Best Burger <u>Restaurant Assess</u>ment





Restaurant Visit Flow

Operator:	Restaurant:
Completed by:	Date:

Purpose

The purpose of Best Burger Restaurant assessment is to verify that all components of Best Burger have been cascaded down to the restaurant level and all are being executed as designed.

Information to be Reviewed

- > Best Burger UHC charts for the day
- Prep build charts
- → Bun Pull charts
- Completed restaurant Best Burger Day Zero Pre-Launch Checklist
- Any additional Best Burger materials used by restaurant (Best Burger Spectrum of Success, Best Burger Health Check, Best Burger Foundational Tune-Up, other follow-up documents)

Day of Visit

- Opening conversation with Operator, Supervisor and/or Restaurant Manager
- > Review purpose of the visit

Set Expectations for the Day - 4 phases:

- 1 Off-floor discussion with Operator, Supervisor and/or Restaurant Manager (Approx. 30 mins)
- 2 Taste of Quality led by restaurant leadership demonstrating ability to recognize Gold Standard Best Burger and properly identify opportunities
- 3 On-floor observation including daily food safety process and Best Burger execution
- 4 Debrief of restaurant observations



Schedule

Discussion Observations Debrief Taste of (off-floor) Quality (off-floor) **Daily Food Best Burger** Safety execution **Duration: Duration: Duration**: **Duration: Duration:** 1/2 hour 1/2 hour 1/2 hour 1/2 hour 1 hour

Desired Outcome

The key outcome of the assessment is to identify any gaps in execution and then work with leadership to create an action plan to address and rectify.

Areas to evaluate through observations:

1 People 5 Buns

2 Prep Management 6 Smallwares

3 Beef Cooking 7 Technology

4 Beef Holding

Off-Floor Discussion with Restaurant Leadership

- → How was Best Burger introduced to leadership (mid-managers)?
- → How was Best Burger implemented into the restaurant Managers and Crew?
- What steps did you take to ensure foundations were in place? (Review Restaurant BB Pre-Launch Checklist)
- Which elements of Best Burger were the most difficult to implement? (Review Spectrum of Success)
- → With the introduction of Best Burger, how has your job changed?
- → What Best Burger crew behavior changes have been hardest to embed?
- → What "gaps" in performance are still an opportunity?
- → What systems are in place to follow up on execution, on a regular basis?



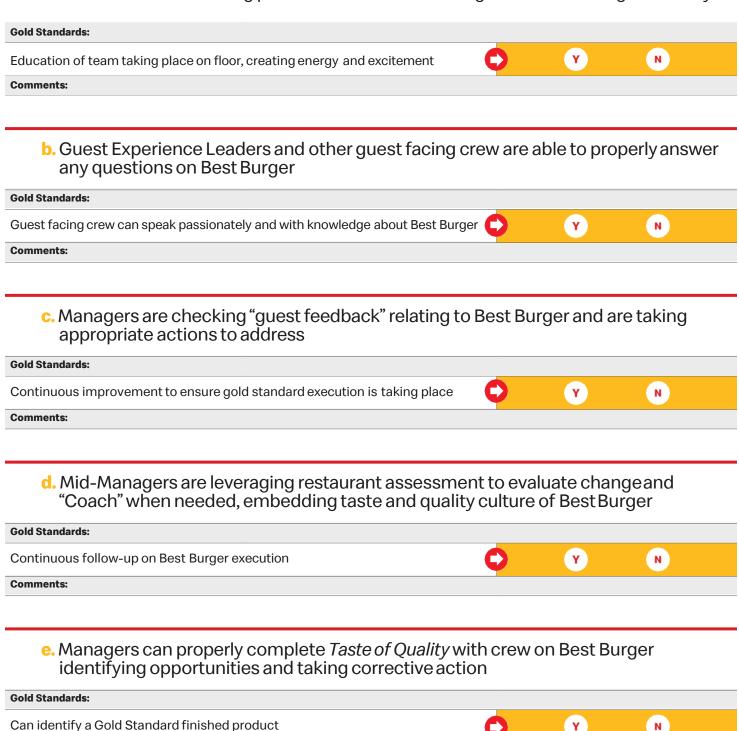
People



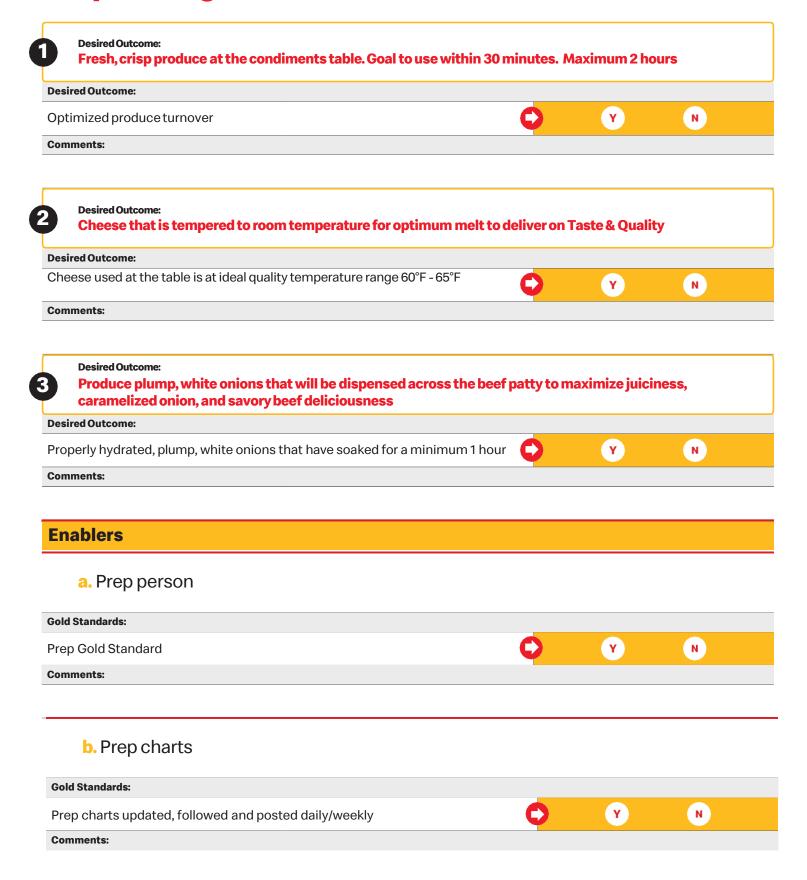
Enablers

Comments:

a. Crew huddles are taking place to share "what's changed with Best Burger and why"



Prep Management



c. Produce timing system Cold Standards: Effective timing system in place & followed on produce at the condiments table Comments: d. "Rightsizing" cambro containers Cold Standards: Appropriate size cambro containers for product determined by sales Comments: e. Cambros available Codd Standards: Enough cambro containers available to replenish as needed Comments:

Beef Cooking

Desired Outcome: Beef being consistently cooked and removed from the grill within the quality temperature zone 69°C - 77°C (155°F - 170°F)

Enablers

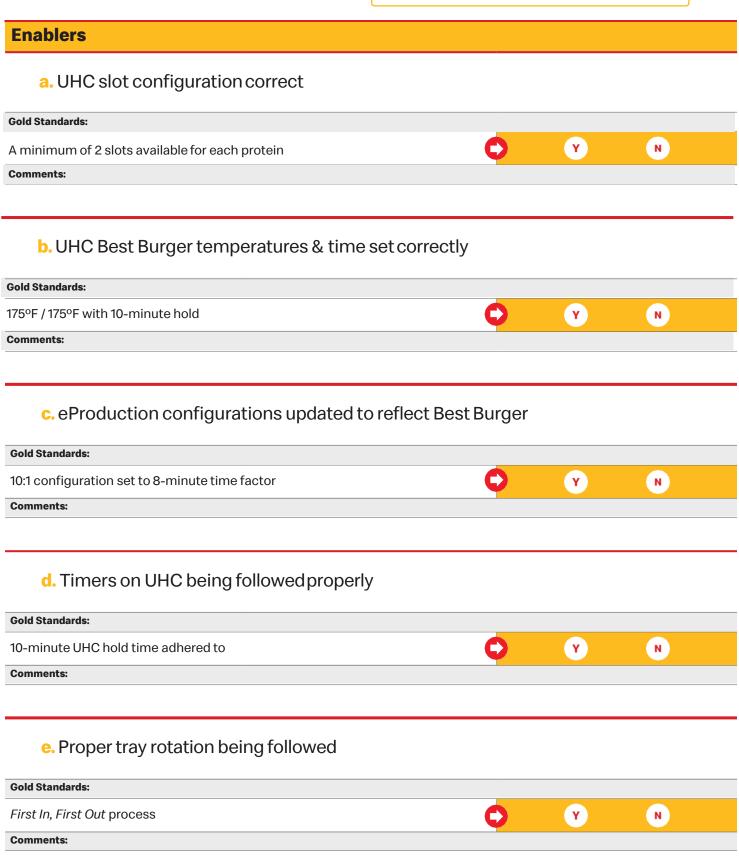
Comments:

a. Best Burger Daily Food Safety protocol properly executed				
Gold Standards:				
All products meet food safety & 3 of 4 patties between 155°F - 170°F	0	Y	N	
Comments:				
b. Gap setting for Regular patties is correct				
Gold Standards:				
Regular .225" Stage 1 for 20 seconds Final Stage .290 (Refer to Best Burger guidance for Next Generation Grills - available for Taylor & Garland) Comments:	0	Y	N	
- Committee Comm				
c. Correct run sizes beingused				
Gold Standards:				
Maximum run size does not exceed 6 regular patties	•	Y	N	
Comments:				
d. Patty placement on the grill is correct				
Gold Standards:				
Patty placement station guide posted & followed by the grill person, 1/2 in. spaces maintained between patties	0	Y	N	
Comments:				
e. Grill monitor for "look and cook" installed and prope	erly execu	ıted		
Gold Standards:				
Look, bump, cook process	\Diamond	Y	N	

f. Crew is "ready to remove" patties **Gold Standards:** 18 seconds removal time being achieved **Comments:** g. Correct procedures for Regular patties in place **Gold Standards:** Season, onion and remove patties to a stack height of 3 in a tray with liner, Υ N Max. 6 patties (recommended) 12 patties (high demand only) per UHC tray **Comments:** h. Proper onion application at the grill for Regular patties **Gold Standards:** Υ Hammer shake used for proper amount of onions, per the Be Well Served poster N **Comments:** i. Spatula & grill scraper blades are sharp and in good working condition **Gold Standards:** Υ N Changed every 7-10 days or more if needed **Comments:** j. Proper grill cleaning performed **Gold Standards:** Grill scraped after each run to remove carbon, grill steaming routine **Comments:**

Beef Holding





Buns



Enablers a. Restaurant receiving new bun formulation from the DC **Gold Standards:** Regular and Big Mac buns (visible light sheen on the crowns) **Comments:** b. Bun thaw charts are in place and beingused **Gold Standards:** Minimum 2 pulls/day, frozen buns are taken out of the freezer (3 times if 24-hours) **Comments:** c. 48-hour hold time followed and buns marked correctly **Gold Standards:** Y Target to use buns within 24 hours N **Comments:** d. Buns are stored correctly in pillow packs at the prep line **Gold Standards:** Y N Covered when not in use **Comments:**

e. Bun toast time verified at 22 seconds

0	Y	N
	0	• •

f. Daily cleaning of toaster, including release sheets and belt **Gold Standards:** Release sheets and belts are clean and not worn **Comments:** g. Finished Regular bun sandwiches are wrapped using the gentle roll technique **Gold Standards:** No finger imprints left on buns Υ N **Comments:** Evaluate finished product h. Finished Big Mac bun sandwiches are placed in a box with care **Gold Standards:** Y Sandwich neatly presented, with no finger imprints left on buns N **Comments:** Evaluate finished product i. Buns coming out of the toaster are acceptable - Regular and Big Mac bun **Gold Standards:** Buns coming out of the toaster are acceptable, compression and calibration Υ N are checked daily - Regular and Big Mac bun **Comments:** j. Quality tools available and in use **Gold Standards:** Pyrometer and Gold Standard Toast posters Comments:

k. Steamed filet bun is acceptable

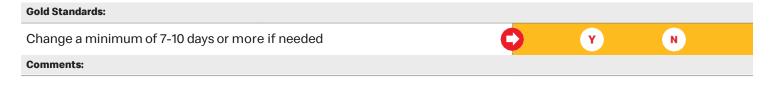
Gold Standards:			
Hot, steamed bun that is not too moist	0	Y	N
Comments:			

Smallwares

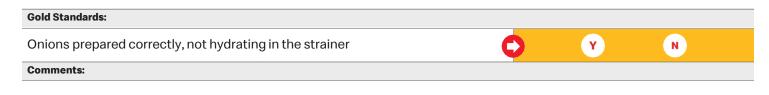


Enablers a. Big Mac 1/2 oz. sauce gun handle with 3-valve NGSG **Gold Standards:** New sauce gun handle (yellow) in restaurant, increasing the sauce amount from Υ 2-1/3 oz. shots, to 2-1/2 oz. shots **Comments:** b. Enough new onion shakers available and in use **Gold Standards:** One packet of onions will fill 6 shakers **Comments:** c. Enough UHC meat trays available to support eProduction **Gold Standards:** Recommend a minimum of 34 trays Υ N **Comments:**

d. Replacement blades available for scrapers and spatulas



e. Enough dehydrated onion pans available and in use



Technology

Comments:

