money ready)

STEP 6: ASSEMBLE THE ORDER

- Cold drinks
- Hot drinks
- Boxed food
- Wrapped food
- Open food
- Fries

STEP 7: PRESENT THE ORDER & ASK FOR PAYMENT

- Present the order to the customer
- Re-state the amount owed and receive payment

STEP 8: PARTING COMMENT

- Thank the customer for calling and invite them to call again



Customer Complaint Handling



Customer complaints are a goldmine of information.

Complaints offer our restaurants an opportunity to correct immediate problems. In addition, they frequently provide constructive ideas for improving products, adapting marketing practices, upgrading services or modifying promotional material and product information.

While some complaints are always going to happen, cold food etc. it is not always inevitable that this should lead to unhappy customers, restaurants can learn to recover from mistakes. A good recovery can turn angry, frustrated customers into loyal ones.

By talking back when they believe they have not received their money's worth, consumers give businesses an opportunity to correct the immediate problem and restore goodwill. Experience shows that consumers who complain about products and services continue to frequent the businesses and buy the products they complain about if they believe the complaint was resolved fairly.

Research into complaints behaviour reveals that only a fraction of dissatisfied consumers complain to business and thereby, gives the company an opportunity to correct the problem. There is evidence that some consumers do not complain because they are sceptical about business's willingness or ability to resolve disputes fairly. Consumers simply withdraw their patronage and criticise the company or the product to others.

Such findings underscore the importance to business of a complaint management system that is well-publicised and easily accessible. An unregistered complaint may do as much harm as one that is mismanaged or not resolved.

Careful complaint management can save business unwanted costs. For example, negative word-of-mouth publicity or negative comments on social media such as twitter or Facebook, from dis-satisfied consumers means lost revenue and necessitates additional investment in advertising to attract replacement customers.

Empowering front line staff to resolve customer complaints will aid in delivering customer satisfaction, but to do this successfully they will need to be equipped with the necessary skills and authority.

Responding, where appropriate to complains on social media can be very beneficial as this shows a caring public face and the willingness to be open when resolving complaints.

- Staff should be able to replace incorrect product, cold fries, incorrect burgers etc. with little or no reference to a manager other than to correctly record the complimentary food on a sheet or the till.
- Staff must be aware of how to handle customer complaints and the risks if they are not handled correctly.

Customer complaints about poor quality, incorrect or cold product can thus be easily resolved, restoring the customer's faith in the brand and reducing the negative word of mouth publicity.

Most customer complaints can be successfully resolved using the L.A.S.T. method.





Listen

Listen to what the customer has to say. Use active listen skills, such as asking open ended questions to clarify any point, nodding when appropriate to show that you are listening and sympathetic. Allow them to express their frustration, don't take anything personally; the customer is annoyed at the situation not at the individual. Para phrase back to the customer what they have told you to make sure you have correctly understood.

Apologise

Apologise for the specific thing that has gone wrong, don't make excuses. Our problems are not the customer's problems. Be sincere.

Solution

Agree a solution with the customer. If possible, lead the customer to find an agreeable solution as this will help ensure that it will resolve the problem.

Make sure that you deliver the solution, as to fail at this point will make the complaint much harder to resolve later.

It is better to "under promise and over deliver" than to disappoint the customer again.

Thank

Thank the customer for letting you know about their disappointment.

Remember, customer complaints are a goldmine of information about our business, they let us know what is going wrong and give us an opportunity to put it right, to keep that customer and all the other customers who would not have complained, but suffered in silence and then told all their colleges, friend, family about their disappointment at the hands of SFC. So thank the customer for complaining!

Of course staff will not be able to handle all customer complaints and the more serious ones must be referred to management. Cold food, incorrect or missing product can be quickly resolved by counter staff. Complaints such as foreign objects in food or food related illness must be immediately referred to management; if managers are not available immediately the member of staff should take the details of the customer and ensure that they are contacted by the store manager as soon as possible. Complaints of this nature can escalate very quickly so the manager should make contact at the earliest possible opportunity, probably by phone and make every effort to resolve the complaint.

In the event of a foreign body complaint the staff member or person dealing with the complaint should try to retain the foreign body.

Visual Impressions



The use of electric extension leads temporary or hand-written signs and other 'quick-fix' methods as well as poor employee behaviour detract from the overall presentation of the store. The following is a list of such items, which should be consciously avoided:

- use of electric extension leads
- use of hand-written signs
- exposure of cardboard packing cases
- sellotape on walls
- light bulbs not working
- dirt
- poor maintenance standards
- empty shelves
- visible raw food
- visible rubbish
- employees smoking
- employees leaning, chatting or sitting down
- arguments of all descriptions

The Maintenance and Observation Check-Lists should assist in ensuring that these situations are absent from the store.

Service Counter And Restaurant

Performed By: Counter Staff

Estimated Time: 15 minutes

- Check cash floats and prepare cash registers
- Replenish napkin holders
- Replenish Straw Dispensers
- Stock up condiment dispensers
- Stock up food and beverage packaging
- Check all beverage stocks
- Switch on internal illuminated signs
- Check all tables clean
- Check all bins have sacks in place
- Check all lights and bulbs working
- Switch on external sign
- Unlock external doors



Restaurant Area

Performed By: Counter Staff

Estimated Time: 20 minutes

- Clear all tables and dispose of rubbish to waste bins
- Cleaning of all tables using appropriate cleaning material
- Disposal of all rubbish from waste bins to rear service / collection area
- Sweeping and mopping of restaurant floor area
- Re-arrange all furniture
- Sweep pavement outside store
- Secure all external doors
- Extinguish external illuminated signs
- Completion of check list by supervisor

Service Counter

Performed By: Counter Staff

Estimated Time: 30 minutes

- Registration of all wasted foods into cash register
- Disposal of unsold foods into waste bins
- Removal of rubbish from waste bins to rear service / collection area
- Cleaning of inside and outside of waste-bins
- Clear-down of service counter
- Till cash-up
- Cleaning of all work surfaces
- Sweeping and mopping of counter floor area
- Extinguishing of internal illuminated signs
- Completion of check list by supervisor

CASH HANDLING PROCEDURES



The following procedures can be applied to the handling of all cash within the store and should form the basis of your own cash handling policy.

Note that employees who are required to handle cash should be made aware of this policy and be fully trained in its operation. If you wish to hold and make individual employees personally responsible for cash handled within the business then you **must** have their consent in writing to this effect.

Issue of Floats

A cash float issue book should be maintained in order to record and control the issue of cash to employees for change purposes.

Floats need not exceed £100.00 per register and should be checked in the presence of the issuing supervisor and the employee who will sign accepting responsibility for it.

Cash Registration

ALL transactions including staff meals and food wastage should be recorded in the cash register.

Cash Pick-Ups

During the course of trading it may be that cash requires “picking up” from the cash register for security and convenience purposes. In such circumstances, a pick-up registration should be made by the supervisor on the cash register itself and a signed voucher replaced in the drawer.

It is strongly recommended that cash pick-ups are made when the cash register contains £1,500.00.

Cash Reconciliation

At the close of each shift and at the close of business cash reconciliation should be performed by each cashier and checked by the supervisor. The purpose of this is to ensure that the cash in drawer balances the total of cash registrations. Where cash has been picked-up, as above, the voucher left in exchange counts as cash, and where vouchers or other coupons have been accepted instead of cash, their total should also balance the total of voucher registrations in the till.

A suggested standard variance tolerance for cash balances is 50p. per £200.00 either way.

In the event that the cash receipts and total of cash registrations do not balance to within the above tolerance an investigation should be carried out including the re-counting of cash and verification of all types of receipt where possible i.e. cash, cheques, vouchers, staff meals etc.

Incorrect cash handling can be deemed to be an offence under ***Employee Disciplinary Procedure***.

Cash Storage and Security

If left in the premises overnight all cash should be securely locked away in a safe. Preferable, however, is an arrangement with your local bank for night-safe facilities whereby cash can be safely deposited daily.



CHILDREN'S PARTIES

Children's Parties are very good for building brand loyalty in our youngest customers, however when badly managed parties can be a major source of complaints.

First and foremost with children's parties it is vital to have selected a good party host.

Party hosts should have the following characteristics:

1. An outgoing and engaging personality
2. Able to develop a rapport with children
3. Ability to organise children to play games
4. Awareness of Health and Safety
5. Smart appearance
6. Enthusiasm!!!

Each party should have 2 hosts, one to entertain the children, and another to organise and collect the food.

Organising the Party

The party should take place in an area dedicated to Kids parties, it should be brightly decorated and possibly have a kids play area attached.

The store should have kids party invitations to give to party organisers. These can have blank spaces for the organizers to fill out the guests name, birthday child's name, time and date of the party. The restaurant address should be pre-printed on the invitation.

Some stores provide a themed birthday cake. Party organisers should be encouraged to order them before the day of the party.

The party host should prepare for the party, making sure that the party area is clean and festively decorated. Suitable party packs should be available with a small gift for the birthday child. Party packs should include:

A hat

A small toy such as colouring pencils

A badge

The party host should organise the children to play some games or competitions and a small prize should be awarded to the winner. Possible games include:

- Musical chairs
- Pass the parcel
- Pin the tale on the donkey
- Musical statues
- Simon says

The list of possible games is endless and the party host should choose games that reflect the groups ages and interest.



The Party host should take a food order form from the children offering them a choice of meals from the kid's menu. The party host should not leave the group unattended so the party assistant should organise the food order and delivery to the group.

After the children have eaten, the party host can offer the children the birthday cake.

More games and activities should follow. Most parties should last about 2 hours.

Most stores charge per child attending the party plus a cost for the food, for example a charge of £2.00 per child plus the cost of a child's meal per guest, plus the cost of a cake if required. Parents should also be allowed to bring their own cakes if they wish to do so.

Party organisers must ensure that there is a minimum of 1 responsible parent or guardian per 4 children attending the party.

SFC Restaurants must not offer to baby-sit children

SFC Restaurants offer only, a venue, food and entertainment and cannot supervise the children



SOUTHERN FRIED CHICKEN PRESENTATION

Preparation

- **ASSEMBLY** an adequate number of Southern Fried Chicken boxes in advance of the shift.
- **PLACE** a correct size greaseproof liner in each box.

Presentation

- **SELECT** chicken pieces from Showcase.
- **PLACE** chicken pieces in box.
- **PLACE** bag of French-fries next to chicken.
- **COVER** food by folding over the greaseproof liner.
- **PLACE** a napkin and a finger wipe, plus a serviette, for every 2 pcs of chicken served in box.
- **SERVE** to customer.



Box size	Menu Options	Packing Instructions
Small box	6 chicken nuggets	6 chicken nuggets
Small box	1 piece chicken with fries	Any piece of chicken
Medium box	2 pieces chicken with fries	1 large or small pieces chicken
Large box	3 pieces chicken with fries	2 large + 1 small
Large box	4 pieces chicken with fries	2 large + 2 small
Large box	5 pieces chicken with fries	3 large + 2 small
Sandwich box	1 sandwich	1 sandwich



Box size	Menu Options	Packing Instructions
Bucket	6 pieces chicken with fries	3 large + 3 small
Bucket	7 pieces chicken with fries	4 large + 3 small
Bucket	8 pieces chicken with fries	4 large + 4 small
Bucket	9 pieces chicken with fries	5 large + 4 small
Bucket	10 pieces chicken with fries	5 large + 5 small

No part of this manual may be given to a customer, unless they have officially signed the Southern Fried Chicken Agreement. This format is a standard format that all potential operators must follow. Any alterations or requested alterations, must be approved by FFS BRANDS Limited or their Authorised Distributor.



Box size	Menu Options	Packing Instructions
Chicken food bag	1 piece chicken with fries	Any piece of chicken
Chicken food bag	2 pieces chicken with fries	1 large + 1 small
Chicken food bag	3 pieces chicken with fries	2 large + 1 small



Box size	Menu Options	Packing Instructions
Taper tray	1 piece chicken with fries	Any piece of chicken
Taper tray	2 pieces chicken with fries	1 large + 1 small
Taper tray	3 pieces chicken with fries	2 large + 1 small
Taper tray	4 pieces chicken with fries	2 large + 2 small
Taper tray	5 pieces chicken with fries	3 large + 2 small
Taper tray	4 chicken hot wings	4 chicken hot wings
Taper tray	4 potato wedges	4 potato wedges
Taper tray	1 piece Piri Piri with fries	Any piece of Piri Piri
Taper tray	2 quarter Piri Piri with fries	2 Piri Piri chicken

Large piece = thigh or breast

Small piece = wing or leg



Plastic Vest Carriers are ideal for transporting drinks.



Boxed meals should be placed in a paper Kraft Bag to prevent the cardboard sweating.



OBSERVATION CHECK LIST

Counter Area

- Counter clean and tidy
- Napkins/straws stocked
- Condiments stocked
- Trays in supply
- Cash registers open
- Adequate change
- Showcases stocked
- Burger chute stocked
- Packaging stocks OK
- Floor clean
- Beverage station clean

Employees

- Staff uniforms clean
- Hygiene policies followed
- Courtesy at all times
- Helping people

Restaurant Area

- Clean brushes/mops only
- Tables cleared and cleaned
- Floors mopped regularly
- Customers not disrupted
- Spills mopped immediately
- Waste Bins Emptied
- Ashtrays clean/available
- Furnishings clean
- Glass polished regularly
- Front of store free of litter
- Fire exits free of obstruction

Toilet Facilities

- Checked every 30 minutes
- Adequately supplied
- Clean
- No blockages

OPENING PROCEDURES CHECK LIST



Counter

- Floats checked
- Cash registers ready
- Waste bins ready
- Beverage machines on
- Food display cabinets on
- Cold displays ready
- Condiments stocked
- Packaging stocked
- Work surfaces cleaned
- Floor clean
- Staff uniforms checked

Restaurant Area

- All furniture clean
- Bins ready
- All light bulbs working
- Floor mopped and clean
- Woodwork polished
- Brass/chrome polished
- Furniture arranged
- External sign on
- Internal signs on
- External doors open
- Outside pavement/bins

CLOSING PROCEDURES CHECK LIST

Restaurant

- All tables cleared
- All tables cleaned
- All waste bins emptied
- All waste bins cleaned
- All surfaces cleaned
- Floor mopped
- Furniture arranged
- Outside pavement/bins
- External doors locked
- External sign off

Service Counter

- Waste food recorded
- Waste food disposed of
- Waste bins emptied
- Waste bins cleaned
- Counter cleared down
- Tills closed up
- Work surfaces cleaned
- Floor mopped
- Internal signs off
- Lights off