



TODAY'S DATE

9/1/2023

# SAFETY FIRST in everything we do

Cell Phone Safety: "Distracted walking" is a growing safety concern. Cell phones use can be dangerous! Cell phones take away concentration and attention to your surroundings. Texting and driving is never acceptable! If you need to answer a phone call, get to a safe area and STOP.

## Guest Experience

Your customer doesn't care how much you know until they know how much you care.

## WE BUILD inclusion

Monday is Labor Day. Labor Day, the 1st Monday in Sept, honors the American labor movement and is dedicated to the social and economic achievements of American workers. It constitutes a yearly national tribute to the contributions workers have made to the strength, prosperity, and well-being of our country.

### KNOW YOUR NUMBERS

YESTERDAY'S GOAL: \_\_\_\_\_

YESTERDAY'S ACTUAL: \_\_\_\_\_

TODAY'S GOAL: \_\_\_\_\_

### MARKETING/STATION REVIEW

### DAILY CHECK

- SLIP-RESISTANT SHOES
- PERSONAL PROTECTIVE EQUIPMENT
- CLEAN UNIFORMS
- NAME TAGS
- ACCURATE SIGNAGE & PRICING
- IMPACTFUL FIRST IMPRESSION

### MAKE IT PERSONAL

TEAM CHEER...

# ATTENDANCE

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TODAY'S DATE

9/5/2023

# SAFETY FIRST in everything we do

Proper refrigeration prevents the growth of food spoilage organisms and slows down, or even stops the growth of many foodborne bacteria. Inform manager if temperature of refrigeration unit is fluctuating

## Guest Experience

Impulse Purchases: what items might our customers purchase as impulse items? How can we encourage customers to purchase impulse items?

## WE BUILD inclusion

Did you know? The first Labor Day holiday was celebrated on Tuesday, September 5, 1882 in NYC...In other countries, the equivalent of Labor Day in International Workers Day. It is usually celebrated in May and is also known as May Day.

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TODAY'S DATE

9/6/2023

# SAFETY FIRST

in everything we do

Products that are held in the operation for credit or return to the distributor, such as damaged, spoiled, or recalled products, must be segregated and held in designated areas.



The customer's perception is your reality.

## WE BUILD inclusion

Inclusion is the "action of state of including or being included within a group or structure." Find opportunities to connect with other associates. Introduce people. If someone needs help with a project/task, offer to introduce them to someone who would be a great resource.

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TODAY'S DATE

9/7/2023

# SAFETY FIRST in everything we do

Healthy Sleep=Safe Workplace: Sleep deprived workers are 70% more likely to be involved in workplace accidents compared to non-sleep deprived workers. Most people need between 7-9 hours of good quality sleep each night.



Courteous treatment will make a customer a walking advertising.

## WE BUILD inclusion

A pattern of respectful interaction requires that we spend time and effort getting to know others and explore the differences that exist between us without judging those differences.

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TODAY'S DATE

9/8/2023

# SAFETY FIRST

in everything we do

CHAT Safety



"You most unhappy customers are our greatest source of learning." ~Bill Gates

## WE BUILD inclusion

We value every individual uniqueness, expertise and contribution

### KNOW YOUR NUMBERS

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TODAY'S DATE

9/11/2023

# SAFETY FIRST in everything we do

After cleaning and sanitizing, equipment has to be air dried. If items are stacked on top of each other while they are wet they will not fully dry and the water trapped between will help germs grow. Towels may not be used for drying clean equipment and utensils. This can contaminate clean items.

# Guest Experience

How we look and present ourselves to our Guests is vital to your success. The saying "presentation is everything" encompasses not only our food items, but you too.

# WE BUILD inclusion

Inclusion is also realizing that out of many differences, we hold many of the same core values, such as respect and honesty, even if expressed differently.

## KNOW YOUR NUMBERS

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TODAY'S DATE

9/12/2023

# SAFETY FIRST in everything we do

Here are some tips for preventing trip and fall injuries. Be on the alert for cluttered floors. Remove trash and debris from walkways immediately. Don't store objects in heavy traffic areas or walkways. Make sure they are stored properly. After unloading pallets or boxes of supplies, dispose of all packing material and store supplies properly before allowing other associates into the storeroom. Equipment should be stored and furniture placed appropriately. If you see a potential trip hazard, correct it or notify management immediately. Always use the handrail when walking up or down stairs. Never run on a staircase! Watch where you're going! Look out in front of you when walking



## WE BUILD inclusion

September 12th is the National Day of Encouragement. It was started at Harding University in 2007, and later recognized as a national holiday by George W. Bush. On this day, send uplifting words to an associate through Nudge. Maybe you noticed they handled a challenging task well, they were innovative in their field or they are a good leader. Encouragement builds healthy relationships that makes people put their best foot forward.



Find out what the guest wants: ask, don't assume~engage~listen~read between the lines

### KNOW YOUR NUMBERS

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TODAY'S DATE

9/13/2023

# SAFETY FIRST in everything we do

Follow these tips to avoid the dangers posed by hot items in the workplace. **DO** • Remove steam table covers, open lids, plastic wrap and other container covers away from you to let steam escape safely. • Warn people when you are walking behind them with hot pans or when you are walking behind someone who is working with hot items. • Place only approved containers in the microwave. Be aware that objects cooked in microwaves can be extremely hot. **DON'T** • Don't place containers of chemicals or hot liquids overhead where they are likely to spill when being removed. • Don't clean or drain fryers when the oil is hot (above 100° Fahrenheit). Grease must be allowed to cool before the cleaning process can begin. • Don't fill pans so full that they are likely to spill hot foods.

## WE BUILD inclusion

Diversity is the traits and characteristics that make us all unique. Inclusion is where you feel like you belong because the unique aspects of ALL individuals are valued, appreciated and leveraged. One of the benefits of a diverse and inclusive workplace is that it has the ability to yield innovative ideas. Diverse sets of experiences, perspectives, and backgrounds are crucial to the development of new ideas. Inclusion fosters an environment where these unique ideas are embraced.

## Guest Experience

It's not always possible to resolve issues on the spot. A customer's expectations may go beyond the service the business is able to provide, or staff might not be authorized by management to provide the means necessary to resolve the complaint. In these cases, staff must still step up as service professionals, realizing that the actions they take when faced with a complaint can have a significant impact.

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TODAY'S DATE

9/14/2023

# SAFETY FIRST in everything we do

Wiping cloth buckets need to be stored in an area that will not contaminate food, equipment, utensils, linens or disposables. Best practice is to keep buckets on a lower shelf at your station.

## Guest Experience

Your best customers leave quite an impression. Do the same and they won't leave at all. ~SAP ad.

## WE BUILD inclusion

September 15 - October 15 is National Hispanic Heritage Month. This is when people recognize the contributions of Hispanic and Latino Americans to the US. Sept 15th was chosen as the starting point for the celebration because it is the anniversary of independence of five Latin American countries: Costa Rica, El Salvador, Guatemala, Honduras and Nicaragua.

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TODAY'S DATE

9/15/2023

# SAFETY FIRST in everything we do

Safety is not only about taking precautions, it's also about taking responsibility. See It, Own It!. If you see and unsafe situation, or even a potentially unsafe situation, don't just walk away. Take responsibility for getting it corrected.

# Guest Experience

Our customers should be treated as invited guests to a party, and we are the hosts. It's our job every day to make every important aspect of the customer experience a little bit better.

## WE BUILD inclusion

September 16th is Rosh Hashana. This is the day Jewish families usher in the Hebrew calendar's New Year with a trumpeting ram's horn and sweet apples with honey.

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TODAY'S DATE

9/18/2023

# SAFETY FIRST in everything we do

Separation of chemicals ensures that food, equipment, utensils, linens and single-service and single use articles are properly protected from contamination. The storage of chemicals directly above or adjacent to food could result in contamination of the food.

# Guest Experience

There is only one boss. The customer. And he can fire everybody in the company, simply by spending his money somewhere else.

## WE BUILD inclusion

Today is Constitution Day. Constitution Day is an American federal observance that recognizes the adoption of the US Constitution and those who have become US citizens. It is observed on September 17th, the day in 1787 that delegates to the Constitution Convention signed the document in Philadelphia.

### KNOW YOUR NUMBERS

YESTERDAY'S GOAL: \_\_\_\_\_

YESTERDAY'S ACTUAL: \_\_\_\_\_

TODAY'S GOAL: \_\_\_\_\_

### MARKETING/STATION REVIEW

### MAKE IT PERSONAL

### DAILY CHECK

- SLIP-RESISTANT SHOES
- PERSONAL PROTECTIVE EQUIPMENT
- CLEAN UNIFORMS
- NAME TAGS
- ACCURATE SIGNAGE & PRICING
- IMPACTFUL FIRST IMPRESSION

### TEAM CHEER...

# ATTENDANCE

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TODAY'S DATE

9/19/2023

# SAFETY FIRST in everything we do

Products that are damaged or spoiled must be removed and held in separate areas. Cans should be checked often to ensure they are not dented or swollen.

# Guest Experience

The more you engage with customers the clearer things become and the easier it is to determine what you should be doing.

## WE BUILD inclusion

Diversity Moment: Switch it up! Take the time this week to meet someone new that works in a different department or team, get to know them better. This is a learning opportunity for you to meet someone new, and get a better idea as to who they are and what they do within the company. Be a learner, challenge yourself and grow. Learn something new today.

### KNOW YOUR NUMBERS

YESTERDAY'S GOAL: \_\_\_\_\_

YESTERDAY'S ACTUAL: \_\_\_\_\_

TODAY'S GOAL: \_\_\_\_\_

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TEAM CHEER...

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TODAY'S DATE

9/20/2023

# SAFETY FIRST in everything we do

General Safety Awareness: know where the SDS book is located and how to use it. Use ladders properly. Know the kitchen's emergency procedures.

# Guest Experience

A product or price advantage is limited and can be easily duplicated, but a strong customer service culture can't be copied.

## WE BUILD inclusion

Let's talk about respect. What does it mean for you to show respect and what does it mean for you to be shown respect? Lead and open discussion.

### KNOW YOUR NUMBERS

YESTERDAY'S GOAL: \_\_\_\_\_

YESTERDAY'S ACTUAL: \_\_\_\_\_

TODAY'S GOAL: \_\_\_\_\_

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TODAY'S DATE

9/21/2023

**SAFETY  
FIRST**  
in everything we do



The result of a business is a satisfied customer.

General Safety Awareness: Lift properly (get help with a heavy load). Never push down on a trash bag or container. Store all equipment and chemicals properly. Ask: why should you never push down on a trash bag or container?

●●●●●●●●●●●●●●●●●●●●  
**WE BUILD**  
*inclusion*

Team Member Moment

**KNOW YOUR NUMBERS**

YESTERDAY'S GOAL: \_\_\_\_\_

YESTERDAY'S ACTUAL: \_\_\_\_\_

TODAY'S GOAL: \_\_\_\_\_

**MARKETING/STATION REVIEW**

**DAILY CHECK**

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**MAKE IT PERSONAL**

**TEAM CHEER...**

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TODAY'S DATE

9/22/2023

# SAFETY FIRST in everything we do

Electrical Safety: check all electrical cords for damaged or broken connections. Remove all electrical cords from the wall by the plug. Do not yank on the cord. Keep cords away from heat, chemicals, and oil to avoid damage.

## Guest Experience

Discuss ways we can make our guests feel welcome. We spruce up the café. We dress up. We prepare special meals, we address their needs as they occur.

## WE BUILD inclusion

CHAT Icebreaker

### KNOW YOUR NUMBERS

YESTERDAY'S GOAL: \_\_\_\_\_

YESTERDAY'S ACTUAL: \_\_\_\_\_

TODAY'S GOAL: \_\_\_\_\_

### MARKETING/STATION REVIEW

### DAILY CHECK

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TODAY'S DATE

9/25/2023

# SAFETY FIRST in everything we do

Hand washing is the most important thing we can do to protect the health of our customers and each other. We don't want anything to stop us from washing our hands. When hand sinks are used for other purposes such as dumping ice, storing wiping cloth pails, dumping waste, etc. they may contaminate hands during washing. Hand sinks must also be fully accessible at all times.

## Guest Experience

Spend a lot of time talking to customers face to face. That's how we will know what their needs are. You'd be amazed how many companies don't listen to their customers.

## WE BUILD inclusion

Yom Kippur, also known as the Day of Atonement, is the holiest day of the year in Judaism. Its central themes are atonement and repentance. Jewish people traditionally observe this holy day with an approximate 25-hour period of fasting and intensive prayer, often spending most of the day in synagogue services. This year Yom Kippur begins tonight at sunset and ends tomorrow at nighfall.

### DAILY CHECK

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### KNOW YOUR NUMBERS

YESTERDAY'S GOAL: \_\_\_\_\_

YESTERDAY'S ACTUAL: \_\_\_\_\_

TODAY'S GOAL: \_\_\_\_\_

### MARKETING/STATION REVIEW

### MAKE IT PERSONAL

TEAM CHEER...

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TODAY'S DATE

9/26/2023

# SAFETY FIRST in everything we do

Parking Safety: most people believe that once they reach their cars they are safe. When you get to your car, take time to look around and behind you. When walking to and from your car, use your possessions such as keys as weapons, and have them ready. Travel in groups if possible. Park as close to your destination as possible, stay in lit places.

## Guest Experience

Service is not what we do, but who we are. It is a way of living that we need to bring to everything we do.

## WE BUILD inclusion

Although we may find it quite easy to recognize our differences, if we take the time and think about it we can discover just as many similarities between ourselves and our teammates.

### KNOW YOUR NUMBERS

YESTERDAY'S GOAL: \_\_\_\_\_

YESTERDAY'S ACTUAL: \_\_\_\_\_

TODAY'S GOAL: \_\_\_\_\_

### MARKETING/STATION REVIEW

### DAILY CHECK

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TEAM CHEER...

# ATTENDANCE

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TODAY'S DATE

9/27/2023

# SAFETY FIRST in everything we do

Food not be over-stacked and above the refrigeration/ice level in the container. If ice is used it must be packed tightly around the container and must be at the top level of the food. Check the ice throughout service to see if it needs to be replenished. Always remember - the food must be at 40° F or below when it is put out on ice or refrigerated display.

## Guest Experience

Revolve our world around the guest and more guests will revolve around us.

## WE BUILD inclusion

Develop curiosity about the perspective of others

### KNOW YOUR NUMBERS

YESTERDAY'S GOAL: \_\_\_\_\_

YESTERDAY'S ACTUAL: \_\_\_\_\_

TODAY'S GOAL: \_\_\_\_\_

### MARKETING/STATION REVIEW

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TODAY'S DATE

9/28/2023

# SAFETY FIRST in everything we do

Cleaning and Sanitizing Utensils: Properly cleaned and sanitized utensils helps prevent the growth of germs and product contamination. Utensils must be cleaned and sanitized at the end of each meal or as needed. It is not OK to just rinse utensils in a hand or prep sink and continue to use them. They must be cleaned and sanitized in the 3-compartment sink or dish machine. Make sure you have backup utensils at your station to replace any dirty ones.



## WE BUILD inclusion

Rules of Respect: Be aware of your nonverbal and extra verbal cues

## Guest Experience

Practice habits that reduce the amount of food being wasted at your station or area. What are ways we can reduce waste at your station or area? (example, portion control, batch cooking, etc.)

### KNOW YOUR NUMBERS

YESTERDAY'S GOAL: \_\_\_\_\_

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TODAY'S GOAL: \_\_\_\_\_

### MARKETING/STATION REVIEW

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TODAY'S DATE

9/29/2023

# SAFETY FIRST in everything we do

Box Cutter Tips Follow these tips to safely use, store, and carry box cutters: Keep the blade sharp: Sharp blades will cut while dull blades will tug and pull which makes the box cutter more likely to slip and cause injury. Only use approved box cutters: Exposed blades or knives are dangerous when used for cutting boxes. Keep in mind there are right-hand and left-hand cutters— use the appropriate one. Work smart: Angle the box away from your body and keep your free hand clear of the blade. Always retract the blade fully when you are finished. Carry the cutter in a box cutter holder— never in your pocket. Pay attention: Be aware of your surroundings and of the condition of the box cutter, the item to be cut, and the cutting surface. Don't cut unless people are safely out of the way. Always dispose of used blades properly.

## WE BUILD inclusion

Diversity, equity and inclusion (DEI) is a term used to describe policies and programs that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures and sexual orientations.

## Guest Experience

Treating people like guests. When we take care of customers, we provide them with products and services. When we take care of guests, we handle their true needs like are they enjoying their meal.

### KNOW YOUR NUMBERS

YESTERDAY'S GOAL: \_\_\_\_\_

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### MARKETING/STATION REVIEW

### MAKE IT PERSONAL

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