



OPERATIONS MANUAL

MENU

CLEANING

GUEST EXPERIENCE

MANAGEMENT

PROCESS

**PRODUCTS &
PREPARATION**

SERVING

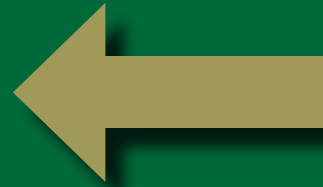
TECHNOLOGY

**UNIFORM &
APPEARANCE**

ADDENDUMS

WELCOME!

*Please select an
option from the menu
on the left.*



Having trouble?



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ADDENDUMS

CLEANING CHEMICALS AND TOOLS

CLEANING SCHEDULES

CLEANING FRONT OF HOUSE

CLEANING BACK OF HOUSE

FILTERING

FRYER CLEANING





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ADDENDUMS

SERVICE STANDARDS

DIGITAL GUEST SATISFACTION

SMG





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SERVICE STANDARDS OVERVIEW

SERVICE DO'S AND DONT'S

SUGGEST & UPSELL

WALK-IN GUEST SERVICE STEPS

CARRY OUT BEST PRACTICES

SERVICE STEPS SITUATIONAL ROLE-PLAY

TABLE TOUCHES

GUEST RECOVERY: USE B.L.A.S.T.





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TECHNOLOGY

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ADDENDUMS

ONLINE ORDERING SERVICE STEPS

ORDER PICKUP KEY ITEMS - TGIF

DIGITAL OSAT

ONLINE REVIEW RATINGS





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ADDENDUMS

SMG: JOB AID

SMG: "HOW ARE WE DOING?"

SMG: "HOW ARE WE DOING?" WITH BLANKS

SMG: GUEST SURVEY/FEEDBACK

INCREASING SURVEY RESPONSES





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PREPARATION**

SERVING

TECHNOLOGY

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APPEARANCE**

ADDENDUMS

HOURS OF OPERATION

OFFICE SETUP

CASH MANAGEMENT

HIRING AND ONBOARDING

COACHING

MARKETING

PERIODICALS AND MEDIA

WINGNET

QSC OVERVIEW

FOOD SAFETY

SAFETY

HOLIDAY DECORATIONS





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CLEANING

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PREPARATION**

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TECHNOLOGY

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ADDENDUMS

HAND WASHING

RECEIVING & STORAGE

WILL CALL

CHICKEN COUNTING JOB AID

CHICKEN DISPOSAL

PICK-UP WINDOW

WINDOW CLING

ENVELOPE METHOD

DATE DOTS

OVEN CALIBRATION

KNIFE HANDLING

HEALTH & ILLNESS POLICY





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ADDENDUMS

REQUIRED PRODUCTS

CLASSIC WINGS

THAWING CLASSIC WINGS

BONELESS WINGS

CRISPY TENDERS

PREPARING SAUCES

SAUCE BOWL & PAN FLIPPING

FRESH CUT SEASONED FRIES

DIPS

CARROTS & CELERY

CAJUN FRIED CORN

ROLLS

BEVERAGES

TRIPLE CHOCOLATE CHUNK BROWNIES

LEMONS & LIMES

GEHL'S CHEESE

MASTER SHELF LIFE





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MANAGEMENT

PROCESS

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SERVING

TECHNOLOGY

**UNIFORM &
APPEARANCE**

ADDENDUMS

SAUCING WINGS & TENDERS

PACKAGING

PACKAGING - DELIVERY





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MENU

CLEANING

GUEST EXPERIENCE

MANAGEMENT

PROCESS

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TECHNOLOGY

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ADDENDUMS

TECHNOLOGY SECURITY AWARENESS

ADJUSTING QUOTE TIMES

GIFT CARD TRANSACTIONS

NCR CONNECTED PAYMENTS SOLUTION

NBO

PRINTER BUZZER





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ADDENDUMS

NBO SUCCESS PLAN JOB AID

NBO: ENTERING CHICKEN COUNTS





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ADDENDUMS

**INTERNATIONAL E-COMMERCE
REQUIREMENTS**

**INTERNATIONAL TECHNOLOGY AND POS
STANDARDS**





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TECHNOLOGY

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APPEARANCE**

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