

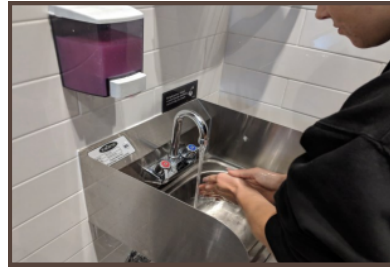
# TEAM MEMBER GUIDE: Pre-opening



Completed by: **Prior to opening**

## 1. Start Shift

- Clock in
- Wash hands & put on an apron
- Check in with the Manager on Duty



## 2. Set up Waffle Iron

- Turn on Waffle Iron (takes 30 mins to heat up)
- Spray iron with Golden Waffle non stick spray
- Check to make sure batter is made



## 3. Deli Case & Snacks

- Fully stock & face grab-n-go's
- Stock snacks (nothing expire)
- Light on (screen up)



## 4. Dish Sink & Sani Buckets

- Fill detergent side using hot water (110 degrees)
- Fill sanitizer buckets & dish sink to the temperature on the label
- Test all sanitizer: 200-400 ppm



## 5. Set up Juicing Station

- Product stocked & labeled
- Juicer set up & working
- Strainers, pitchers, knife
- Cutting glove available
- Cups, lids, shot cups
- Fill out cut greens log



## 6. Set up Blending Station

- Nutmilk, OJ, Coco water
- All proteins & add-ons
- Frozen, dry, & fresh items
- Spatulas, dishers, spoons
- Cups, bowls, lids
- Agave, drizzles, etc.
- Fill & turn on dipper well



## 7. Set up Hand-off Counter

- Spoons, straws, napkins, etc.
- Drink holders, bags
- Bowl lids



## 8. When Finished...

- Check in with Manager
- Complete cooler & freezer temp log
- Prep & set samples
- Create & start on AM prep list



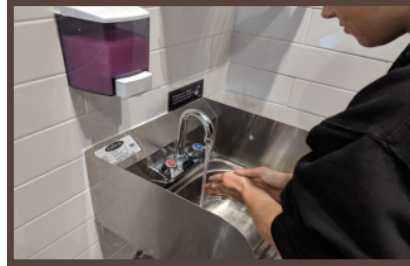
# TEAM MEMBER GUIDE: Pre/post rush



Completed by: Pre 11am , Post 1 PM

## 1. Prior to 11AM

- Complete AM prep
- Label & put away deliveries
- Set afternoon samples



## 2. Deli Case & Snacks

- Fully stock & face bottle in deli
- Stock snacks (nothing expired)
- Turn on lights (pull screen up)



## 3. Dish Sink & Sani Bucket

- Drain and replace sinks with refreshed detergent & sanitizer
- Change & refresh sanitizer buckets
- Test all sanitizer: 200-400 ppm



## 4. Perform FOH walk

- Clean windows & doors
- Clean tables & chairs
- Check bathroom/ Clean areas if needed
- Spot sweep
- Check trashes/ replace if needed



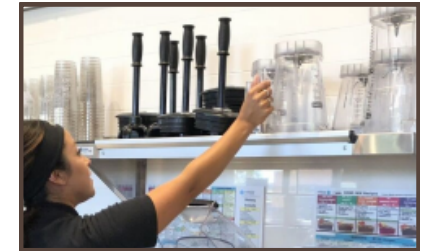
## 5. Restock Juicing Station

- Product stocked & labeled
- Empty & clean juicer
- Clean & replace strainers, pitchers, knife & cut board
- Clean walls & surfaces
- Restock cups & lids
- Update cut greens log



## 6. Restock Blending Station

- Product stocked & labeled
- Clean blenders
- Clean & replace small wares
- Restock cups, bowls, etc.
- Clean walls & surfaces
- Change & replace scoop well



## 7. Set up Hand- Off counter

- Spoons, straws, napkins ect.
- Drink holders, bags
- Bowl lids



## 8. When Finished...

- Take out trash
- Check in with Manager
- Update cooler & freezer temp log
- Create & start on PM prep list



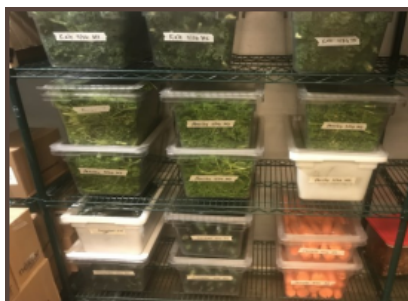


# TEAM MEMBER GUIDE: Pre-closing

Completed by: 1-2 hours prior to close of business

## 1. Complete PM Prep

- Ensure all prep is completed by 5 pm
- Some items to check for AM: nutmilk, waffle batter, chia puddings, drizzles, & frozen



## 2. Stock Paper & Supplies

- Stations: Cups, lids, etc.
- Hand off counter: straws, spoons, napkins, etc..
- Bathroom: Paper towels, TP, etc.



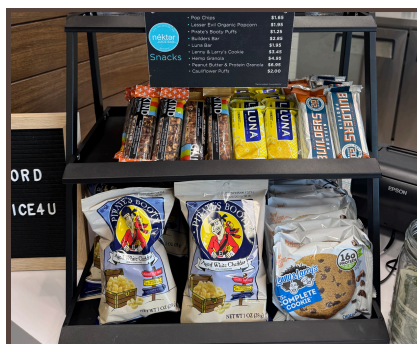
## 3. Clean FOH

- Sweep FOH
- Dust all surfaces
- Clean table & chairs
- Clean windows & doors



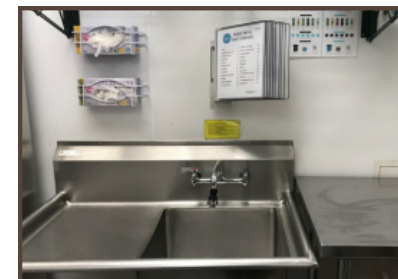
## 4. Deli Case & Snacks

- Fully stock & face grab-n-go's
- Stock celery detox bags
- Check & put aside any online bottle orders
- Stock snacks (nothing expired)
- Log deli case temp on log



## 5. Sinks

- Once prep is done clean sink & walls of prep area
- Clean hand washing sinks
- Clean BOH walls
- Consolidate trash cans



## 6. Bathrooms

- Clean toilet in & out
- Clean mirror of spots/smudges
- Clean sink & soap/towel dispenser
- Sweep & mop floor
- Restock soap & paper



## 7. Juice Station Pre-Close

- Clean 1 juicer (leave 1 juicer until close)
- Clean table, shelves, & walls
- Clean printer
- Sweep & mop behind table



## 8. Blend Station Pre-Close

- Detail blender bases
- Stock all product
- Clean table, gaskets, doors, handles, & cooler shelves
- Clean printer & walls
- Sweep/mop under & behind coolers



# TEAM MEMBER GUIDE: Pre-closing

Completed by: 1-2 hours prior to close of business

## 9. Walk-in/Cabinet Reach-ins

- Clean shelves
- All items labeled & stored in correct area (nothing on floors)
- Sweep and mop floors
- Clean cabinet doors/ handles



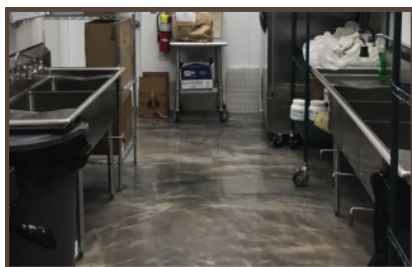
## 13. Ice Machine

- Clean machine inside & out
- Wash ice scoop & return to station



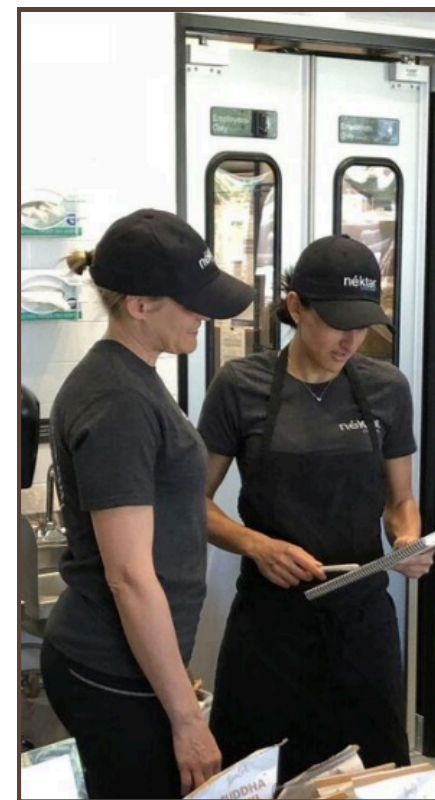
## 10. Back of House

- Sweep & mop all of BOH
- Clean all drains
- All items in dry storage labeled & stored in correct area (nothing on floor)



## 14. Additional Guidelines

- Never mop/deck brush FOH prior to close or if guests are still present
- Never stack chairs on top of tables
- Ensure **all product** is available during **all operating** hours
- Pre-closing is important but our guests are **always our priority**. Never make a guest wait to finish a task. Quickly help the guest and complete the task after.



## 11. Dishes

- Clean all remaining dirty dishes
- Return clean dishes to their home



## 12. Mop Sink

- Clean mop bucket/ sink
- Rinse out dustpan

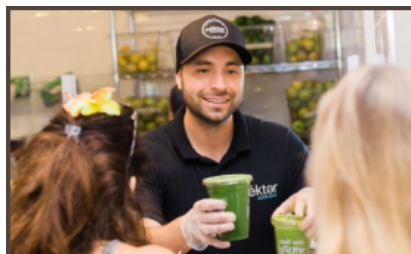


# TEAM MEMBER GUIDE: Closing

Completed by: **After close of business**

## 1. Finish All Tickets

- Complete all in store & online orders



## 2. Close Waffle Iron

- Turn off waffle iron
- Once cooled, clean iron using GW teflon cleaning brush
- Clean drip pan and waffle forks and return to station



## 3. Close Juicing Station

- Clean reaming juicer
- Final clean on table, shelves, walls
- Bring all product to fridges
- Clean cut boards & small wares
- Final spot sweep & mop



## 4. Close Blending Station

- Clean remaining blenders
- Final clean on tables, shelves, walls
- Clean cut boards & small wares
- Turn off dipper well and empty
- Final spot & sweep mop



## 5. Close Cashier/Hand Off

- Clean & organize counter
- Clean & organize shelves
- Clean under & around POS
- Stock gift cards, envelopes, & printer paper



## 6. Close Dish Station

- Clean walls, shelves, equipment, & fixtures
- Remove all debris
- Wipe inside & out
- Clean drain



## 7. Set Station for Open

- Replace small wares & station tools
- Juicers are ready for use
- Blenders ready for use



## 8. When Finished...

- Mop all floors
- Take out all trash
- Turn off lights
- Clock out and leave with manager

