

CASHIER TRAINING MANUAL



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WORKING GUIDELINES



General Job Description

The job of the Cashier is to take orders from the Customer at the counter, place the order on the point of sale system, pack the order and serve the order.

See the section "Job Responsibilities"

Attendance

- Report for your shift 15 minutes before the time stipulated on the shift roster
- Check in as per attendance register or clock-in system
- Be aware of the correct break times
- No changing allocated section
- Management to dismiss staff at the end of a shift
- Perform any reasonable task as requested by management
- Relieve or assist in other sections if and when necessary
- Work reasonable overtime as demanded by trade

Kitchen Staff Rules and Regulations

- The Customer always comes first
- Always exhibit good basic manners
- Control noise levels at all times
- Meal times – all kitchen staff to eat before 11h00 and if on late shift meals to be eaten before the shift.
- No chewing of gum or any other food item in front of Customers or during service
- No swearing
- Keep conversations and interactions with Colleagues professional
- Where possible do not have conversations in languages foreign to your Colleagues, in front of them, as this could be misconstrued or misunderstood as gossiping.
- A good rule of thumb –do not do anything that you wouldn't do in front of your grandparents / parents.
- Lost and Found - All items turned in during your shift must be stored in the Manager's Office. At the end of your shift, these items must be written down or logged in the handover book. Failure to turn in any found items will result in disciplinary action, up to and including termination.



UNIFORM



Uniform

The importance of a uniform:

- When wearing uniform, you represent everyone that works at the store and across the CX brand
- Uniform says: “ I am proud of my job”
- When in uniform, you look professional, and will be treated professionally
- No deviation from the uniform code will be accepted or tolerated

Chicken Xpress Cashier Uniform:

- Red CX T-Shirt
- Red CX Peak Cap
- CX Name Tag
- Black long trousers
- Dark closed shoes
- Dark socks





BEING NEAT AND CLEAN



Personal hygiene

- Personal hygiene is about keeping the body clean and healthy.
- Kitchen work is often physically demanding and you may get hot and sweaty when working, which can result in strong body smell
- This can be uncomfortable or offensive to other people you work with, especially as you stand close to them
- Personal hygiene is important because the body carries bacteria on the skin and in body fluids that can be transferred to things that are touched, especially food.
- Ensure that you are always well groomed and tidy to be professional
- Ladies are allowed to wear minimal and elegant makeup. No excessive or bright coloured make up to be worn. Be as natural as possible.

Regular bathing / showering or washing

- All staff should at least wash, bath or shower once per day to diminish body odour, caused by the breakdown of sweat
- Wash hair regularly using shampoo

Deodorant

- Put just enough deodorant on to prevent you from sweating or having strong body odour
- Do not use strong perfumes to cover up bad body odour. This can only be done by washing / showering / bathing every day.



Teeth

- It is important that your breath is fresh at all times
- Your teeth should be brushed with a toothbrush and toothpaste at least twice a day.



Hair

- Hair must be clean, restrained if longer than collar length and pulled away from the face
- Full beards are not allowed except for religious reasons
- Never touch or comb your hair during service or while working with food as the bacteria on your scalp will be transferred to your hands and to the Customer's food.
- Hair often carries bacteria therefore you must shampoo your hair daily to remove grease and build-up of germs.



Jewellery

- A wedding ring is acceptable, but if wearing a wedding ring, disposable gloves must be worn.
- Up to two (2) sets of small earrings and a necklace are acceptable.
- Earrings must be no larger than a pencil head. No large hoops or dangly earrings.
- Necklaces must be worn inside the shift.

- No body jewellery to be visible to Customers, including nose studs and tongue rings.
- When preparing food, remove all jewellery from arms and hands. This includes arm bands.

Fingernails, glasses and tattoos

- Fingernails must be kept clean. Any employee wearing fingernail polish, decals, false or acrylic fingernails, must wear disposable gloves.



- Sunglasses are not to be worn while working. If sunglasses are needed for medical reasons, employees must provide a medical letter.
- All tattoos must meet the following standards:
 - No neck or facial tattoos allowed
 - Vulgar, offensive, threatening or obscene tattoos are not acceptable
 - Team members should make every reasonable effort to cover tattoos while at work – exceptions for religious reasons require prior approval.

Smoking

- No staff member may smoke in uniform.
- No staff member may smoke around food being served or prepared.
- Remember to wash your hands after smoking.
- Only tobacco smoking will be tolerated at work before or after a shift and out of uniform and away from Customers
- Please keep your breath fresh and avoid approaching any Customers directly after smoking.





**KEEPING THE
FRONT CLEAN
AND SAFE**



Keeping the Front Clean

Sanitation

Sanitation is the how we keep the shop clean, hygienic and free of harmful germs and bacteria which could make the crew and Customers sick

Where are the germs in the kitchen?

The following are the most likely to be contaminated with harmful germs and bacteria:

- Cleaning clothes
- Work surfaces
- Food storage containers
- Refrigerator insulating seal

Why are these areas more likely to be “infected?”

Because they are often bypassed during cleaning.

The following items may NOT be used in a store environment

Cleaning materials

- Chemicals / cleaning aids from non-authorized suppliers

Wood

- Wooden cutting boards used to prepare meals
- Wooden or wooden handled mops and brooms

Wood is extremely absorbent and unhygienic as they can play host to numerous bacteria and pathogens if used during food preparation.

Steel / brass / copper scourers

- Pieces break whilst in use and these may easily find their way into food products.

Mutton Cloth

- When cutting mutton cloth into pieces, the cloth sheds fibers continuously. These fibers may end up in the food products.

Used food containers / buckets filled with chemicals / soaps i.e. mayo buckets

- This is unsafe as the same containers may be used to store food at a later stage.

Used chemical containers to store food / used oil containers to store food

- Cross contamination and highly dangerous as the chemical that was in the container previously may be hazardous

What is your role when dealing with workplace hygiene?

- You must regularly clean and maintain cleanliness in your work area
- You must take responsibility for the cleanliness of the entire store.
- You must follow the store's cleaning checklist.
- You must assist all other team members to clean their workstations if necessary.
- You must ensure that the other team members have cleaned their workstations.
- A team member is assigned each day on the cleaning schedule to clean certain areas

Cleaning cloths and usage

Use specified coloured coded cloths and spray bottles within the different areas of the store to prevent cross-contamination. The following is recommended.

Front of House Counter Area

- A disposable yellow cloth with a sanitizing spray bottle must be kept in the front of house area to clean tables and counter surfaces.
- Use a yellow cloth for FOH
- Use a black cloth for cleaning spills on walls, floors and other surfaces
- Use coloured coded buckets to match your coloured coded cloths.
- Keep disposal cloths in bucket with sanitizer as required and discard at the end of each shift, to ensure they stay clean.
- All highly perishable items must be held in stainless steel containers
- Always use a spatula when transferring or consolidating sauces or moist items
- Always separate old items with plastic wrap when stocking them with new items in the same container, dating them clearly. Always place the old items on the top to be used first.

Cleaning procedures

The six steps for correct cleaning

1. Scrape Leftover food and grime on the counter
2. Pre- By soaking or pre-rinsing
3. Washin With clean, hot water – approx. 60°C

4. Rinsing With clean, hot water – approx. 70°C (This flushes away
5. Sanitising Reduces the amount of bacteria to safe, low levels.
6. Drying Air dry, as this avoids the cross contamination from use of drying
Cloths

Method of Cleaning – utensils in the pot sink

- The bowl must be half filled with hot water.
- The temperature of the water should be between 50°C and 60°C.
- This is too hot for bare hands so make use of rubber gloves.
- Add dish washing liquid
- First wipe off excess food, straws, paper serviettes or liquid from the dishes or utensils and scrape or throw them into the dustbin.
- When washing, using a combination of dish cloth and / or scouring pad. Note that the dirt / grease will be removed but the utensils will not be bacteria free.
- Lift utensils and soak for at least one (1) minute in the clean hot water to rinse away soapy water.
- The use of wire scrapers and steel wool is not permitted, as wire particles can be left on the equipment.
- Never place any sharp objects in the sink, i.e. knives, peelers and tin openers. Always wash these separately by hand in the pot sink.
- The water must be changed once becoming dirty or greasy and must be changed on a regular basis so that it will always be clean and hot enough.
- Allow washed utensils to air-dry by placing them to drip-dry in the drying racks.
- While stacking and storing items that can break i.e. glasses and plates, check for cracks or any other such damage and remove from circulation and use. Place aside for the manager to destroy the cracked article

Preventing the spread of germs

Sanitise

- Wash and sanitise hands before starting the shift
- Sanitise all work stations before, during and after food preparation and service
- Keep and use sanitiser bottles at each section for sanitising purposes
- Keep all utensils in a bucket containing sanitiser solution while not using them

Cuts, burns, grazes and sores

- Cuts, burns, grazes and sores or other wounds are a breeding ground for bacteria.
- You must report any injuries you get at work, to management, no matter how insignificant.
- You must use an antiseptic, which kills germs and bacteria, i.e. Savlon, Dettol to clean the wound immediately.

- You must use an antiseptic cream to cover the wound immediately.
- You must cover the wound with a waterproof plaster or dressing immediately.
- The plasters should be a bright colour to locate them easily if they come off. Some instances have been known where a plaster is found in a Customer's meal!

Bad habits that spread germs and bacteria

- Touching or scratching your face or hair
- Biting your nails
- Running your fingers through your hair
- Rubbing an itchy nose
- Picking your nose or ears
- Sneezing or coughing over food
- Licking your hands or fingers

Cross Contamination

What is cross contamination? When bacteria are transferred from one item to the next

Never wipe your hands on your uniform to ensure that the bacteria chain is broken, do not:

- A. Transfer fresh products in dirty containers;
- B. Use dirty cloths to "clean" cutting boards and surfaces;
- C. Wear jewellery that may be dirty;
- D. Wear nail polish as it may chip and fall into the food (you must wear disposable gloves if you have nail polish on)

Always ensure that:

- A. Your hair (long or short) is tied up to ensure that hair doesn't fall onto the food
- B. Wipe-up cloths are kept clean and rinsed regularly in sanitisation solution and disposed of at the end of the shift

Hands and hand washing

- Hands must be washed as often as possible as poor hand hygiene is the main cause of food being contaminated with germs which can cause food poisoning, illness or death.

- You must wash your hands every hour during the shift to avoid cross- contamination of germs / bacteria
- Your fingernails must be short, unvarnished and clean. Always scrub your nails with a nail brush before coming to work or on arrival at work and before the shift starts. Food often gets under your nails while clearing dirty plates or preparing coffee.
- When a cleaning task is performed, remove the disposable gloves and throw them away. Do not keep gloves in apron pockets or re-use them.
- When sneezing or coughing, place hands in front of mouth and turn away from food. Wash your hands and replace gloves.
- Your hands carry a lot of bacteria from the dirty plates removed from Customers.
- You must wash and sanitize your hands:
 - Before preparing food or beverages i.e. soft serve, rolling cutlery
 - After going to the toilet
 - Before and filling and cleaning condiments
 - Before and after clearing the outside area of litter etc.
 - After clearing the tables of food and packaging or plates
 - After breaks
 - After coughing, sneezing, smoking or eating

Correct hand washing procedure



The procedure for proper hand-washing is as follows:

- A. Wet hands and arms up to elbows under running water.
- B. Apply soap and scrub for at least 20 seconds. Take extra care in areas between fingers under nails – use nail brush.
- C. Rinse and dry with a clean towel. Put on clean gloves.

Proper Disposal of Waste

- Use heavy-duty plastic garbage containers. They must be leak-proof, easily cleaned, pest-proof, and durable.
- Line containers with clear plastic bags.
- Containers kept outdoors or in food preparation areas must have tight-fitting lids that are in place when not in actual use.
- Do not allow garbage to accumulate anywhere but in regular garbage containers.
- Remove garbage from food preparation areas as soon as possible once the bags have been checked by a manager
- Pest-proof storage areas. Store garbage in areas large enough to accommodate wastes. Any inside storage areas must be pest-proof.
- Only use outside containers and dumpsters that are easily cleaned and position them on a smooth, non-absorbent material like concrete.

Working safely with refuse

- Beware of sharp objects, wrap broken glass or crockery in newspaper
- Do not pick up broken glass or crockery with your hands, use a dustpan and brush
- Do not pour liquid into bins. Tip out down drain first.
- Do not drink from containers that have been left lying around
- Any sharp instruments contaminated with blood must be kept in a glass or hard plastic container and disposed of safely

Dangers of poor waste disposal

- Cross infection and spread of bacteria
- Fire risk
- Breeding ground for pests, flies, rodents
- Bad smells, untidy appearance, creating a bad impression

- Standard of hygiene is not maintained

Proper Pest Control

- Keeping doors closed
- Taking garbage out frequently and keeping garbage areas clean
- Reporting any holes where animals can enter.

- A reputable pest control company such as Rentokil will provide the service to manage pest control

Keeping the Front Equipment Clean

Stainless Steel work surfaces/shelving:

Stainless steel work surfaces:

Cleaning frequency: Daily

Stainless steel shelving:

Cleaning frequency: Weekly

Cleaning procedure:

- Wipe up spilled food immediately – Clean as you go
- Use a hot SUPAKLEEN solution to wipe all surfaces
- Spray with POLYCIDE solution from spray bottle

Chemical dilution: Follow the instructions on the cleaning solution packaging

Garbage bins/buckets:

Cleaning frequency: Daily

Cleaning procedure:

- Empty and clean all garbage bins daily –in- and outside- with SUPAKLEEN
- Air dry
- Waste disposed in a manner to avoid possible cross contamination
- The bins must be emptied when they are 80% full.
- Use disposable plastic liners to eliminate much of the odour.

Chemical dilution: 500ml SUPAKLEEN to 12.5 litres of water

Walls:

Cleaning frequency: Daily

Cleaning procedure – ceramic walls:

- Wipe clean with a damp cloth
- Pay attention to areas subject to contact with hands e.g. light switches
- Allow surfaces to air dry
- Wash heavily soiled areas with an all-purpose cleaner and cloth
- Clean air vents to eliminate any dirt build up
- Baseboards and corners need routine cleaning

Cleaning procedure – wooden panelling:

- Wipe clean with water
- Wipe dry with a clean cloth
- Spay wood surfaces with polish and wipe with a clean dry cloth

Chemical dilution: Follow the instructions on the cleaning solution packaging

Floors:

Cleaning frequency: Ongoing and daily

Cleaning procedure:

- Clear floors as much as possible of movable equipment
- Sweep entire floor to remove loose debris
- Prepare warm solution of water and SUPAKLEEN in double bucket trolley system
- Divide floor into sections and apply cleaning solution
- Display Wet Floor Sign
- Scrub if necessary
- Wipe up cleaning solution with clean water in other bucket in trolley
- Change water frequently
- Repeat the process on other areas not cleaned

- Repeat the process throughout the day
- Clean kick plates and skirting
- Clean floor drains daily and flush with clean water
- Wipe up any spills with a mop or surface cloth
- Pry up sticky materials with a putty knife. For difficult jobs, use ice to freeze the dirt or substance then remove it.
- Sweep under and around large pieces of equipment. Pull large pieces of equipment away from the wall then sweep and mop thoroughly

Chemical dilution: Follow the instructions on the cleaning solution packaging

Outside area:

Cleaning frequency: Ongoing and daily

Cleaning procedure:

- Pick up clutter
- Sweep entire floor to remove loose debris
- Prepare warm solution of water and SUPAKLEEN in double bucket trolley system
- Divide floor into sections and apply cleaning solution
- Display Wet Floor Sign
- Scrub if necessary
- Wipe up cleaning solution with clean water in other bucket in trolley
- Change water frequently
- Repeat the process on other areas not cleaned
- Repeat the process throughout the day

Chemical dilution: Follow the instructions on the cleaning solution packaging

Shelving under the counter:

Cleaning frequency: Weekly

Cleaning procedure:

Dry goods are also susceptible to insect infestation. Containers therefore must be kept cleaned and sanitised.

- Remove all items from shelves
- Wash down with SUPAKLEEN solution
- Spray the surface with POLYCIDE to prevent odour
- Wipe the shelves dry
- Repack the shelves, observing FIFO
- Clean floors daily

Chemical dilution: Follow the instructions on the cleaning solution packaging

Cleaning equipment:

Cleaning frequency: Continuous

Cleaning procedure:

Cloths:

- No woven cloths permitted
- Disposable colour coded cloths
- Discard cloths after every shift.

Mops:

- Use separate mops for FOH and BOH
- After use, wash and sterilise
- Hang up-side down on mop rack
- Sterilise mops overnight

Brooms:

- Use separate brooms for FOH and BOH
- After use, hang on broom rack

Chemical dilution: Follow the instructions on the cleaning solution packaging

Electrical points and power cords:

Cleaning frequency: Weekly

Cleaning procedure:

- Unplug equipment and switch the power supply off
- Wipe both plugs and cords ensuring that no residue builds up
- Plug in and switch power off

Chemical dilution: Follow the instructions on the cleaning solution packaging

Windows:

Cleaning frequency: Daily

Cleaning procedure:

- Windows should be washed inside and outside on a daily basis with window cleaner
- They should be spot cleaned throughout the day. Use a spray bottle of window cleaner and a crumpled newspaper to wipe the cleaner off. This polishes the glass without leaving streaks or lint on the glass.
- Apply solution to window horizontally not vertically as this keeps more solution on the glass and avoids streaking

Chemical dilution: Follow the instructions on the cleaning solution packaging

Lighting and Air Vents:

Cleaning frequency: Weekly

Cleaning procedure:

- Light fixtures and bulbs should be cleaned weekly with a dry towel. This will give you a brighter store.
- All air vents must be dusted on a weekly basis

Keeping the front safe

Preventing falls

- Wipe up spills immediately.
- Display "wet floor" signs.
- Wear shoes with non-skid soles and heels.
- Keep passages and work areas clear of superfluous items
- Walk, do not run.
- Follow established traffic patterns.
- Do not carry anything that blocks your vision.
- Keep drawers and cupboard doors closed.
- Use ladders properly: never use chairs, tables or boxes. Do not stand on top of ladder, and not over reach.
- Use handrails on stairs.
- Turn lights on to see.
- Keep the passageways free and uncluttered

Preventing Electric Shock

- Never touch electrical equipment with wet hands, or while standing in water.



- Unplug equipment before cleaning or disassembling, to avoid shock.
- Do not pull plugs out by the cord. This can cause damage to the cords, which may then cause shocks.
- Report damaged and worn plugs and cords to your manager.

Preventing Cuts

- Pay attention when using sharp equipment. Never touch edges of sharp blades.
- Turn equipment off before adjusting.
- Carry dishes and glassware carefully.
- Sweep up broken glass immediately do not use your hands.
- Use special container to dispose of broken glass, dishes, and other sharp objects so the person removing the rubbish bag from the bin, does not get cut.



Prevent burns

- Pay attention when working around hot equipment.
- Always alert other employees when carrying hot foods.
- Avoid overfilling containers with hot foods.
- Warn others of hot surfaces.
- Let equipment cool before cleaning.
- Wear safety shoes that do not absorb liquids.
- Metal containers, foil or utensils should never be used in microwaves.
- Warn Customers of hot dishes.

Prevent fire:

- Smoke only in designated areas.
- Keep equipment and extractor fans from grease build up because this can cause a fire.
- Keep garbage in covered container, away from heat.
- Keep the pathway to the gas storage area is free of any obstacles
- Store chemicals away from heat because many chemicals are flammable.
- Do not leave aerosol spray containers near heat or spray close to an open flame.
- At the end of a closing shift ensure gas and all electrical equipment is turned off.


Safe chemical handling:




- Read the labels of all products, before you use them.
- Follow the directions for proper storage, handling, and use for all chemicals you use.
- Ask the Kitchen Manager or manager-on-duty with any questions or concerns you may have about using a certain product.
- Know how to call for medical help, in case of an emergency.
- Never mix chemicals together.
- Do not store chemicals in unmarked containers.
- Do not store chemicals in or close to food storage, preparation, or serving areas.
- Do not dispose of any empty chemical container until you have checked on the label for how to do so.


Lift items properly






Potentially unsafe situations in the front

Incident/s	Precautions / procedures to follow
<p>Chemicals</p>  <p>Toxic Very toxic Harmful Irritant</p> <p>Highly flammable Extremely flammable Explosive Dangerous to the environment</p> <p>Oxidising Corrosive</p>	<ul style="list-style-type: none"> • Keep cleaning materials away from foodstuffs. • Clean equipment or utensils with prescribed type of materials only. • Take note that some chemicals are flammable, so first allow equipment surfaces to cool down before applying the cleaning material. • Read the instructions on the container carefully before use and follow directions as indicated.

Incident/s	Precautions / procedures to follow
Gas	
	<ul style="list-style-type: none"> • Gas can catch alight from a distance • Gas can be inhaled through the nose or mouth which can be toxic • In the gas cylinder, the gas is in a liquid form. Once the gas bottle is opened, gas escapes and can build up in a confined area if there is no ventilation. • A gas leak is very dangerous as it can lead to choking and can lead to an explosion close to an open flame. • Never spray a jet of water on a gas fire. It makes the fire worse. Extinguish with powder. • Shut off the gas supply if there is a fire, if possible. If not possible and no risk to surroundings let the fire burn out. • In case of fire keep cylinders cool by spraying with water.
Open flames	
	<ul style="list-style-type: none"> • Even small fires, can become dangerous and out of control • Be aware of areas where fires can occur e.g. grills, fryers, ovens and other gas equipment • Know which type of extinguisher to use for a particular fire • Do not attempt to put electrical fires out using water as this can cause the fire to spread • Circuit breakers to be accessible at all times, shut off gas, if safe to do so
Glass	
	<ul style="list-style-type: none"> • Chipped glass can cause cuts and can carry infectious diseases • When glass shatters it can cause serious injuries to unprotected and exposed body parts • Cracked windows could be dangerous when cleaned, therefore replace immediately • Dispose of broken glass immediately by wrapping them in paper and then discarding into refuse bins to prevent any injuries

Incident/s	Precautions / procedures to follow
<p data-bbox="172 221 312 254">Electricity</p> 	<ul style="list-style-type: none"> • Electrical fires and electrocution can result from incorrect application of operating and maintaining equipment • Always check to see that electric machinery is properly earthed. • Most workplace appliances run on low voltage, contact with low voltage electricity can cause a person to “lock on” to an electrical source until the current is switched off • Contact with low voltage can also cause the person to be thrown clear from the point of contact; this can also cause serious injuries. • The following can occur, muscle spasms, electrical burns, uncoordinated contraction of the heart, respiratory arrest, cardiac arrest and injuries due to falling or loss of balance • Electrical hazards can be readily seen, heard or can be detected because of a particular smell • Always wear rubber soled or safety shoes • Never use water near the power source or any part of the motor of the equipment • Be alert to any unusual smells and sounds report these immediately • Follow manufacturer's instruction carefully when equipment is cleaned • Electrical equipment may become unsafe because of the following reasons <ol style="list-style-type: none"> 1. Insufficient training of the person using the equipment – lack of knowledge 2. Deterioration of equipment through use and age 3. Missing labels or warning signs 4. Physical damage / missing covers / guards Improper usage, maintenance or adjustment 5. Exposed wires equipment or utensils, which are not earthed. 6. Exposed live wire making contact with a conductor of electricity, worn cords 7. Water on the floor when operating electrical equipment Electrical cords touching sharp objects or warm surfaces Unreported electrical shocks and incidents

Incident/s	Precautions / procedures to follow												
<p>Fire</p>    <table border="1"> <caption>Causes of Restaurant Fires</caption> <thead> <tr> <th>Cause</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Intentional</td> <td>5%</td> </tr> <tr> <td>Smoking materials</td> <td>7%</td> </tr> <tr> <td>Electrical distribution and lighting equipment</td> <td>7%</td> </tr> <tr> <td>Heating equipment</td> <td>10%</td> </tr> <tr> <td>Cooking equipment</td> <td>57%</td> </tr> </tbody> </table>	Cause	Percentage	Intentional	5%	Smoking materials	7%	Electrical distribution and lighting equipment	7%	Heating equipment	10%	Cooking equipment	57%	<ul style="list-style-type: none"> • Check that fire detectors (if any) are operational • Fire extinguishing equipment must be in place and accessible • Extraction systems must be cleaned daily and serviced biannually • Avoid build-up of grease on surfaces • Fire extinguishers must be checked daily and professionally serviced every six months • Use chemicals only in ventilated spaces and never use cleaning material or flammable solvents in fire hazardous areas • Check that all exit doors are clearly marked, in good working order and free from any obstruction • Design a fire escape route and practice evacuation procedures regularly • Ensure that waste bins are always covered. • Never allow waste to build up near electrical or cooking equipment. • Procedure in the event of a fire: <ol style="list-style-type: none"> 1. Remain calm, and raise the alarm as per procedure of store. 2. Call for help by advising the nearest manager 3. Determine the nature of the fire and extinguish the fire with the relevant extinguisher type 4. If the fire grows out-of-control and you require assistance, telephone for help immediately 5. If the fire cannot be extinguished calmly follow the evacuation procedure, telephone the fire brigade and assemble at agreed assembly point. 6. Remain at this point until everyone has been accounted for Follow and adhere to all safety and emergency exit signs 7. Do not stop to collect personal belongings 8. Assist any customers or colleagues who may need help (where possible)
Cause	Percentage												
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Basic First Aid

First aid equipment

A first aid kit must be available on the premises at all times. It can be locked up, but there must always be someone with access to the kit.

Type of accidents and treatment

Only the most likely accidents to occur in the kitchen are covered within this section. Basic treatments of such accidents are handled, but severe cases need to be handled by an experienced, professional person. This section is not intended to be a first aid course.

Burns

Burns can be caused by heat or chemicals. There are many types of burns. Burns can damage the skin and reduce the skin protection against germs. There are different types of burns.

1. Dry burns

Dry burns are caused by flames and hot electrical equipment. Fast moving objects that rub against the skin may also produce dry friction burns.

2. Scalds

Scalds are caused by wet heat such as steam or hot water.

3. Chemical burns

Chemical burns may be caused by acids or alkalis found in the cleaning agents.

4. Electrical burns

Electrical burns are caused by electrical currents that may burn the skin and underlying tissues.

Follow these steps in the event of a person getting a minor burn:

1. Remove the source of the burn. If it is a hot pan remove it from your skin.
2. Put the burnt part under cold, slow running water if you can or place a cold object on the burn, such as a bag of ice.

3. Chemical burns should preferably be treated with running water for about 10 minutes in severe cases.
4. If the burn is on a leg then lift that leg as far up as possible and rest it on an object.
5. Loosen any jewellery, such as a watch, or any clothing that may be in the way of the burn.
6. Dress the area with a clean, non-fluffy material. Do not use adhesive dressings, or apply any lotions to the area.
7. Do not break any blisters or remove loose skin, if there is any present.
8. If it gets into your eyes, rinse immediately with clean water to remove the chemicals. If the burning continues, then the person should seek professional medical help.
9. In the event of a major burn follow the above steps as in the case of a minor burn.
10. If anything is sticking to the burn, then do not remove it. Rather leave it for someone more professional.
11. Keep the person awake until a professional person comes to aid them.

Wounds and bleeding:

There are different types of wounds with their own complications.

1. Incision

Is a clean cut that is caused by a sharp edge, like a knife.

This wound may bleed freely because the blood vessels may not close easily.

2. Laceration

Is when the skin is torn irregularly, by an uneven surface, like the edge of a cardboard box or pan.

This wound will bleed less because the torn blood vessels close more quickly. These wounds can be contaminated therefore it must be kept clean.

3. Puncture

Is when a sharp object, like the point of a scissor or needle, enters deeply into the skin. The risk of infection is high because germs and dirt may have been carried into the wound.

Keep this wound clean at all times.

Bleeding should be stopped as soon as possible with any wound.

Follow these steps to stop bleeding.

Minor Bleeding

- Check for foreign bodies, and remove any if possible with the cold water or clean cloth.
- Then rinse the wound with the water until it is clean.
- Use a disinfectant such as Savlon or Dettol and dap it on the wound.
- Use an adhesive dressing if required, to cover the wound.

Major bleeding

- Keep the edges of the wound squeezed together with your fingers if it is a large wound.
- If it is a wound on an arm or hand then hold the arm up in the air. Do not jump or wave your arm wildly in the air. If the wound is on a leg, then sit down and lift the leg up into the air and place on an object to keep it elevated.
- Call a manager or someone in charge if the person must be taken to hospital.
- Wait until someone experienced comes to help you.

Nosebleeds

- Most nosebleeds are from broken blood vessels just inside the front of the nose. These are not too serious nosebleeds.
- Blood may only come out of one nostril.
- Bleeding eventually stops on its own.
- If there is a lot of bleeding, from the back of the nose and the blood goes down the back of the throat or backward into the mount, then medical care is required as the person could choke.

In the event of a nosebleed, follow these steps:

1. Keep the person calm.
2. Breathe through the mount and not through the nose.
3. Sit the person up and bend the head slightly forward.
4. Pinch both the nostrils shut using a thumb and forefinger.
5. Apply steady pressure for about 10 minutes.
6. Spit out any blood that collects in the mouth.
7. Check to see if an object is stuck in a nostril. If so, press on the opposite nostril and sneeze or blow the nose gently to expel the objects to remove an object stuck in a nostril.
8. If bleeding has not stopped after 1 minutes of applied pressure, pinch the nostrils for 10 minutes.
9. Keep breathing through the mouth.
10. At the same time, apply a cold object, such as ice in a soft cloth, to the area around the nose.

Fainting

Fainting is usually a brief loss of consciousness for a few minutes. This is due to a reduction in the flow of blood to the brain.

Fainting within the kitchen will mostly be a result of a reaction to pain, fright or emotional upset or a lack of food or heat exhaustion

Important:

- If someone feels unsteady and wants to faint, let them sit down.
- Lean their body forward with their head between their knees.
- Advise them to take deep breaths of air.
- You may place the fan air, onto the person's face.
- Do not give the person anything to eat or drink until they are fully recovered.
- Do not slap



FOOD STORAGE



Dating and labelling of stock

- Why do we date and label food?

Food products are dated and labelled to ensure that the product is used at its best quality and does not exceed the expiration date.

When we date and label a product, we write the day, month and year that the product was portioned or prepared.

- Which food items need to be dated?

All perishable food items such as meat, poultry, dairy and all cooked food items.

- Why must food items be handled properly?

The proper handling of food items will prevent the food become contaminated with bacteria, if not, bacteria can grow and cause food borne illness which will make the Customers very sick. The most common reasons for contaminated food are:

- defrosting food at room temperature for longer than 2 hours
- cross contamination between cooked and non-cooked products
- handled by people who do not use proper sanitary procedures to stay clean
- handling and preparation instructions are not followed

Tips on storage times

- purchase product before expiration date
- refrigerate perishable food immediately on receipt
- store frozen products immediately at 1°C to 5°C
- follow handling recommendations as appearing on the product
- check the shelf life of all cooked products on the recipe cards

STORAGE GUIDELINES

Dry Storage

- All products to be stored 15 cm off the floor
- Label all shelves
- Pack boxes on the top shelves
- When opening a full box of large quantities of items i.e. fomo containers or serviettes, unpacked the contents in bundles of 50 on shelves
- Group stock items e.g. spices and packaging
- Use shallow organizing shelving/plastic containers (Addis) for stacking
- Apply FIFO rule when adding stock to the shelves
- Store items such as mielie meal or rice in clear tight containers
- Store chemicals and cleaning materials away from food items and packaging

Dry Foods

- Dry foods include rice, mielie meal and many others.
- Dry foods must be stored in closed containers, off the floor, in a room or cupboard that is cool, dry and well ventilated.
- They should be kept away from other foods and sources of moisture.
- Check dry foods frequently for pest attack, especially from insects.

Tinned Foods

- Keep bottled and canned food off the floor in a cool, dry and well ventilated place.
- Inspect regularly and throw away food if containers are dented, rusty or otherwise damaged. The food inside is likely to be contaminated.
- Do not store food in open cans. A harmful reaction can take place between the food and the metal. When opening tins, remove contents and store contents in airtight plastic container with a lid.
- Remember to date and label your container.
- Check "best before" or "use by" dates. It is an offence to sell food that is past its "use by" date.
- Always keep food covered and sealed.
- Perishable goods stored in the store room must be stored away from the walls, and off the floor on shelves.
- Correct stock rotation is essential to food safety.

Cold Storage

- Label all shelves
- Group stock items e.g. Sauces, meats etc.
- Use clear containers for easier viewing
- Keep shelves organised
- Group stock items e.g. chicken, dairy and vegetables
- Use shallow organizing shelving/plastic containers (Addis) for stacking
- Apply FIFO rule when adding stock to the shelves

Fruit & Vegetables

- Use fruit and vegetables as soon as possible to avoid shrinkage or waste
- Vegetables should be washed, trimmed and placed in containers and refrigerated.
- Store on lower shelves of the cold room so that any dirt does not fall onto other food.
- Check stock frequently and dispose of any items that are rotting or potatoes that are going green – they can be poisonous.

Freezer Storage

- Keep frozen food stacked, biggest and heavy containers on the bottom shelves
- Date and group all items
- Divide meat products e.g. sausages and chicken
- Use baskets to organize smaller items
- Use plastic bags for portioned items
- Apply FIFO rule when adding stock to the freezer

Frozen Foods

- The temperature of frozen food should be checked on arrival. If it is higher than -12°C , the food should not be accepted.
- Frozen food should be put into frozen storage immediately; unless it is going to be used at once, in which case it should be put into a refrigerator to keep chilled.
- Frozen food must be used within the recommended time.
- Never re-freeze food that has been thawed.
- Some food can be cooked from frozen like chip, but others like chicken must be thoroughly thawed in a separate area, where there is no risk of the thawing juices getting onto other food.
- Once thawed, food should be used within 24 hours.
- Never overfill freezers and make sure that you rotate stock, putting older stock to the front, and newer stock to the back using the FIFO stock rotation method.

Fridges & Freezers

- It is best to keep raw chicken separate from all other products, but if this is not possible, then make sure that raw chicken and other meats are kept at the bottom so that juices cannot drip onto other food.
- Dairy products should also be kept away from other foods.
- All foods in a fridge or freezer must be covered to reduce the risks of contamination and tainting.
- Opened tins of food should not be stored in a fridge, as the food can react with the metal in the can.
- Put the food into plastic containers that are airtight and cover.
- Units must be regularly defrosted and cleaned.
- Self-defrosting freezers should be cleaned at least once a week.
- Always remove food before cleaning. Use an approved odourless cleaner, so that food doesn't become tainted.
- All freezers, display cabinets and cold rooms must be serviced regularly by qualified engineers.
- It is vital that food is stored under the correct conditions, and used or sold within a safe period of time to reduce the risks of it spoiling and most importantly, to stop any bacteria already present from multiplying to dangerous levels.

Cold Chain Factors to remember for fridges and freezers

- Keep the doors closed at all times
- Keep air curtains hanging and in good condition
- Do not fill with too much stock as the air cannot circulate
- Do not fill with hot stock as it increases the temperature and bacteria can begin to grow
- Do not line the shelves
- Check that they are working properly using a thermometer

Freezing does not kill bacteria!

Storage Area	Example of food type	Temperature
Store Room	Gravy mix, pap, mash flakes, Sugar and spices	+ 10 °C to + 20 °C
Cold Room / Underbar Fridge	Raw chicken, milk, cheese slices and vegetables	+ 1 to + 4 °C
Walk in freezer, Chest Freezer	Ice, Soft Serve Mix, Frozen chicken and chips	- 18 °C to - 22 °C



JOB RESPONSIBILITIES



Team Member

- Engage with Customers, take Customer orders, pack and serve orders according to company policy and procedures, in an efficient, friendly and courteous manner.

Position Functions

- Achieves standards by executing behavioural standards for Cleanliness, Hospitality, Accuracy, Maintenance, Produce and Speed of Service.
- Demonstrates excellence by preparing and serving all products according to standards.
- Knows restaurant and shift goals and works to achieve them.
- Observes the safe work practices that have been established, remedies minor unsafe situations within the level of authority, and immediately reports all incidents, accidents and unsafe conditions to management.
- Has regard for safety for self and others, including fellow team members, management, customers, visitors and contractors.
- Keeps the designated work area, restaurant, designated equipment and restrooms clean and tidy.
- Operates equipment safely and correctly and according to company procedures.
- Approaches and takes orders from the customer in a courteous, friendly and efficient manner.
- Knows about new products and promotions and serves customers with a sense of urgency.
- Demonstrates accountability for growing sales by executing suggestive selling / Upselling.
- Adheres to all Cash Accountability standards and procedures. Operates the cash register following correct cash handling and security procedures.
- Dresses according to Uniform policy, including following personal hygiene guidelines.
- Rotates food products on oldest date first basis and keeps product stocked as required.
- Demonstrates Positive Energy by handling customer complaints on the spot. Refers serious/ difficult customer complaints to the Manager on duty immediately.
- Demonstrates Teamwork by helping others when they need it without having to be asked, coaches and supports other team members. Demonstrates Belief in People by treating fellow Team Members with respect and recognising them.
- Complies with all company policies and procedures as contained in the Operations Manual
- Other duties as required by the Manager on Duty



COUNTER SERVICE



1. CHICKEN XPRESS 5 KEY POINTS OF COUNTER SERVICE

The 5 KEY POINTS OF COUNTER SERVICE are the building blocks of excellent service. When the 5 key points are followed, step by step, satisfied Customers will become regular Customers and regular Customers bring their own Customers and so the cycle continues.

POINT ONE

30 SECONDS GREETING

- Greet and in every possible case, serve every Customer who enters CHICKEN XPRESS, within 30 SECONDS.
- Regulars must be greeted by name
- New Customers must be welcomed and made to feel like a regular Customer.

POINT TWO

SMILE AND SUGGEST

- Whenever behind the counter, ensure your arms are never folded.
- Make eye contact with each Customer as they approach the counter
- Greet each Customer with a smile
- Introduce yourself and greet any regular Customer by name
- Offer new Customers a suggestion on what to eat

POINT THREE

TAKE THE ORDER

- Ask if the Customer if they are ready to place their order
- Make eye contact with the Customer as they give you their order
- Ensure you upsell by suggesting a slightly more expensive meal than the Customer orders or suggest an upsell item such as a drink or larger chips by saying "Would you like to add (a cold coke or UPSIZE those chips to large) to your order?"

- Before place the order, ask the customer if the order is take away or sit down so the kitchen can serve it correctly. Sit down meals are sent out on plates and take away orders are packaged to eat away from the shop.

POINT FOUR

PLACE THE ORDER

- Accurately place the order into the POS system as the Customer orders.
- Once the Customer has finished giving you the order, repeat the entire order back to the Customer, from the screen and not from memory.
- Be sure to read each line back as it reads on the system to ensure any errors are corrected before the order is placed to the kitchen.
- Once you have finished reading back the entire order, look up at the Customer and confirm that the order is correct.
- This is the most valuable KEY POINT to avoid serving the incorrect meal
- Ask once more, "Would you like to add anything else to the order?"
- Ask the Customer how they will be paying for the order

CREDIT CARD PAYMENT

- If the customer is paying with a credit card, you will need to use the mobile credit card machine
- Swipe or insert the card and follow the CREDIT CARD prompts
- If there is an error message, politely show the Customer and let them know you will try again.
- If he offers another credit card, politely cancel the payment and print him the declined slip.
- Use the second card and make the payment
- If the customer must put a PIN into the machine, politely hand the machine to the customer and say "Please would you enter your pin?"

- Put the payment through and print a slip for the Customer.
- Present the slip to the Customer for them to sign
- Take the signed slip for your cash up and print a second copy for the Customer

CASH PAYMENT

- If the customer hands you cash, say the amount out loud and thank them "R100 – thank you" By doing this, you have verbalized the amount of money they handed you, creating a memory for them and for you. Some customers might later say they gave you more money than they did but this can be avoided by announcing the amount when they give it to you.
- Place the cash into the cash drawer, and collect the customer's change
- If the customer holds out their hand, place the change directly into their hand, saying each amount as you put it down, "twenty five Rands and fifty two cents"
- If the customer does not hold out their hand, place the change onto the counter directly in front of them, counting it out in the same way as above.

ONCE PAYMENT HAS BEEN MADE

- Let the Customers know the meal will be ready within a maximum 15 minutes and indicate a table or area for them to wait.
- As soon as the Customer moves across to wait, smile at the next Customer and start at POINT ONE.

POINT FIVE

ORDER ACCURACY & PROMPT DELIVERY

- At all times, make sure customers are not waiting longer than the promised time of 15 minutes. If you notice a Customer is waiting too long, follow up with the kitchen on how long the order will still take and let the Customer know.
- When the order is ready, call the Customer to the counter and hand the packaged meals over, as you repeat the order once more.

IF THE ORDER IS INCORRECT OR SOMETHING IS MISSING FROM THE ORDER

- Apologise to the Customer and immediately ask the kitchen to prepare the correct meal, explaining it is urgent. Confirm with the kitchen how long the order will take to make.
- Let the customer know the kitchen will make it immediately and also let them know how long it will take. Apologise.

IF NO ORDER WAS PLACED OR THE ORDER WAS LOST IN ERROR

- If you notice a Customer has been waiting more than **3 minutes**, ask the kitchen immediately on whether the order is almost complete.
- If the order has been lost, let the kitchen know the order and ask how long it will take to prepare with urgency.
- Immediately let the Customer know about the mistake and let them know the kitchen will make it immediately and also let them know how long it will take. Apologise and ask manager to assist.
- Never tell the customer that the order will take a few minutes more, if you know that is not correct and the order will take longer. Always be truthful and keep communicating to the customer.

ONCE THE ORDER IS CORRECT

- When the order is ready, call the Customer to the counter and hand the packaged meals over, as you repeat the order once more.
- Once the customer is satisfied with the order, smile and ask them to help themselves to condiments at the counter:

CONDIMENTS include

Tomato Sauce

Vinegar

Chip Spice

- Thank them and invite them back
- Remember the Customer has chosen to spend their money at CHICKEN XPRESS, out of all the food options available, so always be thankful for their business and invite them back.

2. TAKING THE ORDER SUMMARY

At Counter to "Take-away" order

- Make eye contact
- Greet Customer within 60 seconds of approaching counter with a smile and pleasant greeting. **Follow the dictum below**
- Offer the current promotion or personal favourite
- Listen carefully and take order
- Up sell extra slice of cheese, cool drinks or side items
- Enter order onto POS
- Determine if order is "eat here" or "take away".
- Repeat order to customer
- Tell Customer the total due
- Collect payment
- Cash off the order
- Place the change and invoice in the Customer's hand
- Inform the Customer how long the order will take
- Invite the Customer to sit and wait for their order

At Counter to "Eat-here" order

- Make eye contact
- Greet Customer within 60 seconds of approaching counter with a smile and pleasant greeting. **Follow the dictum below**
- Offer the current promotion or personal favourite
- Listen carefully and take order
- Up sell extra slice of cheese, cool drinks or side items
- Enter order onto POS
- Determine if order is "eat here" or "take away".
- Repeat order to customer
- Tell Customer the total due
- Collect payment
- Cash off the order
- Place the change and invoice in the Customer's hand
- Inform the Customer how long the meal will take
- Direct the Customer to a table

Phone and Collect order

- Answer telephone – *within 3 rings.*
- Obtain Customer's name.
- Offer the current promotion or personal favourite
- Listen carefully and take order
- Up sell extra slice of cheese, cool drinks or side items
- Enter order onto POS
- Determine if order is "collect" or "delivery"
- Repeat order to customer
- Tell Customer the total due
- Thank the Customer for choosing your restaurant
- Tell the Customer their meal will be ready within 2 minutes
- Close the call
- Submit order on POS

- When the Customer arrive - make eye contact

- Greet Customer within 60 seconds of approaching counter with a smile and pleasant greeting

Phone and Delivery Order

- Answer telephone – *within 3 rings.*
- Obtain Customer's name.
- Offer the current promotion or personal favourite
- Listen carefully and take order
- Up sell extra slice of cheese, cool drinks or side items
- Enter order onto POS
- Determine if order is "collect" or "delivery"
- Repeat order to customer
- Tell Customer the total due
- Ask Customer method of payment
- Offer change for cash payment
- Take credit card details carefully and repeat details
- Thank the Customer for choosing your restaurant
- Tell the Customer what the expected delivery time will be
- Close the call
- Submit order on POS
- Deliver meal to Customer
- Knock three times and step away from the door
- Make eye contact and greet the Customer with a smile and pleasant greeting as the door opens
- Introduce yourself while maintaining eye contact and smiling

- Hand over the meal to the Customer within 1.5 to 2 minutes or take it to the Customer at the table.
- Thank the Customer for choosing CHICKEN XPRESS and invite back
- Deliver the meal and drinks within 1.5 to 2 minutes with knives and forks or a spoon wrapped in serviettes
- Offer a glass for the drink
- Announce each meal and drink by name and place it in front of the relevant person
- Thank the Customer for choosing your CHICKEN XPRESS and invite back
- Clear the table as soon as the Customer has finished their meal or immediately they leave the table
- Wipe the table with a clean wet cloth and sanitizer in a clean, labelled spray bottle
- Collect the payment
- Cash off the invoice
- Place the change and invoice in the Customer's hand
- Hand over the meal, repeating the order at the same time
- Thank the Customer again for choosing CHICKEN XPRESS and invite back.
- Hand over the meal and say "Be careful it's hot"
- Announce each meal as you hand them over
- Present the invoice in a bill folder
- Announce total due and offer change if pre-arranged
- Collect payment
- Count out the change in front of the Customer and place the change in the Customer's hand or in the bill folder and hand back to the Customer
- Offer a pen to the Customer to sign the credit card slip
- Thank the Customer and say "Enjoy your meal"

3. CASHIER DICTUM

STEP 1: Hi, I'm(your name), Welcome to Chicken Xpress

STEP 2: Are you ready to place your order?

STEP 3: If YES: Take the order using the process above

If NO: Ask "Can I help by making a suggestion?" (Explain one of the meal options and a second popular option to the Customer)

PLACE THE ORDER FOLLOWING THE ABOVE "TAKING THE ORDER SUMMARY"

STEP 4: "Please wait 2 minutes while I pack your meal"

STEP 5: "Here is your (say the name of the meal as you hand it over to the Customer). Enjoy your meal and please visit us again soon."

4. HOW TO BE A CHICKEN XPRESS CASHIER

Follow these steps to become a professional cashier who can clear a long line of waiting customers in a few minutes as well as make each customer's day a little brighter with your wonderful service.

STEP 1

Smile and be nice! If you've had a bad day, leave it at home and be polite while on shift, even to the meanest of customers. You don't need to be a pushover, but you're more likely to leave your customer happy and satisfied if you're slower but in a great mood than if you're the fastest cashier ever but snappy and rude. If you can't sincerely be cheerful, at least try and fake it.

STEP 2

Get to know the basics of the point of sale system. You must know how to do all the basic things that will come up at least once every three or four customers. For the first few days in your new job, look over all the screens and payment options on the system during any quiet periods and ask a more experienced cashier to ensure you're doing everything right.

STEP 3

Learn how to do things that come up reasonably often, but not every day. For example, if there is someone wanting to use a birthday voucher to pay for their meal, once in every three weeks, it's still a good idea to know all the conditions around the voucher. It's also a good idea to know what to do if you make a mistake, for example, ringing up an incorrect order, or a small problem comes up, such as giving the incorrect change but the till drawer has already been closed, or if someone wants a refund, or if your debit/credit card machine has no signal. If you find yourself in a situation that wasn't part of your CHICKEN XPRESS training, ask your manager / franchisee or a more experienced cashier to assist you and make note of the process for the future.



STEP 4

Know where to go for more information if a unique situation comes up. You probably can't memorize everything you learnt on training, so you need to find out where the store's copy of the CASHIER TRAINING MANUAL is kept in case you need to look something up.

Make sure you also know what stock items are available in the kitchen and all the portion sizes in case a customer asks if it is possible to make something that is not on the menu and you will be able to answer their query with confidence.

If a customer does ask something you do not know the answer to, let them know you do not know by saying "I don't know if that is possible, but if you don't mind, could I ask my manager for you?" OR "I am not sure on the details, do you mind if I find out quickly?" Customers will appreciate your honesty and this is a great opportunity to learn something new which makes you more knowledgeable and more experienced at your job,



STEP 5

Keep note of how the customer will be paying. Someone paying in cash has to search for change, while someone paying with a debit / credit card, needs to type their pin and wait for the machine to go through. This is a great time to do something else they'll need done, like packing their order against the slip or collecting something from the kitchen that the customer has asked for that was not available in the front.

STEP 6

Know the menu well enough to make suggestions and compliments. Even if you are a new cashier, you will be asked the same questions that an experienced cashier is asked. If you happen to know that one of the meals is particularly good value for money or a new promotion has just launched, let the customer know that they just got the first of a brand new product, or that you think that one's the nicest on the menu and they have made a great choice.

Be sincere about this and don't overdo it, but a little compliment can create added perceived value and make a customer even happier with their order.

You can do this by saying "That's a great choice for lunch / breakfast. It's our most popular choice because it's such good value for money OR our new promotion and only available at CHICKEN XPRESS. "



STEP 7

Count back change. When there is not a long line, get into the habit of counting back the change to the customer instead of just handing them all the change in one handful or all together on the counter. This lowers cash mistakes and keeps the till balanced.



STEP 8

Call for assistance if the line is getting too long and you are not able to assist customers fast enough. You may have a customer that needs special assistance or another customer that keeps changing their order, or a customer that keeps asking questions. Make sure you know what the process is if the line is getting too long, for example, does the manager come or should the kitchen manager come and take orders from customers standing in the line?

Always call for assistance if the line is too long, as it is better to still take each order accurately and give each customer the service they expect, than to rush through the line just to get through everyone's orders, but don't take unnecessary time taking any orders. During peak

periods is not the correct time to have long conversations with a customer placing an order. Keep the conversation quick but polite and friendly and sincere.

5. TIPS TO BEING A GREAT CASHIER

A cashier job is not too difficult as long as you have a basic knowledge of maths, have good observation skills, good communication skills, and enough patience to deal with grumpy customers while having to stand most of the time.

Being a cashier might look easy, but handling money is no joke.

If you give the wrong change, or if at the end of the day your cash up is short, it will be taken from your pay. Here are some tips to remember:

1. Be kind and courteous to all your customers. Smile and greet each and every one of them, even if they look unfriendly. You don't have to make small-talk, but giving them a genuine smile makes all the difference.



2. Wear comfortable closed black shoes! A cashier's job involves standing behind the counter and you wouldn't want to be taking off your shoes in the middle of the day where customers may see them. As a cashier, you will be doing repetitious work. Ringing up orders, receiving money (or credit cards or vouchers), counting money, giving change, packing orders and the process starts again and again. Be sure you are alert and don't come to work sleepy or hungry. You do not want to be messing up your orders and change.



3. Be sure you know how to identify fake money. This is very important. Many cashiers accept R200 notes and don't even check if they are real. You have to be sure all the money in your cash till is real or the bank will not accept it and you may be held liable to replace the money.



4. When you don't have any customers at your counter and don't want it that way, you shouldn't look away or talk with other cashiers. If you just stare at the window or do whatever on your counter, customers would feel very hesitant to come into your store and come to your counter. Keep your eyes on prospective customers walking past and keep a smile on your face.



5. When you pack orders, it is important to pack more delicate items like chips on the top of all the meal boxes. If you pack separate chips under meal boxes, the chips will be damaged. Always place the meal boxes first in the bag, the correct way up, no more than three meal boxes on top of each other. Use a second bag if the order has more than three meal boxes. Divide the total order between the two bags so they are filled evenly, always starting with the meal boxes.
Remember also to pack hot items together and cold items together and never mix different temperatures as the hot food will become cold and cold items will get warm.
You wouldn't want customers complaining afterward. If you are unsure with how to pack orders properly, never hesitate to ask the manager or a more experienced cashier to show you and pack orders for you to watch and learn.

6. Don't let customers get to you. Many of them could be in a bad mood and scream at you or insult you for whatever reasons. Be sure you stay calm and patient. If they have a problem with prices of menu items and argue with you about them, just call the manager. Don't bother trying to tell them they are wrong or the customer might become more annoyed and the situation could get worse.



7. Don't hurry when you count your money, even if there are ten other people waiting in line behind your current customer. Always take your time when you count change, and don't hesitate to recount if you aren't sure. It's better to be sure you aren't going to get short when your shift ends than be fast and have as many customers as you can.
8. Avoid talking to other cashiers or co-workers when you have a customer unless you have to ask an important question. Some customers find it rude, and although some don't mind, you should make all your customers feel they are special and not ignored.

Don't feel like you are JUST the cashier. Keep in mind that most restaurant managers have started as the cashier, kitchen member, bar person or waiter and worked from the bottom up, so this could be a steppingstone to a position of greater responsibility.

6. CUSTOMER COMPLAINTS - HANDLING CUSTOMER COMPLAINTS

The next step in excellent customer service is how you handle customer complaints. No matter how hard you try, things are bound to go wrong once in a while.

Food gets burned and orders get lost or missed in the middle of a rush, or the menu prices increase and your regular customers feel that the menu is now expensive.

No matter the reason for the complaint, the important thing is to try and please the customer and send them home knowing that, yes there was a problem, but it is not typical of your Store. Let them know that you, the owner, value their comments and their business.

How you handle customer complaints will determine if the customer comes back to your store. Here are some tips to help you field your next complaint and send your customer home with a smile.



LISTEN

Listen to what the customer has to say and never interrupt. Even if you can't solve the problem, you still need to listen to their entire complaint. For example, perhaps a customer is displeased that the menu had a price increase and is shouting at you. This complaint is not because of something you have done wrong, but you just need to let the customer vent.

The way you stand and listen to the customer, speaks louder than any words you can say. By remaining attentive and positive, you show the customer that you are taking them seriously and value their business.

- Never fold your arms
- Maintain eye contact
- Don't cross your arms over your chest, even if you are feeling defensive.
- Never roll your eyes, even if you are feeling frustrated
- Nod and smile, no matter how irritated you may feel.

ADVISE AND APOLOGISE

When the customer has finished explaining the complaint to you, calmly offer an apology and repeat their complaint, as you understand it, by saying "I understand the price increase is upsetting and I'm sorry you think we are expensive. We do have great value meals such as the _____ for only R_____. Can I order that for you?"

By apologizing and repeating the complaint back to the customer, you demonstrate that you completely understand their frustration and are working diligently on a solution. ADVISE the customer on how you will resolve the issue or make a suggestion to resolve the complaint.

SOLVE

If a customer has a complaint that could have been prevented, such as a burnt piece of chicken or chips or a long wait because the cashier didn't have enough change, then the best solution to take, is to apologise and offer some sort of compensation that is acceptable to the customer.

Ask the customer what solution they feel would be suitable. If they insist on getting something for free, here are some complimentary items that you can give customers that won't cost you much money, but will go a long way to satisfy the customer and ensure they return: **(Always make sure the Manager approves of the give away beforehand)**

- Free drink or Choc Blast Stick with their meal
- Free single chicken wing added to their meal
- Free drink with their meal
- Upsize their meal for free from a medium to a large meal
- Free small portion of chips with their meal

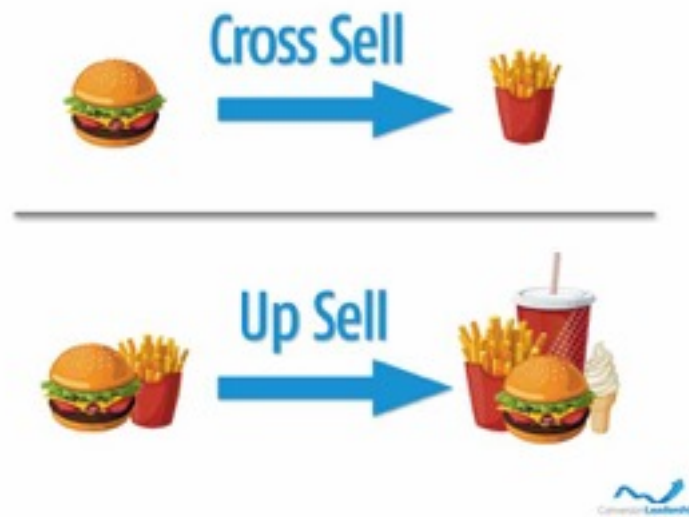
Occasionally you will have a truly angry customer (perhaps justified, perhaps not) who declares "I'm never coming back!" Well, if that is the case, then there probably isn't anything you can offer for free to change their mind. Calmly assure the customer you understand their frustration, and offer an apology (again). By sending them off with a polite apology, there is a very good chance, once their anger has cooled, they will try your store again.

Remember to only offer complimentary items your manager will agree to give the customer, never make a promise that you cannot keep. If you are not sure about how to resolve the complaint or what to offer, LISTEN to the complaint, ADVISE the customer that you understand the complaint and APOLOGISE. After that, ask if the customer minds waiting while you call the manager. The manager will SOLVE the complaint and THANK the customer and invite them to come back.

THANK

Always thank the customer for bringing the complaint to your attention by saying "Thank you very much for (letting us know _____) OR (bringing _____ to our attention). Enjoy your _____ and please come next _____ to try our _____ (talk about a promotion or a special occasion here)'"

7. UP-SELLING AND CROSS-SELLING – TURNING A CASHIER INTO A SALESPERSON



Cashiers are a key part of your store staff. Without quick, personal, accurate and friendly service, few customers would return to the store.

A good Cashier does more than just serve customers. They are salespeople. They should not just be taking orders.

They should be selling a product – **the CHICKEN XPRESS menu**.

1. UP-SELLING

Up-selling is getting a customer to spend more than he was originally intending, but on the same meal or item they wanted to order, for example:

Customer: "I'll have a chicken piece and chips."

Cashier: "Can I upsize your chips to a large for only R...?" OR

2. CROSS-SELLING

Cross selling is when an additional item is added to the order. The customer still spends more than they were originally intending. For example:

Customer: "I'll have a chicken piece and chips."

Cashier: "Would you like to add a Stoney to your meal?"

The Cashier did not just take the order from the customer. Instead they offered an upsell option to make the meal larger, and they offered a cross-sell option to add a cold drink to the meal.

If they hadn't, the customer would have only ordered what they came to order and that's fine, but a good Cashier will always try to offer something a little nicer and a little bit more expensive to increase their turnover.

It is important to offer an incentive to the Cashiers on an increase in sales from upselling, or selling a particular item or promotion.

A great incentive is to choose a particular high GP and high margin item for the week and reward the top seller with a cash prize or prize of his choice to the value of a certain amount i.e. SPUR voucher or CHECKERS voucher etc.



Remember – It's easier to sell more to a customer that is already in the shop, than to find a new customer to sell anything to.....

3. 5 UP-SELL AND CROSS-SELLING TACTICS TO INCREASE YOUR SALES

“Would you like to add a cold drink to that?”

This is cross selling at its finest, and it makes the store more profitable by increasing sales and the average amount of money each customer spends.

An example of how up selling works , is one word – upsize.

Of course these selling techniques can make the store more profitable, but you mustn't mess the sale up:

1. Don't be pushy

It's true that up selling and cross selling can increase your sales and the lifetime value per customer. But despite the word “sell”, these strategies are not a replacement for traditional sales and marketing. The most important reason for implementing cross selling and up selling, has to be customer value. The customer must not feel as though they were pushed into something they didn't want. The up sell or cross sell must have increased their eating experience and not just made them spend more money.

2. Actively recommend

Don't be shy about recommending items of value to the customer.

If you have a new promotional menu item and it's a little more expensive than what the customer wanted to order, don't be shy to recommend it, but make sure you know the details and can sell with confidence.

3. Keep those recommendations limited

While selling to the customer, don't get carried away.

No one wants customers overwhelmed and confused with too many choices that might cause them to become negative towards any up selling or cross selling.

4. Justify your choices

Once you have “upsold or cross-sold” the customer, close the “deal” by letting them know their choice was a “great choice” and the meal they have ordered, is one of the most popular meals on the menu.

5. Don't rush the transaction

In some cases, the best idea to introduce additional or costlier items is after the customer has already selected something first off the menu.

Don't interrupt the customer when they are searching for a particular meal - it messes up the user experience. Wait for them to give you their order, then up-sell or cross sell items that are relevant to the original meal ordered. Make sure whatever you up sell or cross sell, will complement the original meal.