



Section

D

OPERATIONS MANUAL

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Daily Operating Procedures

This section of the manual will provide you with the steps you need to take to operate your 16 Handles store smoothly on a daily basis. However, there is no substitute for direct, hands-on training. These discussions are designed to enhance that training. They outline the various aspects of running a 16 Handles store on a daily basis and are meant to serve as a reference.

By implementing the procedures in your operation, you and all other Franchisees will benefit. Not only will your franchise make a good name for itself, but the entire 16 Handles will as well.

If you have any questions regarding the operation of your franchise, contact your assigned Franchise Business Consultant.

Suggested Hours of Operation

The hours of operation for 16 Handles franchised stores may vary depending on the hours of neighboring businesses and local customs.

Hours may also vary depending on whether stores close, or extend or reduce hours in observance of a particular holiday. As a business owner, you will need to weigh the pros and cons of closing your store during a holiday and make a decision based on the customs in your particular area and the potential for business at your store during those times. It may be beneficial to be open on holidays, especially if retail stores are open as well. Some of the busiest days may fall during the holidays.

The following store hours are recommended.

Sunday – Thursday	11:00am – 10:00pm
Friday and Saturday	11:00am – 11:00pm

During winter months it is recommend that you open a half hour later and close a half hour earlier.



Your location may require different operating hours. Work with your assigned Franchise Business Consultant to determine the appropriate hours for your location.

You are required to maintain your posted hours of operation. Contact Source4 to request and purchase an updated hours of operation sign for your store.

All of that aside, at a minimum the Franchisor does recommend being closed in observance of the following major holidays:

Thanksgiving Day
Christmas Day

Contact your 16 Handles Franchise Business Consultant when considering closing your store other than the major holidays listed above.

Staffing

When To Hire ◀

You should always be on the lookout for great people. You may be fully staffed, but there are times when you shouldn't let someone leave without hiring them.

SEASONAL

Seasonal hiring is a major part of our business. For the majority of our locations, you will want to ramp up your hiring in April/May so you are ready for the busy summer season.

Hiring college students who are home for the summer/holiday breaks is a great way to flex your staff between peak and slow seasons.

College students will be able to work during your busiest months and then leave as you transition to fall and winter when you don't need as much staff. These college students also have the ability to pick up available shifts during extended school breaks.



Another benefit of hiring college students is that they can return the following summer and step into a position with limited training.

If you choose to hire college students, it is recommended as a best practice to sit with them at the beginning of the summer and come to an agreement on their last day of work before heading back to school. By doing this, you avoid being surprised when they tell you they are leaving 2 weeks prior to the start of school which is usually still your busy time.

EXCESSIVE OVERTIME

Should you begin to notice that 1 or 2 Team members are working 40+ hours a week, this may be an indicator that your staff's availability might not match the needs of the business.

When this happens, send a note to your entire staff asking for a revised schedule availability.

Once you have this information, you will be able to determine your "hiring needs". For example, you may need to hire someone who can close Thursday, Friday and Saturday because your current team isn't available to do so.

TO REPLACE LOW PERFORMERS

It is important to continually assess your team's strengths and weaknesses. Recognize the top achievers and put the low performers on notice. Allowing low performers to continue working in your store will ultimately bring down morale and cause your top performers to question why they are working so hard.

By replacing low performers with fresh, eager new hires will keep your entire staff excelling and wanting to always do their best.

HOW TO HIRE

Once you are open, it will be much easier to attract applicants and people wanting to work at 16 Handles.

WEEKLY OPEN INTERVIEW DAY

Setting aside 3 hours on the same day every week, is a great way to manage the applicant process. For example, you tell your team that you will interview everyone who comes in on Tuesdays from 12pm - 3pm. By doing this, you make it easy for your team members and yourself. Without this, people will come in asking for applications and you will be asked to stop what you are doing to chat with them.



Training

Have you ever been in a store where a new employee didn't know what to do? Where an unfriendly cashier didn't want to take your coupon? Where an employee forgot to give you part of your order? Where the customers were rolling their eyes at each other because of the long wait? Where you glanced behind the counter and lost your appetite? If so, you would probably think twice before going back because it was obvious to you that management had not ensured that employees both knew and cared about their jobs.

In the same way you evaluate other operations, your customers will be evaluating your 16 Handles store. Proper training is critical to increasing sales, reducing costly errors, and maintaining a happy and productive staff. Improperly trained employees will cost you money in lost sales of products and services, improperly prepared food, and a possible loss of customers due to dissatisfaction.

To build a good reputation, you must train your employees thoroughly and consistently. To do this, you must know how you want your staff to conduct themselves, what abilities you want them to develop, what behaviors you want them to have, what philosophies you want to instill in them, and what type of work you want them to perform. Although challenging, there is no substitute for a well-organized and well-executed training program. By being organized, professional, and efficient during training, you will be a good role model and get each employee off to the best possible start. Understand that good employees are the foundation of any business. The time and money you invest in training will return to you in the form of confident, efficient employees and happy, loyal customers.

Before training, designate an **Official Store Trainer**. The Trainer should have strong communication skills and should have thorough knowledge of all of the company's policies and procedures. The Trainer should have also passed the **Team Member Certification Test**. MODs should also be designated trainers.

When a new employee is scheduled to train, the designated Trainer should focus solely on the new employee and shadow the new employee. The trainee should not be left alone for more than 15 minutes. The trainer should utilize the **5 Shift Team Member Training Plan** (see **Figure D.7**) to train on the floor. After the five days, the On the Floor test and Team Member Certification test should be issued.



Figure D.7 – 5 Day Team Member Training Plan

Team Member Training Plan – Week 1 (Trainee _____)

Trainee Schedule	SHIFT 1		SHIFT 2		SHIFT 3	
	Time	Date	Time	Date	Time	Date
Learning Block	Orientation Job Descriptions Store Tour General Company Knowledge		Customer Service Lobby and Toppings Bar Cleaning		Food Safety Yogurt Basics Stocking and Inventory Toppings Prep	
Schedule And Modules Covered	ORIENTATION (2 HOURS) <ul style="list-style-type: none"> New Hire Paperwork <ul style="list-style-type: none"> Create Employee folder and Personnel File Review EMPLOYEE HANDBOOK thoroughly Shift Basics Job Descriptions Q&A ACTIVITY TIME – SCENARIOS <ul style="list-style-type: none"> Evaluation Form <ul style="list-style-type: none"> Quarterly evaluations Read through sample form Employee of Month and “15 Min w/ James” 16 Handles History and Future General Company Knowledge Store Tour Product Education <ul style="list-style-type: none"> Toppings: dry, nuts, chocolate, cereal, misc, cold, sauce Frozen Yogurt: nutritional facts, ingredients ACTIVITY TIME – QUIZ <ul style="list-style-type: none"> Yogurt and Toppings Tasting ACTIVITY TIME – ROLE PLAYING		<ul style="list-style-type: none"> CUSTOMER SERVICE <ul style="list-style-type: none"> We are ALL ABOUT THE CUSTOMER! “Take CARE of the Customer”: Create the environment; Attitude is everything; Respect others; Enjoy what you’re doing 3 Foot Rule - connect with the customer Customer Complaints: LAST – Listen, Apologize, Solve, Thank Travel Path – clean as you go Work Stations and standards Dish Washing Steps – rinse → soap → rinse → sanitize → air dry Daily Task Checklist Health Inspection Steps <ul style="list-style-type: none"> What to do if a health inspector arrives? Store Safety <ul style="list-style-type: none"> Safety rules Incident Report Fire Safety Robbery 		<ul style="list-style-type: none"> Food born illness <ul style="list-style-type: none"> Glove rules Temperature control: “Danger Zone” is between 41° and 140° Cleaning (soap) vs. Sanitizing (kills germs with chemicals) Knife Safety Yogurt Basics Stocking and Inventory <ul style="list-style-type: none"> FIFO: first in, first out Dry toppings storage (pantry and basement) Fruit storage Yogurt storage – in freezer and cooler (date stickers) Reading the yogurt board Fruits: (check off what has been prepped). Wash all fruit (except banana, mango, cherry, pineapple) <ul style="list-style-type: none"> Mango _____ Pineapple _____ Strawberry _____ Blueberry/raspberry/blackberry _____ Kiwi _____ Banana _____ Cherry _____ Lycies _____ Dry Toppings: mochi, cookie dough, brownie bites, NY Cheesecake bites Refilling dry toppings Scoop contamination 	
Module Complete By	Trainer (print) _____ Trainee (sign) _____		Trainer (print) _____ Trainee (sign) _____		Trainer (print) _____ Trainee (sign) _____	
NOTES						

A trainee may begin a shift as an official team member only after passing the tests. If a trainee fails to pass the tests, s/he will be issued another exam at another time. A passing grade is 90% or greater unless otherwise specified on the exam.

If a trainee does not pass these tests after two attempts, the Franchisor recommends dismissing the team member. Each situation should be evaluated should this occur to eliminate potential issues in your store.

During Shift 1 of the **5 Shift Training** program, the Trainer will cover “Job Descriptions”. It is important that the Team Member understands his/her responsibilities for each position. Print out and review, in detail, the f6 Handles job descriptions. The Franchisor can provide a copy of the job descriptions in an electronic format.



Overview of Operation ◀

Give new employees an overview of the operation. Give employees a tour through of the store and introduce them to the other employees who are working; when appropriate, explain what the various positions are. Also briefly talk about the new employee's job description and how the individual job relates to the other positions.

Give employees an accurate depiction of the job, making it clear to them that it looks easier than it actually is. Put employees at ease by letting them know that they will get frustrated and that everyone experiences that. There is too much detail to learn in just a few days. Also, urge employees to take initiative and practice the skills they learn.

The walk-through and overview gives employees an excellent opportunity to see the store in operation, and it also helps to familiarize them with the location of emergency and first aid equipment.

Your goal in orientation and training is to provide employees with the information they need to excel in their jobs, which will ultimately help your store reach its maximum potential. Outline all of the standards you expect your employees to meet, and then provide the training needed to enable your employees to meet your expectations.

During training, employees need to learn the everyday functions of the store, how to engage with guests, how to use the equipment in their area of the store, how to carry out the tasks required of the position, etc.

The Franchisor has also found that mentoring plays a very important role in the training process. Having new employees working with their peers immediately gives credibility to your training program and increases competition among hourly staff to do the job right. Thus, selecting the right people for such a role is crucial. A mentor should meet the following criteria:

*Requirements for
being mentor:*

- Performs functions of the specific station above and beyond set standards.
- Has completed the training program.
- Has cross-trained at all workstations.
- Promotes a positive attitude toward 16 Handles.



- Has an exemplary attendance record.

Whenever performing training of any kind for any position, remember these general guidelines:

General training tips:

- Be sure to always provide positive feedback whenever a new employee properly completes a step of the job.
- Give employees an opportunity to feel comfortable doing a specific task before moving on to another. Providing too much information or requiring too many tasks to be learned at one time can overwhelm new employees.
- Have new employees repeat the steps of a procedure while you watch, and correct any errors. Don't allow them to continue performing tasks incorrectly; show them the correct way and then let them show you that they can perform the procedure correctly.
- Let new employees know that their first priority is accuracy and detail. As they gain experience, they can then focus on speed without losing quality. Let them start to feel the pressure of keeping up with demand so they will be prepared for busy periods.
- Train employees to stay in their assigned positions rather than jumping from one area to another. Efficient operations depend on employees fulfilling the duties of their assigned positions so there is no gap in production or service.

Ongoing Training ◀

A well-trained staff is key to satisfying customers. Remember that even the best athletes in the world train on a regular basis. Their natural abilities only take them so far; they succeed when they strive to continually improve their skills through ongoing instruction and repeated practice.



Why is it important to view the training process as an ongoing one? There are several reasons.

Reasons for ongoing training:

- Responsibilities change from time to time after initial training is completed.
- Company policies and procedures change.
- All employees should be given the opportunity to gain additional knowledge that would put them in a position to career path and maintain long-term employment with 16 Handles.
- Stay in close contact with employees displaying continued interest in their performance.
- Performing training enables managers to become the “trainers” and establish themselves as people who are in the know and who are willing to share their knowledge with someone else.
- Proper training eliminates the frustration employees feel when they are asked to step in and do a job they don’t know how to do.

Certainly, the need for training new employees is obvious. However, what is less obvious is the fact that training never ends. No one is ever fully trained. There is always something more to learn about the many aspects of food service and customer service at 16 Handles, and there is always something new to learn as a result of change. You should make it a point to host meetings at least once a month with employees to cover new products, procedures, etc. At the very least, memos should be posted and emails sent to convey pertinent information to employees; and managers should always take it upon themselves to personally communicate any relevant news or information.



CASHIER #1 (RIGHT SIDE)

All cashiers should greet and welcome every customer and thank them as they leave. If only one cashier is working, then s/he should perform duties for Cashier #1 and #2. If a Utility Member is not working, then Cashier #2 should take on the Utility Member's duties.

PRIMARY DUTIES	
Cash Register	<ul style="list-style-type: none"> • Act as primary cashier • Never leave cash register unattended or out of sight. If there is a need from the kitchen or storage area, notify another Team member • Maintain cleanliness of cash register area – wipe down scales
SECONDARY DUTIES	
Tables/Counter Tops	<ul style="list-style-type: none"> • Clean tables, seats and counter tops and push in chairs
Glass Door/Windows	<ul style="list-style-type: none"> • Wipe glass door/windows
Floor	<ul style="list-style-type: none"> • If Utility member is not on duty, sweep front-of-house and outside; notify Utility Member if floors need mopping
Trash Cans	<ul style="list-style-type: none"> • Notify Utility Member if trash cans need to be emptied • If Utility Member is not on duty, then empty front-of-house trash cans including recycling bin

CASHIER #2 (LEFT SIDE)

PRIMARY DUTIES	
Backup Cashier	<ul style="list-style-type: none"> • Act as backup to Cashier #1
Toppings Bar	<ul style="list-style-type: none"> • Wipe down toppings bar • Refill toppings and syrups • Notify Team Member #2 if any additional fruit toppings, water or dry toppings are needed from downstairs • Make backup dry toppings during down time
Napkins/Spoons/Supplies	<ul style="list-style-type: none"> • Refill napkins, spoons and business cards • Ask Team Member #2 to restock receipt rolls, napkins, spoons, cups, etc from storage area
Delivery Coordinator	<ul style="list-style-type: none"> • Perform delivery coordinator duties during delivery season if one is not scheduled



Hot Beverages	<ul style="list-style-type: none"> • Prepare teas and coffee for customers
SECONDARY DUTIES	
Tables/Counter Tops	<ul style="list-style-type: none"> • Clean tables, seats and counter tops and push in chairs
Glass Door/Windows	<ul style="list-style-type: none"> • Wipe glass door/windows
Floor	<ul style="list-style-type: none"> • If Utility member is not on duty, sweep front-of-house and outside; notify Utility Member if floors need mopping
Trash Cans	<ul style="list-style-type: none"> • Notify Utility Member if trash cans need to be emptied • If Utility Member is not on duty, then empty front-of-house trash cans including recycling bin

ALL CASHIERS

CLOSING/CLEANING DUTIES	
Toppings Bar	<ul style="list-style-type: none"> • Refill dry toppings, place lids on toppings and store fruit toppings in cooler; cover cooler with lid • Ensure that there are no traces of toppings left on the tracks of the topping bar's shelf as well as the rim of the cooler
Cash Register Area	<ul style="list-style-type: none"> • Wipe and clean all surfaces of the scales and clean behind cash registers • Restock the following: <ul style="list-style-type: none"> • Thermal Rolls (4) • To Go Lids (4 sleeves) • Spoons (2 boxes) • Business Cards (2 boxes)
Chairs/Benches/Tables	<ul style="list-style-type: none"> • Wipe down tables, counters and booths; stack all chairs and bar stools
Mirror/Sneeze Guards/Windows	<ul style="list-style-type: none"> • Spray and clean mirror and sneeze guards • Wash the windows (inside and outside) with the squeegee (AM), wipe down with spray and cloth (PM)
Sweep	<ul style="list-style-type: none"> • Sweep entire store
Hand Sink Area	<ul style="list-style-type: none"> • Empty red sanitizer bucket



FRUIT PREP

Primary Duty: prepare fruit and assist with Team Member #2 duties if all fruit is prepped.

PRIMARY DUTIES	
Fruit Prep	<ul style="list-style-type: none"> • Prepare fruit according to prep schedule
Machines	<ul style="list-style-type: none"> • Set up and assemble machines and add product
SECONDARY DUTIES	
Supplies	<ul style="list-style-type: none"> • Restock paper towels, gloves, soap, etc – all supplies
Stock	<ul style="list-style-type: none"> • Bring deliveries downstairs into basement

TEAM MEMBER

Primary Duty: maintain yogurt level, restock all supplies and maintain cleanliness in the kitchen. Communicate with Cashiers for front-of-house needs. When a Utility member is not on duty, is responsible for Utility member's duties.

PRIMARY DUTIES	
Toppings	<ul style="list-style-type: none"> • Check toppings levels every 15-30 minutes, refill toppings and clean toppings area • Fruit prepping should be secondary duty during busy hours
Yogurt	<ul style="list-style-type: none"> • Refill yogurt levels in machines • Restock yogurt containers in kitchen coolers
Wash Dishes	<ul style="list-style-type: none"> • Wash all dishes including drip trays
Trash	<ul style="list-style-type: none"> • Take all trash from kitchen to storage area
Side Work List	<ul style="list-style-type: none"> • Complete tasks on Side Work List

CLOSING DUTIES	
Machines and Doors	<ul style="list-style-type: none"> • Clean back of machines (hoppers and pouring water/sanitizer) • Use steel shine on machines and kitchen swing doors
Cooler & Sinks	<ul style="list-style-type: none"> • Clean glass doors and completely close. Wipe down kitchen sinks.
Drains	<ul style="list-style-type: none"> • Rinse drains with hot water and bleach
Storage	<ul style="list-style-type: none"> • Refill dry toppings storage area, if necessary • Sweep Pantry area and wipe down white shelves
Cupboards	<ul style="list-style-type: none"> • Restock cupboards according to posted pars (soap, sanitizer, gloves, hand towels...)
Wash Dishes	<ul style="list-style-type: none"> • Wash all dishes and empty drains
Yogurt	<ul style="list-style-type: none"> • Work with Utility Member on yogurt restocking and refill machines
Floor Cleaning	<ul style="list-style-type: none"> • Hose and scrub kitchen floor including under the machines to ensure that there are no traces of yogurt. Make certain that all water is dried up using the wet vacuum provided



UTILITY MEMBER

Primary Duty: to maintain appearance of store and to answer customers' questions. Time in kitchen and behind counter should be limited.

PRIMARY DUTIES	
Customer Service	<ul style="list-style-type: none"> • Answer customer questions • Must have good knowledge of product, company, and store info
Machines	<ul style="list-style-type: none"> • Check/replace drip trays every 30 minutes or as needed • Push handles in up position • Wipe machines with sanitized towel • Use empty toppings container/pan to scrape off excess yogurt from nozzle, clean peanut butter last, allergen. DO NOT USE TOWELS or NAPKINS • Notify MOD if machines they make noise or cause trouble
Supplies	<ul style="list-style-type: none"> • Restock cups, napkins, spoons, paper towels, gloves, soap, etc – all supplies – from storage area
Trash Cans	<ul style="list-style-type: none"> • Check and empty all trash cans including restroom and outside bin
Counter/Seating Areas	<ul style="list-style-type: none"> • Wipe down topping counter, seating areas and back table
Sweeping/Mopping	<ul style="list-style-type: none"> • Sweep and mop front-of-house
Glass Door/Windows	<ul style="list-style-type: none"> • Wipe glass door/windows
SECONDARY DUTIES	
Yogurt	<ul style="list-style-type: none"> • Work with Team member to restock yogurt flavors in coolers

CLOSING DUTIES	
Machines	<ul style="list-style-type: none"> • Clean front of machines (draining and disassembly) • Team Member will assist with backend of machine (cleaning hopper and pouring water and sanitizer into the machines)
Yogurt	<ul style="list-style-type: none"> • Work with Team member to restock yogurts in coolers
Mop	<ul style="list-style-type: none"> • Mop front-of-house
Basement	<ul style="list-style-type: none"> • Sweep and mop • Make sure cooler doors are completely shut
Cups/Napkins	<ul style="list-style-type: none"> • Restock cups and napkins on the floor
Trash	<ul style="list-style-type: none"> • Take out all remaining trash and empty trash receptacles • Wash trash cans with hot water and soap
Boxes	<ul style="list-style-type: none"> • Break down and take out all boxes



POSITION RESPONSIBILITIES - OPENING SHIFT

x = Primary responsibility

o = Secondary responsibility

	Cashier	Fruit Prep/Team Member
<u>Front-Of-House</u>		
Mirror/Sneeze Guards/Windows	x	
Dust TV screens, shelves, etc.	x	
Toppings Bar (list of backup toppings needed)	x	
Chairs/Benches/Tables	x	
Restock Spoons, Napkins and Business Cards	x	
<u>Back-Of-House</u>		
Machines Assembly		x
Restroom		x
Delivery Check-In (If MOD is busy)		x
Cups, Napkins, Hand Sanitizer - restock		x
Yogurt Restocking		x
Fruit Preparation		x



POSITION RESPONSIBILITIES - CLOSING SHIFT

x = Primary responsibility

o = Secondary responsibility

	Cashier	Team Member	Utility
Front-Of-House			
Toppings Bar	x		
Scales and Cash Register Area	x		
Chairs/Benches/Tables	x		
Mirror/Sneeze Guards/Windows	x		
Sweep Store	x		
Back-Of-House			
Machines - clean back of machines and refill with yogurt		x	
Drains		x	
Refill Dry Toppings in Storage		x	
Dishes		x	
Yogurt - restock coolers		x	x
Kitchen Floor Cleaning		x	
Machines - draining, disassembly, and washing			x
Sweep and Mop Lobby			x
Mop Closet			x
Storage Area (Basement)			x
Cups and Napkins - restock			x
Trash and Compostable Bin - take out			x
Boxes - breakdown and take out			x



Training Tips ◀

Before you even begin training, there are some points you need to remember. People learn by seeing, hearing, reading and, most importantly, doing. Your employees will learn effectively if you use the 5-step training model: read, tell, show & shadow, do, review. Understand and practice this training method. It is the fastest route to an efficient, competent staff.

- Training principles:*
- 1) Read – allow the trainee to review the training manual
 - 2) Tell – the section’s key points and what they should learn
 - 3) Show and Shadow – the trainee how to do the exercise and allow him/her to shadow you
 - 4) Do – allow the trainee to do the exercise
 - 5) Review – once the trainee finishes the task, review the task and how s/he performed. Provide feedback

Remember that people learn as much from a manager’s actions as they do from a manager’s words. Reinforce the proper use of 16 Handles terminology, especially the correct terms for all menu items.

To train effectively, you must understand communication:

- Understanding communication:*
- Successful leaders and managers are successful because they are effective communicators.
 - Managing people is about knowing how to communicate with them effectively. Communication skills are critical to managing a store successfully.
 - Employees need to know what is expected of them at all times. They also need to know how they are doing. Your employees will only know what is expected if they receive clear and effective communication and feedback from you.



Different managers have different styles of communicating. However, as a manager, it is important to use the basic principles of communicating, as outlined below. These principles will help to ensure consistency in communication.

Communication skills:

- Praise employees immediately and specifically. Always be supportive.
- Always reprimand in private, away from other employees. As with praise, this should be immediate and specific.

You must also understand how people learn and perform to be an effective communicator and manager. Here are some tips:

Training tips:

- **People learn and perform well when they are confident.** Confidence comes from being skilled, trained, and informed. You must ensure that each employee has the skills to do what he/she needs to do and the proper experience to perform to expectations. Employees must be properly trained to do their jobs, and they must be allowed to practice the skills to gain confidence before they are expected to perform alone.
- **People enjoy being responsible when they know what is expected of them.** Even experienced employees need to know what is expected of them. You must let every employee know what is expected on every shift. Set and communicate expectations that are suited for each employee. And be sure to give new or unskilled employees clear expectations tailored to what they can realistically deliver. Always make sure your employees' skills and experiences are utilized and appreciated.
- **When people feel appreciated, they do their best and keep trying to do better.** Don't assume your employees know they are valued; they need to be told. Treat them with the same respect and courtesy used with your guests. Give them a positive greeting when they arrive. Ask them to do tasks instead of telling them, and be sure to use "please" and "thank you." Thank



employees for their efforts at the end of each shift. These simple gestures will go a long way towards creating a positive team environment.

- **People need to be given 7 positive feedbacks for each negative or corrective feedback.** Human motivation research has shown that to be most effective in shaping employee behavior, managers need to give at least 7 positive statements for every corrective instruction. Not only do employees need to know how they are doing, but they also need to feel competent and valued. If you apply this practice, your employees will have a positive attitude about making the changes you identify for them.
- **Creating new habits takes time and encouragement.** Employees generally need at least 21 days to really establish a new habit. However, you must set the proper habits from the beginning, as behavior is difficult to change once it is established. Train right the first time. Then when you identify a behavior change you want, understand that the correct behavior must be reinforced often and for a considerable period of time to be sure it becomes habit. Be patient. Not everyone learns at the same pace or has the same skills. Ask questions and encourage your employees to do the same. Establishing trust and communication is fundamental.
- **People will copy what they see more readily than doing what they are instructed.** You must lead by example. If you say one thing and do another, your employees will do what they see—not what you have said. Combine telling with demonstrating so your employees can visualize what you are explaining. Go from simple to complex, emphasizing key points. When finished, summarize the most important points.



SCHEDULING

How you schedule is a key factor in the overall success of your store. Overstaffing reduces profitability and decreases your team's ability to multi-task. Understaffing, on the other hand can lead to slow service, unhappy guests, decreased sales and less profitability.

Effective scheduling requires a realistic sales target (forecast), planning and daily review.

Let's review a couple of tools we use to plan and create effective schedules.

PLANNING

Staff Schedule Guide

The Staff Schedule Guide is a quick reference tool used to assist you in planning out the number of people and their shift times based on the sales you are expecting for a specific day.

The schedule guide includes the following items:

- Forecasted Sales Bands
- Positions
- Shift Times
- Labor % Calculator

SALES FORECASTING

When preparing to write your upcoming schedule you will need to accurately forecast what your sales will be on a daily basis. For a new store, it will be a bit more difficult and require a number of adjustments for the first several weeks. After you have been open for 4 - 6 weeks, you will begin to see patterns which will make it easier to schedule.

Following are a few examples of ways to forecast more effectively.

OPEN LESS THAN A YEAR

16 HANDLES FRANCHISEES IN YOUR AREA

Because you will not have any history in your location, it is a good idea to ask other 16 Handles Franchisees in your area about their sales patterns. Specifically, you will want to know:



- when are their busy times?
- if located by a school, what time do they get an after school rush?
- when does the after dinner crowd start to come in and how long does it usually last?

Again, each 16 Handles location is a bit different, but this will at least provide you with a structure to begin with. Utilize your Franchise Business Consultant as a resource to assist you with this process.

SURROUNDING BUSINESSES

Walk around and introduce yourself to your neighboring businesses. Give them a free fro-yo card and ask them about business trends/patterns in your trade area.

4 WEEK AVERAGE

A quick way to create a daily sales forecast is to use 4 weeks of history by day. To do this:

1. Write down your net sales for the last 6 Mondays
2. Remove the highest sales week and the lowest sales week
3. Add up the remaining four sales
4. Divide by 4

This number will be your 4 week average for Monday.

Repeat this process until you have completed all 7 days. This is a good exercise to complete whenever:

- You begin to see a significant increase in sales
- Entering the slower shoulder season (Sept - Nov)
- Moving from Spring into Summer

Franchise Business Consultant

Your Franchise Business Consultant will be able to assist you with scheduling questions.

IF YOUR STORE HAS BEEN OPEN FOR A YEAR



MYMICROS

If your store has been open for a year, you will be able to compare prior year sales by using MyMicros reporting which comes with your POS package.

MyMicros allows you to search a range of prior business dates which can be exported to Excel and used to assist you in forecasting sales.

Using historical data will make it easier to build effective schedules.

Prior Year Weekly Accounting (WA)

Use your prior year WA information to review weather, festivals, or other out of the ordinary events which might have affected sales either up or down. Understanding these anomalies will help you forecast and create a better schedule which will result in a better bottom line.

SCHEDULING SOFTWARE

There are a number of online scheduling programs available. Using an online program allows you to send schedules via email or text message to our team members.

Schedulefly.com (preferred)

Hotschedules.com

POSTING A SCHEDULE

Highly successful operators post their schedules two weeks in advance. Doing this allows your team to effectively plan outside activities around work. These operators have less turnover, happier team members and better overall results.

For this to happen, you must set expectations with your team members that all schedule requests must be submitted by a specific day of the week. Missing this deadline will prevent the team member from submitting their request.

Sometimes, it isn't possible to post your schedules two weeks in advance, but it is important to get the upcoming Week's schedule posted by Friday evening, at the latest.

MONITORING DAILY HOURS

Monitoring daily ACTUAL vs. SCHEDULED hours is a great best practice that successful



operators do. The WEEKLY SUMMARY tab on the WA has a section for you to enter the Actual Hours Used (clocked-in) and the Scheduled Hours.

Using this section will allow you to monitor how effectively your manager(s) are controlling labor in your store.

Guest Service

Guest service means more than just being pleasant to the people who visit your store. It means respecting your guests and taking pride in the way you dress and carry out duties, and being aware of your behavior when guests are present, even when you are not dealing with them directly. Remember that everything you and your employees do is directly or indirectly related to guest service.

Guest Service Philosophy ◀

We are about FUN! We are in the business of creating positive emotional connections with our guests and team. Our #1 goal is in ensuring we create an upbeat, authentic and fun guest experience.

We are in the dessert business, which in itself, already comes with smiles. Our challenge is to elevate the experience to next level and exceed their high expectations.

We accomplish this by *HANDLING-it every day with every guest*.

At 16 Handles, our success is dependent on our commitment to quality product, highest standards of cleanliness, and fast and friendly service. No matter how superior our product is, it is the friendly, efficient service and positive attitude that keeps our guests coming back again and again.

16 Handles guest service philosophy is aimed at providing quality service to guests, which begins internally with employees. All guests must experience the following every time they visit your 16 Handles store:

- Guest service basics:*
- 3 Foot Rule: greet the guest if you are within 3 feet of him/her.
 - Always greet the guest upon entering the store.
 - Thank the guest upon purchase and invite them to return.
 - Provide an excellent quality product with consistent texture and



taste.

- Do what is right for the guest – always go the extra mile for the guest.
- Show genuine interest in each guest’s experience; greet them and show interest in their satisfaction.
- Be knowledgeable of all products.

To emphasize the importance of good service, promote an “internal guest service” attitude by using the following basics for interacting with your employees:

*Promoting
guest service
internally:*

- If employees are expected to give great service, they need to be treated with the same respect and friendly attitude they are expected to have with guests.
- Setting up employees to be good guest service providers begins with selection. The best guest service employees are those who are already oriented towards giving great service before being hired. Look for employees with a great service attitude.
- Treat employees with respect and appreciation.
- Reinforce positive behavior, especially when an employee gives outstanding guest service.
- Make it a point to greet employees with a positive, personalized greeting upon arrival—just like you want them to greet your guests.
- Thank employees at the end of their shift—just like you want them to thank your guests.
- Communicate guest service expectations during the selection and interview process.
- Treat potential employees like guests. Always make time to talk to them. Don’t leave them waiting for more than a minute or two.
- Treat all employees equally.
- Praise in public; reprimand/correct in private.
- Make sure all employees are made to feel important and



appreciated.

Reinforce your commitment to guest service by regularly monitoring employee activities and including guest service in the evaluation process.

Obtaining Guest Feedback ◀

In an effort to ensure guest satisfaction, always encourage feedback from your guests. Many dissatisfied guests will not give you a second chance; they will just go elsewhere. So rather than waiting for the complaints to come to you, if they ever do, solicit feedback from guests by directing them to e-mail feedback, whether positive or negative, to info@16handles.com.

Handling Guest Complaints /Experience Recovery ◀

We have a process for handing and resolving guest issues. The process is the acronym LAST.

When handling guest complaints, always be fair and respectful to your guests. Remain courteous but in control. Ultimately, you want your guests to be your best promoters—not your worst. You want to do everything you can (within reason) to win back dissatisfied guests.

Here are some tips:

- L** LISTEN
- A** APOLOGIZE
- S** SOLVE
- T** THANK

Tips for handling complaints:

- **LISTEN:** You must first gather information. Listen to what the guest has to say. Always be patient and allow guests to air their complaints. Be attentive, and never discount any comment as ridiculous.

- Actively listen



- Turn off your mouth and truly listen to what the guest is saying
- Disconnect your need to try and defend the store or your team's actions.
- It's not easy, but it will be very worthwhile
- **APOLOGIZE:** for any inconvenience the problem may have caused. Express understanding of the problem and the guest's position.
 - State simply that you are sorry they had this experience or they feel this way
 - Do not take the *act of apologizing* personally
 - Again, you are apologizing for their perceived experience
- **SOLVE:** Try to satisfy the guest and come up with recommendations to rectify the situation. Exceed the guest's expectations. Promise action. In most cases, complaints are service-related and can be corrected fairly easily. Just be sure that when you promise action, you then see that the corrective action is carried out.
 - Find a solution which will allow the guest to leave happy
 - It doesn't take a lot to make people happy
 - Most of the time, it is simply that they want to be heard.
- **THANK:** Always thank the guest for any comments, whether positive or negative, because they took the time to tell you about the issue rather than posting it on an online review site for thousands, if not millions, to read.

For the most part, you or the manager on duty will be able to handle guest complaints as they relate to food quality, speed of service, minor personal injury, etc. Should an employee receive a complaint that is more serious in nature (e.g., mass yogurt quality



complaints, serious personal injury, burglary, etc.), you should personally handle the situation and contact the corporate office for guidance on how to proceed.

Handling Refund Requests ◀

Despite your best efforts to satisfy guests and make things right when guests have complaints, you will occasionally encounter guests who will just not be satisfied no matter what you do. Should you find yourself in such a situation, offer the guest one of the following options:

- Recommended refund practices:*
- If the guest complained about a particular flavor of yogurt, offer the guest a new cup.
 - If the guest was dissatisfied with the service, offer the guest a credit (through a gift card) towards his/her next visit to your store. Record the nature of the complaint.

If the guest is unwilling to accept either of these options, give the guest a refund...but only as a last resort.

Ultimately, your goal in guest service is to do whatever you can to retain business and yet not be taken advantage of by guests. Always encourage feedback and open lines of communication in an effort to ensure guest satisfaction.

Mystery Shopper Program ◀

Quality of service, product and cleanliness are critical to the long-term success of 16 Handles. For this reason, we will use a Mystery Shopper program to help measure and evaluate the actual level of guest service being provided at 16 Handles stores.

Here's how it works:

- Program guidelines:*
- A non-biased third party vendor visits a 16 Handles store. The mystery shopper is an employee of a mystery shopping service.
 - The mystery shopper will typically order and pay for a yogurt, although he/she may not eat the yogurt in the store.
 - If mystery shoppers are doing their job correctly, they will be anonymous and unidentifiable. They will not identify themselves as "mystery shoppers" during their visit.
 - After the visit, the mystery shopper will complete an evaluation form designed by the Franchisor for 16 Handles stores. The evaluation focuses on several areas, including quality of service,



speed of service, store cleanliness, quality of food, and employee appearance.

- The completed evaluation is sent to the corporate office. It provides the Franchisor with valuable information that helps to:
 - Rate the level of guest service at each location.
 - Identify both positives and negatives of guest experience.
 - Ensure guest service is maintained at acceptable levels.
 - Identify areas for improvement.
 - Provide Franchisees with feedback about the level of service guests are receiving.
 - Rate quality of yogurt and toppings.

You will receive mystery shopper reports for your location on the ICC Decision Services website. The link for the website is:

<http://www.iccds.com/>

You will receive your username and password from the Mystery Shopper service provider, or from your Franchise Business Consultant.

ANALYZING THE REPORTS

Analyze each report and develop an action plan to correct or reinforce any service areas in need of improvement. Post them where all employees can review the results, and use them as a way to improve performance.



Daily Routines

Daily routines help set the tone for each business day. The rules and procedures below outline important aspects of each area of the store. If these rules and procedures are put into practice each and every day, your employees will be able to function effectively in their jobs and, as a result, ensure guest satisfaction. You will also be better able to ensure the security and safety of your store.

Expect your employees to keep their work areas clean and neat, as this is a direct reflection on 16 Handles stores. Also expect them to make occasional special efforts at cleaning or organizing work areas. Even if prep work and ongoing duties have all been completed, there is always something in need of cleaning.

Opening ◀

Properly preparing the store to open contributes substantially to how well the store will function throughout the day and affects the quality of product served to guests. Successful and orderly opens allow managers and employees to provide guests with great product and excellent levels of service. If opening procedures harm your ability to deliver quality service to guests, the result could be a loss of guests—and sales.

Use the M.O.D. Opening Checklist (see Figure D.1) to verify that each of the following tasks is completed.



Figure D.1 – M.O.D. Opening Checklist

OPENING CHECK LIST	
MOD: _____	Date: _____
DUTY	INITIALS
Administrative	
Check Manager's Log – provide feedback on previous night's close	
Deployment Board - Assign Duties to Team	
Assign till(s) to cashier(s)	
POS - end of day properly closed	
Email Flavors to: flavors@16handles.com	
Deliveries - check-in and store	
Create New Weekly Accounting Report (on Mondays)	
Count Safe	
Front/Lobby	
Prepare and Assemble machines	
Toppings Counter – clean, fresh and presentable?	
Test Yogurt Flavors – are they consistent?	
Corred Flavor Signs displayed	
Restroom - fully stocked and clean	
Red sanitizer buckets filled	
Kitchen	
Fruit and Toppings – check quality of left over fruit and toppings; enter count on Fruit Tray Chart	
Fruit - assign toppings trays to be prepped	
Bring in Compost Bin	
Walk Through: store frontage/windows clean, trash cans lined, toppings areas presentable with serving utensils in place; floors and walls clean	
Comments/Notes:	

- ✓ When you arrive, check the condition of the parking lot and the exterior of the building (if applicable).
- ✓ Check the building for any signs of burglary or vandalism.
- ✓ Once you have entered, relock the door.
- ✓ Deactivate the alarm.
- ✓ Turn on the lights.
- ✓ Read the manager's logbook or any special instructions (voicemail, email, etc.).
- ✓ Walk through the entire store and inspect the close. Check equipment, restrooms, walk-in and other coolers, temperature of coolers and food, and dry storage/store room. Take notes on the previous night's close and post any comments in the manager's log.
- ✓ Make sure all coolers, freezer boxes, and walk-in coolers are on and at the correct operating temperature.
- ✓ Check the refrigerator to be sure there are back-up yogurt flavors thawed out, as well as other items in reserve and ready to go. Stock



as necessary.

- ✓ Restock all cups, lids, bags, napkins, topping containers, cones, plastic bags, utensils, pens, and menus.
- ✓ Refill stock of dry toppings. FIFO all toppings by placing new toppings under old toppings. For uniformity, place a spoon in the bottom right corner of each topping container on the topping bar.
 - NOTE: Peanut toppings (or toppings containing peanuts) should be placed closest to the guest's side of the topping table. This will help reduce occurrences of cross-contamination of nuts into other topping items.
 - Stores with topping caddies will keep toppings containing nuts separated from the other toppings.
- ✓ Check stock of fruit and determine what needs to be cut/prepped. Typically you will need 2 pans of fruit prepared to start the day.
 - NOTE: To keep bananas fresh they should be cut right before open. Bananas are displayed in a 2" pan.
- ✓ Restock beverage cooler and cake/novelty freezer.
- ✓ Ensure seating area is set up.
- ✓ Check for burned-out lights.
- ✓ Make sure the phones and stereo system are in working order.
- ✓ Check and adjust the temperature of the store.
- ✓ Put away any deliveries.

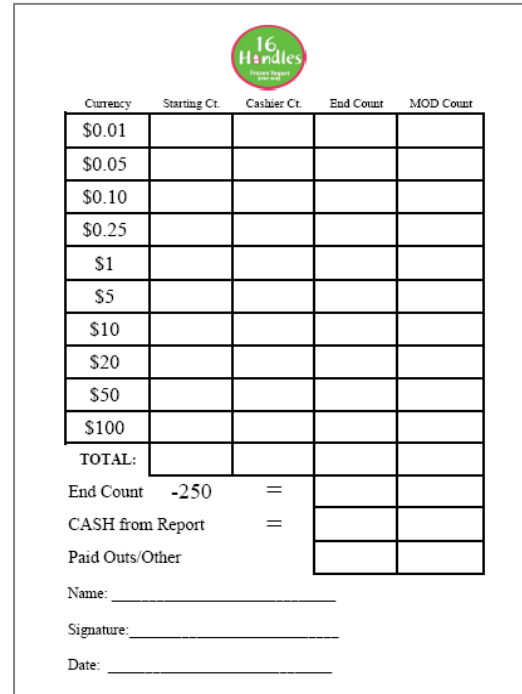
- ✓ Set up the register till drawers as follows:
 - Count the drawer.
 - Leave the specified amount of money. Daily change of \$250 is recommended, as follows: \$69 in singles, \$75 in fives, \$70 in tens, \$20 in quarters, \$10 in dimes, \$4 in nickels, and \$2 in pennies. During busy times, you will need more fives and tens.

NOTE: The cashier assigned to the register is to verify the bank



by completing the Cashier Till Sheet (see Figure D.2). This form is to be completed by the cashier and manager on duty at the start and end of the shift.

- Make daily deposits.
- Keep all deposit slips on record.



The form is titled '16 Handles' at the top center. It contains a table with the following columns: Currency, Starting Ct., Cashier Ct., End Count, and MOD Count. The rows are for currency values: \$0.01, \$0.05, \$0.10, \$0.25, \$1, \$5, \$10, \$20, \$50, and \$100. Below the table, there is a 'TOTAL:' row. Underneath the table, there are three rows for calculations: 'End Count -250 =', 'CASH from Report =', and 'Paid Outs/Other'. At the bottom of the form, there are fields for 'Name:', 'Signature:', and 'Date:'.

**Figure D.2 –
Cashier Till Sheet**

- ✓ Review the employee schedule and set up the deployment board.
- ✓ Set fruit prep production levels and communicate them to staff.
- ✓ Drain, clean and reassemble designated machines
- ✓ Set-up machines:
 - Turn the machines on freeze
 - Whisk the yogurt in all of the hoppers. Sanitize the whisk after each flavor. Save Peanut Butter for last to avoid cross-contamination.
 - Flip or open feed tube in the hopper so that yogurt will disperse



into the barrel of the machine.



- Check the temperatures of each machine with the long thermometer to ensure the product is maintained below 41°
- Check the flavor board in the kitchen to verify the flavor in each machine.
- Add yogurt into machine. If machine(s) are making a high pitched noise that means that the yogurt is freezing in the barrel. It is likely that the tubes were not flipped when the machines were turned on Auto.
- Dispense the product and taste test each flavor to ensure consistency is correct and taste is good.
 - NOTE: If yogurt tastes like it is going bad, replace it right away.
- Ensure the screw on the handle is completely tight.
- Make sure the correct flavor signs are displayed on the LCD flavor screens



- Perform line checks.
- Turn on stereo system and TV's.
- Boost employee morale and set goals for the day.
- Count the safe. If it is over/under, report it to the Manager immediately. Money should not be exchanged from the safe before it is counted and verified.



Restocking ◀

Restocking needs to occur throughout the day to ensure there are enough products available to take care of the guests.

Here are some restocking guidelines:

*Restocking
guidelines:*

- Label each storage area with the amount of product (e.g., cups, lids, etc.) that can be maintained in a well-organized fashion.
- Check stock levels once or twice daily depending on volume and storage capacity.
- Once you have determined set par levels, hold your employees accountable for keeping areas well stocked and at appropriate levels.

Cleaning ◀

The philosophy of “clean as you go” requires all employees to return an area to its original condition before leaving it. This is of utmost importance, as it may have an extreme impression on your guests.

Make sure prep areas are cleaned and organized before allowing employees to leave their shift. Failure to “clean as you go” will only result in disorganization and leave extra work for the closing shift.

Close ◀

A proper closing is critical to the operation of the store for several reasons:

- It is the primary opportunity to thoroughly clean and sanitize the store, including food prep surfaces, equipment, and utensils. This helps ensure food is being prepared in a safe and sanitary environment.
- A properly closed store is easier to set up and operate the next day.



Continue practicing “clean as you go” throughout all business hours to ensure a good close. However, when doing this, always be conscious of your guests. Never stop serving or turn away guests before the posted closing time.

- Avoid giving guests the impression that you are trying to close the store.
- Always keep at least one cashier on duty until closing time.
- Keep all products available up until closing.
- Pre-closing of the store is not allowed.
- Avoid making guests feel like you are rushing them out of the store.

Use the M.O.D. Closing Checklist (see Figure D.3) to verify that each of the following tasks is completed.

10 MINUTE RULE

At 16 Handles we maintain a 10-minute rule. The 10-minute rule means we remain open and serving guests until 10 minutes past the posted closing time. By doing this, we provide the guest with an experience they probably won't get at other establishments.



Figure D.3 – M.O.D. Closing Checklist

CLOSING CHECK LIST

MOD: _____ Date: _____

DUTY	INITIALS	COMMENTS
FRONT (Cashier)		
Thermostat Off (Fall/Winter) 75° (Spring/Summer Auto/Cool)		
Empty out sanitizer bucket under hand sink		
Clean out dry topping drawers		
Music/TV's off		
Clean between cold topping bar and kitchen wall		
Unplug hot water/Coffee Machines		
Clean Hot Fudge Machine: (see instructions in kitchen)		
Cups & Napkins restocked		
Front/Lobby		
Order Fruit?		
Sinks: Drained and Cleaned		
Refill Cooler #3 with 2 cases of each flavor		
Temperature Check: Cooler #3: _____ Cooler #4: _____		
Machines		
- Refill Yogurt (No blinking lights)		
- Tubes Flipped (Holes facing up)		
- Put on Stand By Mode		
- Lids on and cleaned		
- Machines wiped down/Steel Shined		
- Plastic rings and Tubes set aside in small container		
PANTRY (Team Member)		
Sweep/Mop underneath shelves		
Lids: Close/Seal and Clean Tops of Lids (NO CRUMBS!)		
Scoops: return to kitchen		
MOP SINK (Team Member)		
Mop bucket emptied		
Mops placed downstairs and dried		
BASEMENT (MOD)		
Temperature Check: Cooler#1: _____ Cooler#2: _____		
Trash emptied		
Lights Off		
POS/OFFICE (MOD)		
Employees clocked out		
Pre-Close		
Email Net Sales		

- ✓ For security purposes, check the restrooms prior to locking the doors.
- ✓ Lock the doors.
- ✓ Turn off the outside lights to signal that you are closed.
- ✓ Remove red nozzles from machines and soak in sanitizer overnight.
- ✓ Make sure yogurt machines are not empty (no blinking lights) and on standby.
- ✓ Wash + Rinse + Sanitize all feed tubes and insert them back into the machines, flipped.
- ✓ Sweep and then mop floors.
- ✓ Clean all stations.
- ✓ Empty sanitizer buckets.



- ✓ Cover dry toppings with lids and ensure date dots are affixed.
- ✓ Cover refrigerated toppings.
- ✓ Lids and doors on all of the freezers are securely closed.
- ✓ Wipe down and mop walk-in cooler inside and out.
- ✓ Check the temperature of all refrigeration. Make sure all doors on refrigeration are securely closed.
- ✓ Make sure all faucets are turned off.
- ✓ Close out the registers and put the money in the safe.
 - NOTE: The cashier assigned to the register is to verify the bank by completing the Cashier Till Sheet (see Figure D.2). This form is to be completed by the cashier and manager on duty at the start and end of the shift.
- ✓ Make any notations in the manager log or MOD closing checklist for the morning manager.
- ✓ Process end-of-day paperwork.
- ✓ Complete any daily inventory requirements and record waste for the day.
- ✓ Count the safe and lock it when finished.
- ✓ Make sure all employees are clocked out. Check employee time records and make any necessary corrections. Make any notations on the message board for the morning manager.
- ✓ Close and lock the manager's office.
- ✓ Regulate the HVAC and any fans for night-time operation (during winter turn off and in the summer set the air at 75°).
- ✓ Check all doors.
- ✓ Turn off the stereo system and TV's including flavor signs.



- ✓ Turn on the security system.

Lock the doors and ensure secured

CLOSING ACCOUNTING PROCEDURES

At the end of the day, you or your managers will have to account for the day's cash and properly close out of the POS. In order to do this, you will have to reconcile each cash register and make deposits. Instructions on making deposits are in a separate section below. At close, the manager should ensure that the:

- Tills are counted down and deposits made
- Deposits are secured in the safe
- Tips are emptied and recorded in the **Tip Log**

Once the above steps are completed, the MOD should do the following:

- Leave an envelope with the day's date with:
 1. all cashier's POS report
 2. day's ending POS report
 3. receipts with coupons
- Complete the Weekly Accounting using the day's ending System Balance Report from the MICROS MWS
- Count the safe to ensure that it's at the right amount



Shift Management

Preparing for a shift includes an evaluation of the store to be sure it is set up for a successful shift. This includes both the front of house and back of house, and the dining area (if applicable). While walking through the store take notes of what priorities need to be accomplished and what you will want to accomplish on your shift.

Receiving the Shift ◀

When receiving the shift, the MOD should follow these procedures at shift change.

GENERAL/ADMINISTRATIVE	<ul style="list-style-type: none">▪ Sales: how much in sales has been accomplished and what is the day's goal?▪ MOD Log Book: Review all entries made since your last shift. Also check any mail or memos that need to be reviewed.▪ Walk-Through: conduct a walk-through of the store and ensure it is in acceptable condition.▪ To Do List: create a "To Do" list and assign employees to complete tasks. Immediately assign any important follow-up items that need to be completed before the outgoing manager leaves.▪ Out-Going Mgr: communicate any issues or concerns to the outgoing manager to be corrected as necessary.▪ Safe: count the register and safe and take over control of the money from the outgoing manager. When the outgoing manager has completed the paperwork, take over the safe by counting the safe, change fund, skims, deposits, and any clean drawers that are in the safe or any unassigned drawers on the floor.▪ Transactions: ask the outgoing MOD if s/he made any
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	transactions under the designated POS #s
STAFF	<ul style="list-style-type: none"> ▪ Current Staff: Check with all employees on the shift and talk them into position. ▪ In-Coming Staff: has anyone called out or is running late? If so, what area(s) need to be covered? If the weather is bad, do you need to call anyone out to cut on labor? ▪ Deployment Board: review the schedule, looking for potential gaps in coverage or skill. Assign team members to positions and tasks (if necessary). If any employees have called in sick and replacements have not been scheduled, the first priority is to fill the schedule. Details about the deployment board are discussed further below.
INVENTORY	<ul style="list-style-type: none"> ▪ Toppings: backups prepared? ▪ Yogurt: machines filled and yogurt thawed under refrigeration?
FRONT OF HOUSE	<ul style="list-style-type: none"> ▪ Travel Path: floors in need of sweeping and mopping? Windows free of smudges? ▪ Trash Cans: emptied? ▪ Supplies: restock cups, spoons, napkin dispensers and bags. ▪ Toppings Bar: no cross contamination.
BACK OF HOUSE	<ul style="list-style-type: none"> ▪ Sink area clean and emptied? ▪ Clean the restrooms. ▪ Sweep and spot mop all work areas.



Preparing Staff ◀

*Staff prep
checklist:*

- The outgoing manager is responsible for filling any staffing gaps for the incoming manager (if aware of them prior to the shift).
- Make notes of employee breaks and any special assignments.
- **TALK EACH EMPLOYEE INTO POSITION.** Even if employees have already started working, you can still give them a one-minute goal-setting discussion and talk them into position. They should know where they are stationed, approximate time of breaks, extra duties, and any specific performance goals.

Each MOD should set up the **Deployment Board** before the start of his/her shift. The deployment board is a tool to communicate to staff before each shift. The board should be hung up either by the employee locker or in an area where employees have access.

The deployment board sets up the shift for each employee directing them to their position, their tasks for each shift, news and the store’s overall goals.

The deployment board should be set up as follows:

Employee Name	Shift Position	Break	Add Task(s)
Christine Harris	Cashier	4:30PM	Dust Lamps
Anthony Jones	Topping Bar	5:00PM	Clean bathroom
John Doe	Utility	6:00PM	Cut fruit
Mary Mango	MOD	6:30PM	See Mgr List

The deployment board should also include:



- Daily sales goals
- Goals for the shift

Planning and Giving Breaks ◀

Employee break guidelines:

- Employee breaks should be written on the deployment board.
- Schedule breaks before the shift and try to stick to the schedule.
- Tell employees at the start of the shift at *approximately* what time they can expect their break
- Before sending a cashier on break, be aware of the number of guests in line. Don't send a cashier on break if it is going to slow down the speed of service. Make sure any guests who are already in a line are served before the line is shut down.
- Be sure to assign the duties of an employee going on break to another employee.
- Do not allow breaks during rush periods (7pm – 9pm)
- Be especially diligent about giving minor employees who are in school the required breaks.

Setting Fruit Prep Production Levels ◀

Fruit prep production levels are used for both prepped "raw" product (fruit) as well as finished product (such as prepared yogurt). The Franchisor recommends that "raw" product be prepped at the beginning of each day.

To create fruit prep production levels, you need to consider the sales rate for the period of time, and you need to understand the store's product mix. Once you have established the product mix, it will remain fairly constant. It will give you the absolute and relative amount of each different item at different sales amounts. Determine what items need to be prepared by using the **Fruit Pan Prep Calculator** (see **Figure D.4**) or the **Fruit Prepping Chart** (see **Figure D.5**).



Figure D.4 – Fruit Tray Prep Calculator

Fruit Pan Prep Calculator		
Day's Sales	\$6,500	
	Current Pans	Pans to Prep
Strawberry	12	14
Blueberry	4	6
Blackberry	3	7
Raspberry	3	4
Kiwi	2	7
Pineapple	2	3
Mango	4	4
		0
		0
		0

The Fruit Pan Prep Calculator takes data compiled by the Franchisor to determine how many pans of each fruit should be prepped according to a specific \$ amount in sales.

Your store will build a prepped fruit usage history over the course of 6 weeks. Work with your 16 Handles Franchise Business Consultant to review and adjust your prepped fruit pars.



Figure D.5 –Fruit Prepping Chart

FRUIT PREP CHART															
<i>Prep the number of pans according to the the day's sales</i>															
SALES	\$1,000	\$1,500	\$2,000	\$2,500	\$3,000	\$3,500	\$4,000	\$4,500	\$5,000	\$5,500	\$6,000	\$6,500	\$7,000	\$7,500	\$8,000
Strawberry	4	6	8	10	12	14	16	18	20	22	24	26	28	30	32
Blueberry	2	3	3	4	5	6	6	7	8	9	9	10	11	12	12
Blackberry	2	3	3	4	5	6	6	7	8	9	9	10	11	12	12
Raspberry	1	2	2	3	3	4	4	5	5	6	6	7	7	8	8
Kiwi	2	2	3	4	4	5	6	6	7	8	8	9	10	10	11
Pineapple	1	2	2	2	3	3	3	4	4	5	5	5	6	6	6
Mango	2	2	3	3	4	5	5	6	6	7	8	8	9	9	10

Hang or display the **Fruit Prep Chart** (see **Figure D.5**) in the prep area. Every morning, the day’s sales should be posted on the deployment board where the team member, responsible for prepping fruit, will know what to prep for the day.

You will learn how to prep each individual fruit during your in-store training. However, keep in mind to never prep extra bananas. Only prep on an as-needed basis for this item. They should also not be left overnight because they brown.

Seasonality and Prep Production Levels ◀

Seasonality is a significant factor in planning for this business. During the slower months (November-February), adjust prep production levels for yogurt, toppings and fruit.

- **Yogurt and Topping Ordering:** par levels should be lowered
- **Yogurt Thawing:** thawed yogurt levels in coolers should be lowered
- **Yogurt Machine Filling:** fill lines should be reduced to half of the hopper (for more popular flavors) and a quarter of the hopper for less popular flavors. Make a determination based upon the volume of your business and the popularity of specific flavors.
 - Do not allow team members to overfill the hoppers. The machines are gravity fed and too much product will cause the machines to produce a heavier, less creamy product.
- **Fruit Prep:** you may also notice that during the cooler months fruit toppings may be less popular. Keep a close eye on prep production and pans left overnight by using the **Fruit Pan Tracker** (see **Figure D.6**).



- **Fresh Fruit Shelf Life:** Prepped fresh fruit has a 24 hour shelf life. To ensure we only serve fresh, quality product, fruit remaining after the 24 hour period **must** be discarded.
- The **Fruit Pan Tracker** tracks each day’s production levels and pans that are left overnight. It is important to minimize the number of prepped fruit pans left overnight as the fruit has a 24 hour shelf life.
 - Every morning, the opening MOD should count the number of pans of each fruit that are stored in the cooler and the fruit prepper should tally how many s/he prepared throughout the day.
 - The **Fruit Pan Tracker** (see **Figure D.6**) will help you monitor fruit waste levels and make adjustments to your fruit prep production levels.

Figure D.6 –Fruit Pan Tracker

FRUIT PAN TRACKER														
	Mon	10/4	Tue	10/5	Wed	10/6	Thu	10/7	Fri	10/8	Sat	10/9	Sun	10/10
	Beg	Prepped	Beg	Prepped	Beg	Prepped	Beg	Prepped	Beg	Prepped	Beg	Prepped	Beg	Prepped
Blueberry														
Blackberry														
Kiwi														
Lychee														



Managing the Shift ◀

Once the shift begins, your role becomes that of an orchestra leader. During the shift, you should:

*Shift
management
checklist:*

- Observe and communicate with your employees to ensure everyone is working effectively and knows what they are to be doing. Provide ongoing feedback. Find opportunities to catch people doing something right.
 - Always remember to praise in public and course correct in private.
- Conduct a “travel path” every 30 minutes, walking through the entire store, including the back room, dining area (if applicable), and restrooms.
- Receive deliveries (but only during non-rush periods).



Communicating During the Shift ◀

You must oversee and direct communication throughout the shift.

*Communication
guidelines::*

- Use consistent communication and terminology on all shifts. This will allow any manager to run a shift and maintain the same communication practices.
- Always use “Please” and “Thank you.” This reinforces respect for staff and ensures a positive response.
- Continually give feedback to all employees based on what is happening and how they are doing.
- Pay special attention to whether or not (and how well) employees are completing any “extra” tasks you may have assigned.
- Ensure all employees are practicing “**CLEAN AS YOU GO.**”
- Always have extra tasks available to assign to any employees who need something to do, such as sweeping, mopping, emptying the trash cans, stocking, etc.
- Always use safety communication to warn other employees of dangerous activities, such as calling out “Sharp _____” when carrying something sharp.

Ongoing Maintenance ◀

- ✓ Check and clean the restrooms.
- ✓ Check and clean all trash receptacles with detergent.
- ✓ Check and sanitize the tables.
- ✓ Clean the front of each machine. Note: keep an extra set of drip trays on hand to replace those drip trays that need to be removed and cleaned throughout the day.
- ✓ Check serving counter and under counter.



- ✓ Clean and maintain the topping bar.
- ✓ Spot clean windows and glass doors.
- ✓ Sweep or mop the lobby and dining area (if applicable).
- ✓ Clean the sink area.
- ✓ Check back-up supplies of toppings.
- ✓ Clean the sidewalk and dumpster area.
- ✓ Clean around and under all equipment.
- ✓ Sweep, mop, and/or arrange storage areas.
- ✓ Clean and organize all refrigeration units.
- ✓ Wipe down light fixtures.
- ✓ Wring out and sanitize counter towels.
- ✓ Check the temperature of all refrigeration.

Then when you think there is nothing else to do, ask yourself the following questions to make sure you have done all you possibly could to maintain the store and operations:

- Front area:*
- Do the trash receptacles need to be emptied?
 - Does the sidewalk need to be swept?
 - Does the floor need to be swept or mopped?
 - Are the restrooms clean?
 - Do the doors and/or windows need to be cleaned?
 - Are napkin dispensers full?
 - Are the cash registers and serving counter areas clean?
 - Are the cups fully stocked?



- Is the stock area under the registers clean and organized?
- Does the register receipt paper need changing?
- Does the area in front of the front counter need to be cleaned?
- Do the toppings need to be filled?
- Are most things in order and in a neat, orderly fashion?
- Does the area under the yogurt machines and coolers need to be swept or cleaned?

*Walk-in cooler/
freezer:*

- Are they neat?
- Is there trash that needs to be thrown out?
- Are the rubber door gaskets clean?
- Does yogurt need to be thawed?
- Are there empty containers that could be cleaned and placed outside to be refilled?

*Storage and
Pantry:*

- Are you out of anything? If so, notify the manager.
- Are the box lids cut off to make for easy access to stock?
- Is the back room clean and neat?
- Is the worktable clean and neat?
- Are the stainless steel sinks and the mop sink clean?
- Are there any dishes that need to be washed?
- Is there any item of inventory that can be put away?
- Are the storage shelves neat and organized?



Turning Over the Shift ◀

At the end of a shift, it is your responsibility to turn over the shift in perfect order, providing the incoming manager with a well-prepared store. Plan on at least a 30-minute overlap between your shift and the incoming shift.

Communication between managers and supervisors is vital to maintaining smooth operations at shift change time. It should take you approximately 20 minutes to properly prepare and plan a successful shift.

The incoming manager is responsible for evaluating the condition of the store before the outgoing manager leaves and for making plans to complete any product prep. The following steps should be completed when completing a shift. While completing these steps, make sure your managers are always thinking about people, place, and product.

*Outgoing
manager
checklist:*

- Talk the incoming manager into position, providing any important information he/she may need (e.g., product issues, repair and maintenance issues, labor issues, etc.).
- Stay on the floor and continue to run the shift until the incoming manager is ready for the safe and floor to be turned over.
- Let employees know when you are transferring control of the floor to the incoming manager.
- Be sure the store is fully stocked, clean, and ready to go. Empty all trash cans and spot clean the windows.
- Use the manager's logbook to communicate any information all managers should be aware of.
- **Get permission of the incoming manager to leave.**



Communication Tools

Effective and ongoing communication is key to a successful operation! Whether with guests, employees or other MODs, direct, clear and concise communication is critical to the success of a business.

Communication with Franchisor ◀

The Franchisor and you will be in constant communication, especially in the beginning. On an on-going basis, if there are any promotions, new ideas, advertising placements, etc. that you want to inform the Franchisor about, fill out the appropriate forms and email them to info@16handles.com. The Franchisor will promptly answer all inquiries and questions.

Use the following format when creating your email signature:

--
Steve Smith
Franchise Owner
123 Main Street Anytown, NY 10016
p: 212 xxx-xxxx



16Handles.com | facebook.com/16Handles | twitter.com/16Handles

To edit your 16Handles email signature, please upload the image yourself directly into your signature. The direct link to the image is:

http://i1281.photobucket.com/albums/a512/16handlesAB/Signature_zpsd5eba855.png

Facebook ◀

The Franchisor uses Facebook to communicate, in real time, with its fans/guests. Franchisees are **not** permitted to create a FB page, Twitter Account or other social media sites. If you would like to request a posting on



our 16 Handles FB Fan Page – whether a new flavor in store or a new promotion – email the message to our Community Manager at marketing@16handles.com and we will post on your behalf.

Communication with Guests ◀

As the owner of the store, you will have access to the store's email. The Franchisor will set up a dedicated email address for your store. This email should be accessed by only you and the store's manager. Guest complaints, employee communication, Franchisor's emails to you and general company business should all be directed to this email address.

You and your manager should check the email throughout the day and promptly reply to emails. If there are questions that you are not familiar with, forward the emails to info@16handles.com where the Franchisor will answer them. All franchising questions and inquiries, whether by email or in store, should be directed to the Franchisor at franchise@16handles.com.

Operations Bulletins ◀

The Franchisor will send out periodic communications whenever there is a change to an operational standard, new promotions, product updates, etc. You should review the communications with your managers and team and take appropriate action when advised. Operations Bulletins should be printed out and retained in your **Operations Bulletin Binder** in your manager office. There may be times you when you will need to refer back to a specific bulletin and maintaining this binder will make it easier for you and your team.

Monthly Calls ◀

The 16 Handles team will hold monthly calls with updates for all Franchise partners.

Communication with Your Franchise Business Consultant ◀

You will be assigned a Franchise Business Consultant who will be your single point of contact. They are responsible to assist you in becoming a successful 16 Handles Operator. They will assist you with operational, marketing and profitability support. Your consultant will schedule regular calls and visits to your store. Having an agenda and dedicated one-on-one time with the consultant will ensure you get the most of the visit.



Communication with MODs ◀

Because there are different schedules, communication between you and your managers and between the team is critical to the success of your business. The Franchisor recommends two methods to facilitate communication:

1) Daily logbook

The Franchisor recommends that you maintain a logbook for MODs. The logbook is a tool used by MODs to communicate to each other about shifts, employees, products, issues, maintenance, and anything else that might be relevant to operating the store. The logbook should be used on every shift.

One option is to purchase Manager Red Books on a monthly basis from Red Book Solutions (www.bettermanagers.com). The Manager Red Book includes all of the information that is necessary for each day's operations. However, the logbook can be as simple as a bound notebook with lined sheets of paper. It is recommended not to use a spiral / perforated notebook so pages cannot be removed. Here are some guidelines for its use:

*Logbook
guidelines::*

- Keep the logbook in the manager's office.
- Date each entry made in the logbook, and end each entry with your name.
- Items that might be included in a logbook entry include sales figures, events/activities that impacted sales (positively or negatively), employee compliments or personnel issues (positive and/or negative), product issues, facility issues, reminders, issues that require follow-up.
- Use the logbook on every shift to ask questions and give feedback. However, remember to keep reprimands private; the logbook is not the appropriate tool for reprimanding your managers.
- Read the logbook at the beginning of every shift.
- Make any comments or notes at the end of every shift,



even if you say nothing more than “Great close tonight.”

- When making entries, choose your words carefully. Try to stay positive and phrase “negatives” in a constructive manner.
- Be careful to make accurate, behavior-based entries, and don’t exaggerate. Stick to the facts.
- It is acceptable to express displeasure about something, but be careful not to exaggerate, be specific, and state your requests.
- Don’t use the logbook as a place to air personal gripes or to “vent” frustrations.
- Don’t use the logbook to replace verbal communication.
- The logbook should be treated like a legal document.

Sample Logbook Entry

Monday 12/7/02:
New employee hired.
Employee (Jeff) came late.



Processing POS Orders

Knowing how to process guest orders skillfully, at the POS, is one of the most important aspects of your 16 Handles store operation. Your team members need to be well versed in transacting sales and filling orders. They must also possess a comprehensive knowledge of all menu items so they can answer guests' questions confidently.

- Steps of Service:*
1. Invite the guest to your register
 2. Offer to assist
 3. Engage and Connect
 4. Close
 5. Thank and invite to return again soon
 6. Make eye contact, smile, and greet guests clearly. Say, "Welcome to 16 Handles. Thanks for coming today. How are you doing?" Don't use the same greeting every time; try to be original.
 7. Guests that have been here before will know to go to fill up their cup with yogurt and add their own toppings.
 8. If first-time guests, help them understand the process, menu and make suggestions and recommendations. Tell the guest "Everything is self-serve. We have 16 different flavors. We don't charge by the cup size – we charge by weight. You fill up your cup with as much yogurt and toppings as you would like and take it to the cashier where your container will be weighed and your total determined."
 9. When guests have finished making their yogurt, weigh the cup and announce the order total.
 10. Accept payment for the order (see "Cash Handling Procedures").
 11. Ask if the guest would like a lid or a spoon.



12. Ask the guest if they participate in our 16 Handles Rewards program. If they do, swipe the rewards card. If they do not, ask if they would like a rewards card.

13. Thank guests for coming. For example:

“Thank you for coming in today. Enjoy your yogurt.”

“Thanks for coming to 16 Handles. We hope to see you again soon.”

“Always nice to see you. I hope you enjoy your yogurt.”

“Thanks for coming in. Enjoy your yogurt and the rest of your day.”

Note: Nutritional information for each yogurt flavor is located on the LED flavor screen. An ingredients list for all flavors should also be made available to guests and be kept at the register area.



POS PROCEDURES

During training, you will receive a thorough overview of the POS. However, there are certain procedures that you should be comfortable with beforehand. As the owner and manager, you will need to thoroughly understand the reports, trouble shoot the POS machines and train others.

POS/Till Availability ◀

To ensure we are always ready to deliver a WOW! Experience, a minimum of two tills must be assigned and ready to process guest orders from store open to close.

Cashier Procedures ◀

There are certain steps that need to be taken before a cashier is ready to process transactions.

1. MOD assigns a work station to a cashier and gives the cashier a till.
2. Cashier counts the till to verify the beginning cash amount.
3. Cashier calibrates the scales.

If the cash in the till is over or under, even by a penny, the cashier should notify the MOD and have the MOD sign off on the missing amount.

Calibrating the Scale ◀

The scales must be calibrated any time a new cashier is assigned to the POS.

To calibrate the scale:

1. Place a solid object in the top right corner of the scale – look at the weight
2. Move the object to the top left corner of the scale – the weight should be the same



3. Move the object to the bottom left corner of the scale – ensure the weight is the same
4. Move the object to the bottom right corner of the scale – ensure the weight is the same
5. Move the object to the center of the scale – Ensure the weight is the same

To Check Balance of Scale:

1. Remove the stainless scale lid
2. Ensure the bubble in the glass viewfinder is centered

To Correct Out of Balance Scale:

1. Remove the stainless scale lid
2. View the bubble in the , in the glass viewfinder
3. Adjust the feet on the 4-corners of the scale until the bubble comes to center in the glass viewfinder
4. Replace the stainless scale lid
5. Re-weigh an object in all 4 corners and the center to ensure the weight is correct

Register Rules ◀

Because the cashier handles the payments as well as interacts with the guest, there are many responsibilities that come with the cashier position. In order to minimize errors and maximize results, certain rules should be established about the register.

1. Only the assigned employee can ring on a till. Till sharing is **not** allowed.
2. The cashier must count the till before making any transaction on the till. Use the till sheet (exhibited below) for the count and date and sign the sheet. If there are any discrepancies in the beginning count, notify the MOD immediately.
3. The cashier must count the till after using the till.



4. Registers must be kept organized at all times; this includes: bills unfolded in their respective denomination slots, coins must be fully removed from wrapper when opened, all loose change must also be kept in their respective slots as well.
5. \$20 bills and larger must be checked for authenticity.
6. It is recommended that cash Shortages/Overages in excess of \$3.00 result in corrective action.
 - a. A best practice is that after 2 corrective actions for cash handling issues, retrain the employee on effective cash handling.
7. If there are 3 or more guests waiting in line then a second register must be opened.
8. Team members cannot ring up their own allocated free yogurt. Another team member must do it for them.
9. Only managers have No Sales access.
10. Cashiers should count their tills in view of a camera.
11. Calculators should not be allowed by cash registers.
12. There must be a **minimum** of 2 tills assigned and available from **store open to close.**

A cashier should use only his/her register and NEVER another person's register. If a cashier uses another cashier's register, it will be difficult to track the accounting and will be difficult to keep one person accountable for any overages/shortages.

If there is only one cashier on duty and that cashier goes on break, the MOD should run transactions on his/her own register with his/her own code.

Your store should always have two additional tills than the number of registers. During each shift, the MOD should have his/her backup till to utilize when a cashier goes on break.



Back Office Procedures ◀

As the owner, your knowledge begins with back office procedures – Manager Configurator.

- **Adding New Employees:**
 1. Go to **Configurator**
 2. Select **Employees** from the top left drop down menu
 3. * Select **+ Add New Employee** from top center drop down menu
 4. Select **General** tab below the center drop down menu
 5. First Name Last Name
 6. Select **POS** tab (next to General tab)
 - a. Tracking Group: EMPLOYEE
 - b. Check Name: First Name
 7. Select **Job Information** tab
 - a. Check **Employee uses timekeeping**
 - b. Default Job: Select **Primary Job Category**
 - i. Job: Press + key then select job function from down menu (repeat process if more than 1 job function)
 - c. Regular Rate: Hrly rate
 8. Select **Security** Tab
 - a. Password ID: last 4 digits of SS# or Swipe Micros Card (for Managers)
 - b. Can Authorize Employee Clock In: Check boxes if employee has authorization for the listed boxes (this is more for manager/owner)



*If you are adding an employee for a job function that is already preset (i.e. Team Member, Cashier) then you can highlight an existing employee and select “Add Copy of Employee” from the middle dropdown menu. Then you will only need to edit the First and Last Name in General tab, Check Name in POS tab, Job/Regular Rate (if different) in Job Information tab, and Password ID in Security Tab.

- **Create a new Discount for FREE item (up to a designated amount):**
 1. Go to **Configurator**
 2. Select **Discounts** from the top left drop down menu
 3. Select **+ Create New Record** from top center drop down menu
 4. Select **Main** tab below the center drop down menu
 - a. Name: Free xxx
 - b. Effective: From (today) To (12-30-2050 1200AM)
 - c. Form of Discount: Preset
 - d. Select **Percent** option and input 100
 - e. Check **Max Discount Amount** box and input “\$ Amount”
 5. Select **Settings** tab next to the Main tab
 - a. Check **Authorization Required** box (if this requires MOD authorization)
 - b. Tax Rates: check the following (**add on food tax, add on bevs, retail add on**)
 - c. Discount Groups: check **FOOD** check **BEVERAGE** (only if it applies to drinks)
 6. Press **Save** button located next to the top left dropdown menu in the image of a floppy disk



- **Creating a New % Discounts:**
 1. Go to **Configurator**
 2. Select **Discounts** from the top left drop down menu
 3. Select **+Create New Record** from top center drop down menu
 - a. Select **Main** tab below the center drop down menu
 - b. Name: **Free xxx**
 - c. Effectivity: From (today) To (12-30-2050 1200AM)
 - d. Form of Discount: **Preset**
 - e. Select **Percent** option and input desired % amount (ex. 20)
 4. Select **Settings** tab next to the Main tab
 - a. Check **Authorization Required** box (if this requires MOD authorization)
 - b. **Tax Rates:** check the following boxes (**add on food tax, add on bevs, retail add on**)
 - c. **Discount Groups:** check **FOOD**
 5. Press **Save** button located next to the top left dropdown menu in the image of a floppy disk

If you are creating a discount function that has similar functions as an existing you can select "Add Copy of Record**" from middle drop down menu and edit Name and Effective date range, Amount or Percent and Max discount amount in Main tab.



- **Adding a Menu Item (example: Vitamin Water):**
 1. Go to **Configurator**
 2. Click down arrow on the top left to go to "**Menu**"
 3. Click "**Beverage**"
 4. Highlight "**Bottled Water**"
 5. Click "**Add Copy of New Menu Item**". This is in the scroll down menu next to the binoculars
 6. Under the "**Main**" tab, go to "**Name**" on the right side and rename it to "Vitamin Water"
 7. Under the "**Prices**" tab, go to "**Menu Item Prices**" and put \$2.00
 8. Press the **Save** button on the top left. It's an image of the disk

- **Adjusting Employee Clock-Ins:**
 1. Go to **Manager Procedures**
 2. Select **Employees** Tab (top left)
 3. Select **Employee Name**
 4. Select **Time Card Adjustment** (on the right panel)
 5. Select entry that needs adjustment and press **Edit**
 6. Select **Yes** on the Do you wish to continue prompt
 7. Adjust Date/Time and press **Save**



- **Calculating Hours and Pay for Payroll:**
 1. Go to **View Reports** Screen
 2. Select **Labor Reports**
 3. Select **Time Clock Detail Report**
 4. Select Date Range
 5. Press **Preview** Button (top left)
 6. This will display all the hours worked by the employees in the Date Range you selected. If you have the correct hourly rates input for each employee, your pay total for each employee will be displayed.
 7. Be sure to check each clock in/clock out entry against the weekly schedule and adjust incorrect employee clock in/clock outs if needed.
 8. Sometimes employees forget to clock out and this will show many hours of overtime and/or a clock in at 9AM for each day after they forgot to clock out.

Reports ◀

There are two reports that you will need to become fluent with:

- 1) Employee reports
- 2) Daily report

Each report is a computer generated report that shows the following important information:

- Net Sales: total of all sales includes: Cash, Credit Card Sales and Gift Cards
- Tax Collected: amount paid in taxes
- Total Revenue: net sales+ tax collected
- Cash: total collected in cash (includes cash from sales tax)
- Expected Cash Amount: (amount of Cash the till made)
- Credit Card Amount : (amount of Credit Cards Purchases)
- Discount Amount (Breakdown of all discounts authorized on the till)



- Void and Corrected Item Amount (number of transactions and items voided on the till)
- No Sale Count (number of times the till was opened without a sale)

At the end of each cashier's shift, the cashier's employee report should be printed to determine the cashier's cash sales.

NoSales ◀

If excessive no-sales are being recorded, it may be necessary for employees to write the reason for the no-sale on the ticket.

No Sales are used to open the cash register drawer.

Excessive No Sales should raise red flags as it indicates that the cashier is opening the drawer could be taking money out. During each shift, the cashier will open the cash drawer at least twice – once at the beginning and once at the end.

No Sales should be set up to require a manager override. This setting is completed at the MWS.

Discounts ◀

All discount coupons should be initialed and kept with coupons for verification on a daily basis. This includes loyalty card redemptions.

Discounts should be set up to require a manager override. This setting is completed at the MWS.

Refunds and Transaction Voids ◀

The Transaction Void feature is used to record refunds or to correct mishandled transactions from a previous day.

When the [Transaction Void] key is pressed, it places the system in Void mode.

Every item entered thereafter is considered a void item. Checks that include transaction voids cannot be service totaled.

Checks must be paid in full to a single tender. Partial payments or payments in excess of the total due (i.e., to a preset cash tender) are not allowed. These processes are completed at the front POS terminals and require a manager override.



To return a menu item:

1. Press the [**Transaction Void**] key.
2. If the current user is not privileged, a numeric dialog box is displayed, requesting the authorization code of someone privileged to void transactions.
3. Enter a valid code to clear the screen.
4. Begin a check. A workstation status of Void is displayed at the top of the screen. It will remain there until the check is paid.
5. Enter one or more transaction items. All prices are posted as negative values, except for discount line items. Since a discount represents a reduction in the price, voiding a discount would increase the sales total by the amount of the discount. In addition, each price is followed by the letter "V" to indicate that the item is a void.
6. Close the check to one of the payment keys.
7. If the check total is a negative amount when the payment key is pressed (i.e., no positive menu items were rung to balance out the voided items), a second dialog box will be displayed asking for the authorization to close to a negative amount.
8. Enter a valid authorization code to clear the screen. The negative payment is posted and the check will be closed. The Total Due for the refunded items is zero, as shown in the reopened check below.



POS TROUBLESHOOTING

Incorrect Business Date ◀

- Press “**Incremental Business Date**” button under the “**Manager**” screen. The business date will then update the system to the next date.

If Workstation and Server Aren't Communicating ◀

1. Go to **Manager Procedures**
2. Click on **Workstations**
3. The “**Status**” and “**Network**” should both read “**Active**” in green
4. If they do not, select the workstation that is inactive and click “**Set System Active**”
5. Walk to the workstation that was Inactive. Select the other workstation and
 - a. Click “**Retrieve All Definitions**”
 - b. Click “**Retrieve Newer Definitions**”
 - c. Click “**Retrieve Checks**”
6. From the same workstation, repeat this process by selecting on the “**Microse7**” button and clicking the three aforementioned buttons
7. If both workstations are Inactive or the Server is showing up as Inactive this will be a network connection problem. Contact the help Micros help desk, 201-866-1000, option #4 for hardware related issues and option #5 for software related issues
8. If possible, e-mail support requests via support@microsnyc.com. If you are not receiving the response in the appropriate timeframe or there is an issue with the answers you are receiving, you can e-mail HelpdeskManagers@microsnyc.com. If it's after business hours and it's an emergency you can request the Manager on Duty.



Unsettled Credit Card Batches ◀

1. Call the Help Desk. This means the credit card transactions did not process. Only Micros can resolve the issue from their end.

Pre-Close - “Employee Clocked In” Message ◀

1. Go to **Manager Procedures**
2. Select **Employees** Tab (top left)
3. Select Employee Name
4. Select **Time Card Adjustment** (on the right panel)
5. Select entry that needs adjustment and press **Edit**
6. Select **Yes** on the Do you wish to continue prompt
7. Adjust Date/Time and press **Save**



POS VOIDS

How to track Error Correct, Cancel, Void and Refund

Report Line Item	What Button Is Pressed To Reflect This in the Report?	What Does the Button Do?	When is it used?	How This Might Indicate Stealing?
Error Correct	When the "Void" button is pressed	The VOID button erases an item in an open check	If a guest puts his yogurt on the scale and the cashier presses "SMALL"; a check will begin and the transaction amount will show up. If the guest decides to get more yogurt, the cashier will highlight the small cup of yogurt and press "VOID". This will erase that one item but the check will continue to be open.	A cashier rings up two yogurts on the same check, one for \$6 and another for \$4. The total check is \$10. The cashier can tell the guest the total is \$10. The guest will then give the cashier a \$10 bill. The Cashier will then VOID the \$6 cup, ring up the \$4 yogurt and pocket the \$6.
Cancel	When the "Cancel" button is pressed	The cancel button erases a check that is open or has begun	If a guest puts his yogurt on the scale and decides to get more yogurt. The MOD then comes by and tells the cashier to open the drawer. The Cashier will have to cancel the open check or that transaction in order to perform other functions on the POS.	The "Cancel" button should rarely be used, if ever. A cashier rings up a transaction, receives the cash, calculates the change with a calculator, presses "No Sale" to open the register and "cancels" the transaction.
Void	"Adjust Closed Check" → "Void" items → "Cancel" check	The "Adjust Closed Check" button cancels or deletes a closed check. A "closed check" is a check that has been rung up and recorded	A closed check should only be voided when a cashier accidentally presses the "CASH" button and the guest wants to pay with a credit card. The cashier would ring up a new transaction and process it with a credit card. The MOD would then have to go back to "Adjust" the closed check and void it.	At the end of the night, a manager or someone who is counting the tills may go back to closed checks and "adjust" them to void and cancel them. She may then take out the cash from a deposit. The day's Net Sales will be lower and will reflect the voided (or adjusted) checks.



No Sale	When the “No Sale” button is pressed. The report records the number of times “No Sale” is pressed	“No Sale” opens the cash drawer without ringing up a transaction	If an MOD gives a cashier change, the cashier will have to open his drawer. Also, at the beginning of a shift the cashier will have to open the drawer to put his drawer in and at the end he will have to take it out. There is no reason a cashier should have to use the “No Sale” button to open a drawer (other than when they start/end a shift and receive change). Drawers should only be opened when a transaction is rung up and the “No Sale” button is not needed.	A cashier may begin a check by weighing the cup. He will tell the guest the cost and receive the money. He will then press “Void” to void the cup and press “No Sale” to open the drawer to give change. By pressing “Void” the sale will not be recorded and the “No Sale” button will open the drawer.
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Cash Handling Procedures

The Franchisor recommends accepting cash and credit cards as a method of payment.

To keep your business from becoming victim of fraud and the careless mistakes of employees, your staff will need to be well trained in all aspects of accepting cash, verifying checks (if applicable), and processing credit cards. The next few pages detail the recommended procedures for accepting payments of all types.

Accepting Cash ◀

When accepting cash, there are a few simple precautions you can take to avoid any confusion during the transaction.

*Guidelines for
accepting
cash:*

- Bills \$20 and larger should be thoroughly checked with a counterfeit pen or counterfeit machine.
- Make sure employees know how to count back change. For example: “Your total is \$6.72 out of \$10.00. \$.28 makes \$7.00, and 1, 2, 3 makes \$10.00 Thank you.”
- Always repeat the denomination to guests when they tender a bill. Make eye contact and say, for example, “Out of \$10.00.”
- Always lay bills tendered face up and across the open cash drawer until all change has been counted back to the guest.
- Always get the guest’s money before counting back change.
- If the cashier gets confused, stop, close the drawer, and start over.
- Focus on the task at hand when accepting payment. Don’t try to do other things at the same time. This will eliminate the potential for any confusion as to the amount of cash a guest gave you, whether or not you gave change, etc.
- Never leave the cash drawer open.
- Never make change for anyone not purchasing something.
- Keep all cash drawers organized, ensuring all bills and coins are in



the proper places.

- Pay close attention to guests who purchase small items with a large bill. This is a common characteristic of short change artists.
- Do not accept foreign coin or currency.
- Do not accept any currency you suspect to be counterfeit. (Check with your local bank for what to look for in counterfeit bills.)

Accepting Checks ◀

Since collecting on bad checks involves a time-consuming, potentially costly process, you should consider what you can do to prevent acceptance of bad checks. Should you choose to accept checks at your 16 Handles store, consider the following guidelines:

Guidelines for accepting checks:

- Make sure the check is properly completed.
 - Is the correct date entered on the check?
 - Does the written amount match the numerical amount?
 - Is the check made out to the correct name of your store?
- Make sure the check is imprinted with the check writer's name and address.
- Only accept a check that is made out for the exact amount due.
- If a guest must change any of the information on the check, he/she must initial the change or the bank may refuse payment.

Become familiar with your state's requirements and your bank's policies for the handling of checks. For example, some states prohibit you from writing a person's credit card number on the face of the check since disclosure can subject the individual to credit card fraud.

Most checks returned "Non-Sufficient Funds" are from accounts that are less than two years old. Therefore, checks under the number 300 should be looked at more closely. In some states, checks must include a date code that will show the month and year the account was opened. Check to see if your state has a similar law.



Accepting Credit Cards ◀

At 16 Handles, we accept the following credit cards, as payment:

- Visa
- MasterCard
- American Express
- Discover
- JCB

Most credit card arrangements will require you to follow detailed rules and procedures in connection with transactions. The standard procedure is outlined below; however, be sure you become familiar with the specific procedures used by your credit card processor, and train your counter personnel. Failure to follow a credit card company's procedures could cause your business to be responsible for any losses.

Handling credit cards:

- Check the expiration date to make sure the card is still valid.
- Swipe the card through the credit card machine to obtain authorization.
- If the charge is not authorized, apologize to the guest and ask for another form of payment. Should the person have any questions or problems with the denial of the authorization, refer him/her to the credit card issuer, whose phone number usually appears on the back of the card.
- If the charge is authorized, the machine will generate a two-part receipt. Be sure to get the guest's signature on the receipt. Then give the guest the guest's copy of the receipt and place the store's copy in the register drawer.
- The Franchisor recommends requiring signatures for purchases of \$20 or more.
- Maintain all copies of credit card receipts.



16 Handles Rewards Points

A tactic we use to attract and retain guests is our rewards program. Our rewards program requires the guest to provide us with essential information so that we can stay in touch whether it is through email, text messages or birthday offers.

The graphic below shows an example of what your Payment Screen might look like. The buttons you will use for our 16 Handles Rewards Program include:

- Synergy Add Points
- Synergy Redeem Points
- Synergy Balance Inquiry

The screenshot shows a POS interface with a top status bar indicating 'Signed In: 166 Eyal' and 'Ready for your next entry'. The main screen is divided into several sections. On the left, there is a summary of the current transaction: SUBTOTAL 0.00, Tax 0.00, SVC CHG 0.00, PAYMENT 0.00, and a bolded TOTAL DUE of 0.00. The central area contains a grid of buttons for various functions. Three buttons are circled in red: 'SYNERGY Add Points', 'SYNERGY Redeem Point', and 'SYNERGY Balance Inqu'. Three red callout boxes with arrows point to these buttons, providing instructions on their use. The bottom right of the screen features a numeric keypad and buttons for 'PAID OUT', 'PAID IN', 'CC', and 'CASH'.

16 HANDLES ALL DAY Ready for your next entry

Signed In: 166 Eyal

DISCOUNTS PREVIOUS SCREEN

Open Disc. 1/2 Manager Comp \$ Discount Deposit Tender NO SALE

HOUSE ACCOUNT SYNERGY Add Points Loyalty Card Item Deposit Pickup Check FUNCTION SCREEN

SYNERGY Redeem Point Delivery Tip VOID TAX EXEMPT

SYNERGY LOAD GC SYNERGY GC Redeem SYNERGY Balance Inqu Begin Check by Check DONE CLEAR

PAID OUT PAID IN 7 8 9

CC CASH 4 5 6

1 2 3

0 . 00

SUBTOTAL 0.00
Tax 0.00
SVC CHG 0.00
PAYMENT 0.00
TOTAL DUE 0.00

Adds points equal to the check amount to a guest's account using their plastic rewards card or 10 digit phone number.

Transaction will subtract member rewards \$ from the current check total

Use this button to print a receipt detailing a guest's point balance and current rewards available.



TO ADD POINTS



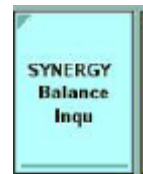
STEP 1	Ring in the guest order
STEP 2	Ask the guest if they are a member of our 16 Handles Reward Program, if the guest responds yes
STEP 3	Select the Payment Screen button
STEP 4	Select Synergy Add Points button
STEP 5	Swipe 16 Handles Reward Card or enter 10-digit telephone number
STEP 6	Receipt will print detailing the guest's current point & rewards balance.
STEP 7	Complete the transaction using our 16 Handles Steps of Service

TO REDEEM POINTS/REWARDS



STEP 1	Ring in the guest order
STEP 2	Ask the guest if they are a member of our 16 Handles Reward Program – the guest responds yes and they want to redeem their points/reward
STEP 3	Select the Payment Screen button
STEP 4	Select Synergy Redeem Points button
STEP 5	Swipe 16 Handles Reward Card or enter 10-digit telephone number
STEP 6	When Asked to Enter Points - Enter "0"
STEP 6	Receipt will print detailing the guest's current point & rewards balance. Points will be deducted from the balance due.
STEP 7	Complete the transaction using our 16 Handles Steps of Service

IF A GUEST ASKS FOR A POINT/REWARD BALANCE INQUIRY



STEP 1	Select the Payment Screen Button
STEP 2	Select Synergy Balance Inquiry
STEP 3	Swipe the rewards card or enter the 10-digit telephone number
STEP 4	Receipt will print detailing the current point and reward balance
STEP 5	Circle the balance with a pen or highlight
STEP 6	Hand to the guest and thank them for being a part of our 16 Handles Rewards Program



IF A GUEST IS NOT A MEMBER OF OUR 16 HANDLES REWARDS PROGRAM & WANTS TO USE A 10-DIGIT TELEPHONE NUMBER

STEP 1	Ring in the guest order
STEP 2	Select the Payment Screen button
STEP 3	Ask the guest if they would like to provide their 10-digit telephone number, if yes
STEP 4	Select the Synergy Add Points button
STEP 5	Enter the guest's 10-digit telephone number
STEP 6	A receipt will print detailing the guest's current point & rewards balance
STEP 7	Tell the guest to go on our 16 Handles website to complete the sign-up process so they can begin using their rewards

IF A GUEST IS NOT A MEMBER OF OUR 16 HANDLES REWARDS PROGRAM & DOES NOT WANT TO USE THEIR 10-DIGIT TELEPHONE NUMBER



STEP 1	Ring in the guest order
STEP 2	Select the Payment Screen button
STEP 3	Ask the guest if they would like to provide their 10-digit telephone number, if NO
STEP 4	Grab a new 16 Handles Rewards Card from the box at the POS
STEP 4	Select the Synergy Add Points button
STEP 5	Swipe the 16 Handles Reward Card using the Micros CC swipe
STEP 6	A receipt will print detailing the guest's current point & rewards balance
STEP 7	Tell the guest to go on our 16 Handles website to complete the sign-up process so they can begin using their rewards

NOTE: If a guest elects not to join the 16 Handles Reward Program, the point value for the sale is forfeited. No other guest or Reward Card should be credited with the points. At no time should an Employee, Team Member, or Manager capture the points from a guest on a personal Reward Card.



Gift Cards ◀

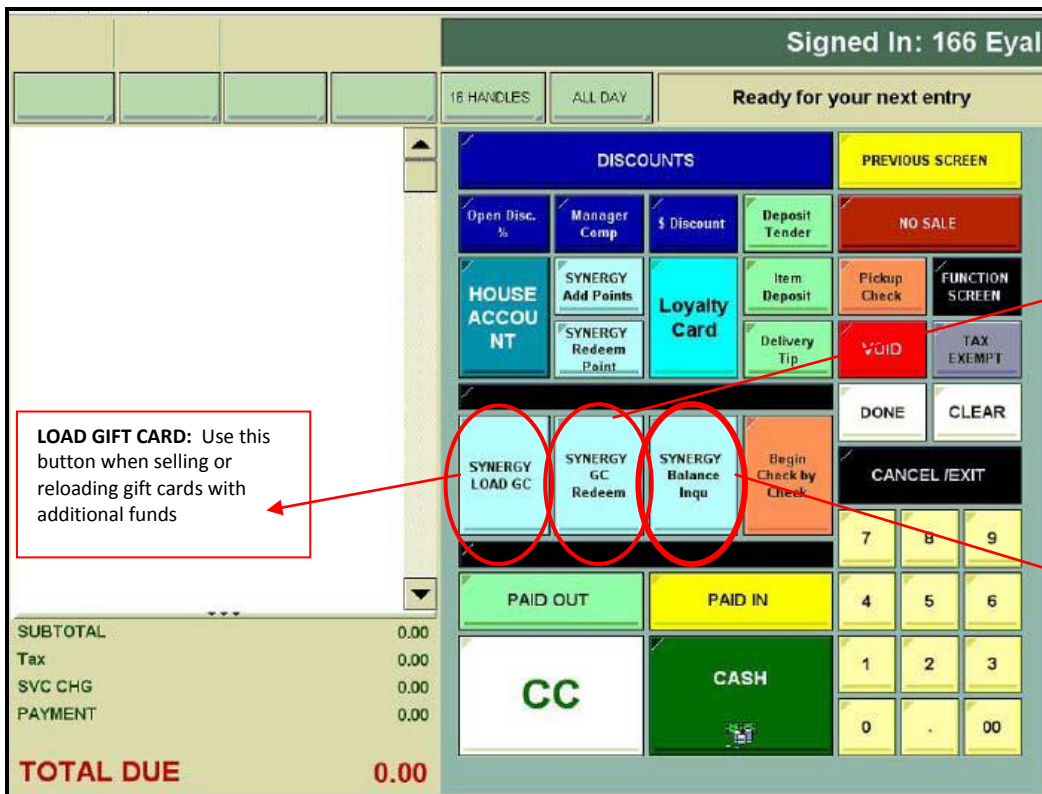
In addition to the other forms of payment accepted at your 16 Handles store, you will also issue and accept 16 Handles gift cards.

When purchased by a guest, gift cards should be registered through the POS as you would any other product.

Upon redemption, the gift cards should be treated in the same manner as you would handle a cash transaction.

The graphic below shows an example of what your Payment Screen might look like. The buttons you will use for our 16 Handles Gift Card Program include:

- Synergy Load GC
- Synergy GC Redeem
- Synergy Balance Inquiry





TO SELL A NEW GIFT CARD TO A GUEST



STEP 1	Select the Payment Screen button
STEP 2	Select Begin Check
STEP 3	Select Synergy Load GC
STEP 4	Grab a new gift card from the box at the POS
STEP 5	Swipe the card
STEP 6	Enter the dollar (\$) amount
STEP 7	Receipt will print
STEP 8	Tender the check to Cash or Credit Card

TO RELOAD AN EXISTING GIFT CARD *(add money)*



STEP 1	Select the Payment Screen button
STEP 2	Select Begin Check
STEP 3	Select Synergy Load GC
STEP 5	Swipe the guest's gift card
STEP 6	Enter the dollar (\$) amount
STEP 7	Receipt will print
STEP 8	Tender the check to Cash or Credit Card

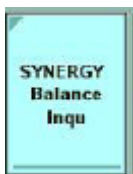


TO USE AN EXISTING GIFT CARD AS A PAYMENT METHOD



STEP 1	Select the Payment Screen button
STEP 2	Select Synergy GC Redeem
STEP 3	Select Synergy Load GC
STEP 4	A receipt will print detailing the guest's current gift card balance
STEP 5	If there is not enough money on the gift card to pay the full check, you will be prompted with a remaining balance
STEP 6	Tender the remaining balance to Cash or Credit Card

IF A GUEST ASKS FOR THEIR GIFT CARD BALANCE



STEP 1	Select the Payment Screen Button
STEP 2	Select Synergy Balance Inquiry
STEP 3	Swipe the gift card
STEP 4	Receipt will print with the gift card balance
STEP 5	Circle the balance with a pen or highlight
STEP 6	Hand to the guest and thank them for visiting



Counterfeit Money ◀

Most counterfeit money looks counterfeit. There are five questions to ask when questioning whether a bill is counterfeit or not. They are:

1. ***Is the right portrait on it?*** Some counterfeiters cut off the corners or edges of a bill and tape on the numbers of a higher denomination. Currency portraits should be as follows:

Bill	Portrait
\$1	George Washington
\$5	Abraham Lincoln
\$10	Alexander Hamilton
\$20	Andrew Jackson
\$50	Ulysses Grant
\$100	Benjamin Franklin

2. ***Do the words at the bottom of the portrait match the numbers in the corners?***
3. ***Is the engraving clear?*** The printing on the Treasury Seal to the right of the portrait should be visible through the denomination printed over it. A counterfeit bill may be smeared or dark in this area.
4. ***Can you see small red and blue threads dispersed throughout the paper?*** This process is extremely difficult to reproduce. A Currency Marker may be used to check the validity of \$50 and \$100 bills, however it should not be used for lesser denominations.
5. ***Does the paper feel right?*** Counterfeit bills may have a different texture or weight to the paper.
6. ***When placing the bill in the light, do you see any background other than the required bill?*** Many times the paper may feel right because a smaller bill was bleached and printed with a larger bill. When this occurs, the smaller bill will show up in the light.



HOW TO SPOT A COUNTERFEIT BILL

Watermark must be the same face as what is printed on the front

Concentric Fine Lines

Portrait

Serial Number

Federal Reserve Indicator

When held to the light the thread reads the value of the bill

Raised Ink

Check face and plate number

Back Plate Number

Color-Shifting Ink

Various ways to check for authenticity in a one hundred dollar bill



Short-Change Artist ◀

A short-change artist is an individual who specializes in confusing a money handler. This person generally makes a small purchase paying with a \$10, \$20, \$50, or \$100 bill. They wait for their change to be counted back and then interrupt by asking that the change be made differently, such as two five's for a ten. The goal of a short-change artist is to confuse the individual into thinking that a higher denomination was presented than actually given. By suggesting that a twenty dollar bill was given rather than a ten dollar bill, good short-change artists can walk away with more change than they were entitled, leaving the cash drawer short.

In order to prevent a short-change artist from robbing the company, the following steps should be adhered to:

1. Lay bill(s) heads up across the cash drawer until change has been counted back to the cashier.
2. When the guest pays with cash, say, "Out of (bill denomination)".
3. Keep the money in the cash drawer with all bills facing one direction. Separate bills by denomination.
4. Count change back to the guest.
5. If a guest claims that a mistake has been made, the manager should remove the cash drawer and take it to a safe location where it can be counted.
6. Never leave an open cash drawer or turn away from one.
7. Make a special note of a guest who gives large bills to pay for small items. (*Note: Only managers are allowed to make change. Do not make change for anyone unless there is a witness present.*)

The manager should be contacted immediately if a short-change artist has been successful. Depending on the loss, a complete police report may be filed.

Skill, accuracy, and security in handling transactions are vital to store operations. You must train all of your employees to know and consistently practice the proper techniques for using the POS system to ring up orders, accept cash, accept gift certificates, etc.



To reduce internal theft, we recommend the following guidelines:

*Cash control
guidelines:*

- All MODs should have Micros swipe cards (and not be given a log-in code).
- Only MODs should have the ability to open the cash drawers (or utilize the No Sale button).
- If there are consistent overages or shorts, the responsible cashier should be observed and, if necessary, removed from the register.
- Any cash over/under of \$3 for each shift requires documentation.
- Managers should be given the authority to inspect all open packages brought into the store, including large purses.
- Handbags are not allowed at the register.
- All empty cans and boxes must be flattened. The trash should also be spot-checked for product.
- Off-duty employees should not be allowed in the back of the store. Employees should leave the store at the end of their shift.
- Employees should not use or carry pocket calculators.
- Calculators should not be kept at the cash registers.
- At the end of a shift, cashiers should count registers in view of a camera.
- Employees should not be allowed in the office area when the manager is opening and/or closing the safe.



Daily Records

Weekly Accounting ◀

The Franchisor recommends that you maintain records on a daily and weekly basis. The purpose of daily reporting is to record a considerable amount of important information to help you in the operation of your business. These reports enable you to keep track of such things as employee information, food sales, coupons, income and expenses, etc. By generating store reports on a daily basis, you will also have a record of each day's activities and factors that may have affected your sales (e.g., store promotions, coupons, weather, etc.). You need to be aware of these types of factors to help you effectively manage your business.

As a 16 Handles Franchisee, you will use the Micros system to assist you in capturing and consolidating data for your business. The Franchisor will assist you in setting up your system. You will receive initial training on using the system.

In addition, you should maintain the following records on a daily basis:

- Daily records:*
- Keep detailed descriptions in the checkbook of bills paid and deposits made.
 - Detail deposits and charges for all credit card accounts.
 - Keep records of daily income and expenses. Note whether each expense is a food, utility, advertising, payroll, tax, or other expense.
 - Maintain payroll records, including:
 - Daily hours
 - Hourly rate
 - Deductions
 - Advances
 - Other deductions
 - Dates



- Employee personal information
- Labor rate – ideal labor is approximately 15%
- Hourly Sales Report
- Food costs - ideal food costs are 25-30%

The purpose of daily reporting is to record a considerable amount of important information to help you in the operation of your business. These reports enable you to keep track of such things as employee information, food sales, coupons, income and expenses, etc. By generating store reports on a daily basis, you will also have a record of each day's activities and factors that may have affected your sales (e.g., store promotions, coupons, weather, etc.). You need to be aware of these types of factors to help you effectively.

The Franchisor will provide you with a Weekly Accounting program that will track the labor, food costs, sales and deposits. Follow the instructions in the Weekly Accounting program and notify the Franchisor if you have any questions.



Daily Close-Out Procedures

Registers should be closed out throughout the day. At the time of closing, you will need to close out the register and reconcile the transactions and cash for the day. To do so properly, you must close out the register, count the cash in the register drawer, and complete the **Daily Report** (see Figure D.7). Step-by-step instructions for doing so follow.

Figure D.7 – Daily Report

DAILY REPORT								
	MONDAY 6/14/10	TUESDAY 6/15/10	WEDNESDAY 6/16/10	THURSDAY 6/17/10	FRIDAY 6/18/10	SATURDAY 6/19/10	SUNDAY 6/20/10	TOTAL
WEATHER	Snowy	Cloudy	Sunny	Sunny	Sunny	Sunny	Sunny	
Comments on Weather								
Net Sales								\$0.00
Sales Tax								\$0.00
TOTAL REVENUE	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Discounts								\$0.00
Gift Cards Sold								\$0.00
Cash								\$0.00
Gift Card Redeemed								\$0.00
Visa								\$0.00
MC								\$0.00
JCB								\$0.00
Discover								\$0.00
TOTAL TENDERS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

*Close-out
procedure:*

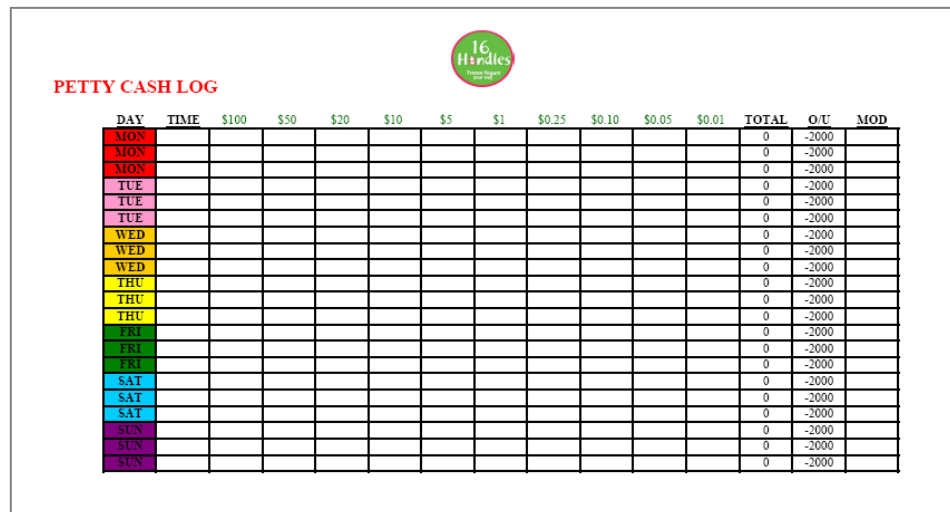
- Fill in the cells that are white.
- Fill out the weather comments.
- Fill in a summary of the day's activities – net sales, sales tax, discounts, etc. – using the day's summary report from the POS.
- Run the batch settlement on the POS.
- Take all credit card receipts out of the register drawer.
- Take all cash out of the register drawer.
- Count all of the tills and enter the information into the **Daily Report** (see **Figure D.7**)
- If there are any overages or shortages that are more than \$2, this should be a cause for concern and the employee should be given a verbal/written warning.
- Determine the deposit amount.
- Take this amount out of the drawer. Remember that a cash bank



should remain in the till inside the safe.

- Complete the bank deposit forms and place the deposit in the safe until it can be taken to the bank.
- Fill out the Safe Log form (see **Figure D.8**)

Figure D.8 – Safe Log



PETTY CASH LOG

DAY	TIME	\$100	\$50	\$20	\$10	\$5	\$1	\$0.25	\$0.10	\$0.05	\$0.01	TOTAL	O/U	MOD
MON												0	-2000	
MON												0	-2000	
MON												0	-2000	
TUE												0	-2000	
TUE												0	-2000	
TUE												0	-2000	
WED												0	-2000	
WED												0	-2000	
WED												0	-2000	
THU												0	-2000	
THU												0	-2000	
THU												0	-2000	
FRI												0	-2000	
FRI												0	-2000	
FRI												0	-2000	
SAT												0	-2000	
SAT												0	-2000	
SAT												0	-2000	
SUN												0	-2000	
SUN												0	-2000	
SUN												0	-2000	

Safe Log ◀

The Safe Log is used to track how much money is in your change fund. The Safe Log should be completed a minimum of three times per day which includes:

- Opening
- Shift Change
- Closing



Cash Paid Outs ◀

There will be times when you or a MOD will need cash to pay a vendor or buy a supply or a fruit that you are short on. We call this **Cash Paid Outs**. Cash paid outs should be made by you or your MOD only when necessary. The procedure is as follows:

*Paid-out
procedure:*

1. Remove the needed monies from either the safe or cash till that is in use.
2. Record the cash paid out on the cashier's **Till Sheet** (see **Figure D.2**) under the "Paid Outs/Other" line if the cash is removed from a till. If the cash is removed from the safe, make a note in the cash box and immediately replenish the cash by withdrawing it from either a till or a deposit. Also record the paid out in the Weekly Accounting's **Daily Report** (see **Figure D.7**)
3. Save the receipt and attach it to the Till Sheet.
4. When creating a cash deposit for the till, account for the paid out.
5. Place the receipt for the purchase in the deposit bag along with the till sheet.



Deposits ◀

At the end of a cashier's shift, the MOD will need to verify the cashier's count, complete the till sheet and make a deposit. The following steps should be taken to make a deposit:

- 1) Verify cashier's count.
- 2) Verify deposited cash with Cash Sales from the employee report and account for Paid Outs.
 - a. If the cash to be deposited is over/under by more than \$2.00, a corrective action form should be filled out.
- 3) Place the deposited cash and the till sheet into a deposit bag and place it in the safe.
- 4) Rebalance the till to \$250 with the correct amount of change:

TILL SETUP - \$250	
\$1's	\$69.00
\$5's	\$75.00
\$10's	\$70.00
\$0.25	\$20.00
\$0.10	\$10.00
\$0.05	\$4.00
\$0.01	\$2.00

- 5) Fill out the till sheet with the beginning balance, initial the top and put the cash till in its designated place.

The Franchisor created a program called the **Till Counter** that makes it easier for MODs to count tills and make the correct deposits. Utilize this program and train your MODs to minimize incorrect deposits.

Daily Bank Deposits

At the beginning of each day, you should count the previous day's cash sales and deposit them into the bank. This task is of utmost importance and should be done by you, your manager or someone you trust.



At times the cash deposits will not match the day's cash sales. This may be due to a counting error from the MODs. In order to minimize deposit errors, cross check the cash deposits with the day's cash sales and the amount reported in the weekly accounting and the till sheets.

Here are the steps to counting and making deposits:

- 1) Use the Franchisor's program – **Daily Deposit Count**.
- 2) Organize the deposit bags by day. Count one day at a time.
- 3) When counting, separate the deposits by denomination. One stack of singles, fives, tens, etc.
- 4) Enter the number of bills/coins in the **Daily Deposit Count**.
- 5) Verify each cashier's deposit with the till sheet.
- 6) Once a day's cash deposits are counted, verify your count with the Cash Sales in the daily reports and the **Weekly Accounting**.
- 7) Once all of the deposits have been verified and counted, aggregate the total.

Create a program or a file to keep track of each bank deposit. Make any notes in the file of any paid outs or errors in the deposit. You should verify the deposited amount with your monthly bank statements.

Payroll and Tips

Tips ◀

At the end of each night, the MOD should collect all the cash tips. Coins should be emptied into a bowl and the bills deposited into a deposit bag. The MOD should record the amount in bills in the **Tips Report (Figure D.9)**.



Figure D.9 – Tips Report

TIPS REPORT								
<i>Enter the amount and initial when you deposit the tips.</i>								
Week Of:	8/9/10							
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	TOTAL
	Amt / Initials	Amt / Initials	Amt / Initials	Amt / Initials	Amt / Initials	Amt / Initials	Amt / Initials	Amt / Initials
8/9/10								
8/16/10								
8/23/10								
8/30/10								
9/6/10								

Allocating Tips

You should assign one MOD to be in charge of the employee’s tips. You or the manager should not be handling the tips. At the beginning of each week, the designated MOD should allocate the previous week’s tips to all employees. Here are the steps:

- 1) Change all coins to bills at the bank
- 2) Use the POS to determine employees hours worked for the tips period
- 3) Use the **Tips Calculator (Figure D.10)** to determine each employee’s tip. The tips amount will be based upon their hours worked, the total number of hours worked by all employees and the total dollar amount in tips.

Employee A’s Tips = (Employee A’s Hours Worked / Total Hours Worked by All Employees) * Total \$ Amount in Tips.

Please note that managers are not eligible to collect tips.



Figure D.10 – Tips Calculator

Tip Calculator			
<u>Instructions</u>			
1)	Enter the week's total tip amount in cell C6 ("Total Tip Amount")		
2)	Enter the number of hours worked by each employee under "Hr		
3)	The amount each employee should receive will be calculated u		
4)	Using the "Tip Allocation" round up/down and allocate a whole		
Total Tip Amount		\$25.00	
Employee Name	Hours Worked	Tip Allocation	Tip Allocated
	1	\$1.67	\$2
	1	\$1.67	\$2
	1	\$1.67	\$2
	1	\$1.67	\$1
	11	\$18.33	\$18
		\$0.00	
		\$0.00	
		\$0.00	
		\$0.00	
		\$0.00	
		\$0.00	
		\$0.00	
Total	15	\$25.00	\$25

Payroll ◀

You should utilize the services of either an accountant or a payroll processing company to generate payroll. The Franchisor recommends issuing paychecks every two weeks on a Tuesday with a one week lag. For example, if pay day is on Tuesday, July 27, 2010, the pay period should be for July 5-July 18.

Once paychecks are printed and processed, they should be separated in envelopes for each employee and ready to be picked up. Only MODs should have access to the paychecks and should distribute them to the employees. An employee's friend or another employee cannot pick up another employee's paycheck. Once an employee picks up his/her paycheck, s/he should sign the **Paycheck Receipt Form** (see **Figure D.11**).

Figure D.11 – Paycheck Receipt Form

PAYCHECK RECEIPT FORM						
<i>Initial for the week(s) you were paid</i>						
Week Of:	8/9/10					
Employee Name	8/9/10 - 8/22/10 Paycheck	8/23/10 - 9/5/10 Paycheck	9/6/10 - 9/19/10 Paycheck	9/20/10 - 10/3/10 Paycheck	10/4/10 - 10/17/10 Paycheck	10/18/10 - 10/31/10 Paycheck



16 Handles Product Lineup

At 16 Handles, our current lineup of products includes:

- Frozen Yogurt
- Topping Bar Toppings
- WhipUp!
- Hot Beverages
- Bottled Beverages
- Yogurt Cakes & Pies
- Fro-Yo Sandwiches
- Pre-Packaged Mega Mix Frozen Yogurt

The next several sections will discuss our standards for ensuring the safe handling, preparing and merchandising for all of our products.

Frozen Yogurt

Our frozen yogurt selection is the cornerstone of our business. Our guests come back for the 16 rotating flavors. It will be important for you, as the owner/manager to spend time interacting with your guests to understand their favorite flavors and ensure that they are available and if not, communicate when they can expect a specific flavor back in rotation.

Frozen Yogurt Categories ◀

We offer 6 categories of frozen dessert every day. These categories include:

- Nonfat
- Premium Low Fat
- No Sugar Added



- Sorbets
- Tart
- Custards

Nonfat

Our nonfat yogurt is made using real nonfat milk. These offerings contain zero fat. Nonfat flavors can be found with a pink nutrition screen.

A few popular flavors in this category include:

- Cookies and Cream
- New York Cheesecake
- Coffee Break

Our current approved nonfat yogurt flavors can be found in your **Franchise Starter Files** or on your store's **Micro Site**.

Premium Low Fat

Our Premium Low Fat flavors contain various amounts of fat. These flavors tend to be slightly more indulgent and appeal to those guests seeking a taste closer to ice cream. The Premium Low Fat flavors will generally have an orange nutrition screen.

A few popular flavors in this category include:

- Birthday Cake
- Red Velvet
- Peanut Butter Confession

A complete list of our approved Premium Low Fat flavors can be found in your **Franchise Starter Files** or on your store's **Micro Site**.

No Sugar Added

Our No Sugar Added (NSA) flavors contain sucralose, a sugar substitute. These flavors are not sugar free. The non fat milk used in our NSA flavors contains naturally occurring sugars.



We offer a minimum of 1 No Sugar Added flavor option every day. Some stores will carry 2 NSA flavors, depending on their community and the requests they receive. No Sugar Added flavors are usually found with a green nutrition screen.

Popular flavors in this category include:

- Praline
- Strawberry Banana

A complete list of our approved No Sugar Added flavors can be found in your **Franchise Starter Files** or on your store's **Micro Site**.

Sorbet

Our sorbets are a dairy-free alternative for our guests who may be lactose intolerant or lead a vegan/parve lifestyle. Sorbets are generally water or fruit juice based. Our sorbet flavors can usually be found with a green nutrition screen.

Popular flavors in this category include:

- Strawberry Lemonade Sorbet
- Mango Tango Sorbet
- Kiwi Strawberry Sorbet

A complete list of our approved Sorbets can be found in your **Franchise Starter Files** or on your store's **Micro Site**.

Tart

Our Tart yogurt contains pasteurized and cultured skim milk and live active cultures. Our Tart flavors are nonfat and can usually be found with a pink nutrition screen.

Popular Tart flavors include:

- Euro Tart
- Pomegranate Tart
- Watermelon Tart

A complete list of our approved Tart flavors can be found in your **Franchise Starter Files** or on your store's **Micro Site**.



Custard

Our custard is our most decadent taste experience. A true custard, made with real egg yolks and heavy cream, this product satisfies those looking for a rich and creamy indulgence. Popular custard flavors include:

- Coconut Custard

A complete list of our approved Custard flavors can be found in your **Franchise Starter Files** or on your store's **Micro Site**.

Health Benefits of Frozen Yogurt ◀

Our frozen yogurt contains probiotics. Probiotics are microorganisms such as good bacteria and/or yeast that are believed to improve health. Probiotics are also thought to improve intestinal function and can assist in maintaining balance within the digestive tract. Probiotics are also believed to assist in helping people maintain a strong immune system.

Communicating Nutritional Information ◀

Transparency is key when communicating with our guests. We share all of our nutritional information. Nutritional information is available on the flavor screen directly above the machine handle.

If the guest has a question about the nutritional facts, offer to assist them in reading the flavor screen. We also maintain a complete ingredient list for our entire yogurt lineup at the front register. Feel free to offer this list to guests who may have questions you are unable to answer. Never guess or make up an answer. If you do not know the answer, immediately call the 16 Handles Support Office for assistance.

Allergens ◀

Some of our yogurt flavors contain ingredients which can cause severe allergic reactions in people sensitive to these types of allergens.

These allergens include:



- Nuts
- Gluten (wheat protein allergy)
- Soy
- Eggs
- Tree Nuts

It is important to understand which of our yogurt selections contain 1 or more of these allergens.

When asked by a guest if a yogurt contains a specific ingredient and you are unsure, refer to the ingredient list found at the front register. Do not make up an answer. If you make an error, it has the potential to make someone very ill.

Yogurt Flavors Containing Tree Nuts

The following yogurt flavors contain tree nuts:

YOGURT FLAVORS CONTAINING TREE NUTS	
Coconut Castaway	
Heath Toffee	Pecan Praline

Yogurt Flavors Containing Peanuts

The following yogurt flavor contains peanuts:

YOGURT FLAVORS CONTAINING PEANUTS
Peanut Butter Confession

Yogurt Flavors Containing Gluten (Wheat)

The following yogurt flavor contains Gluten (Wheat):

YOGURT FLAVORS CONTAINING GLUTEN (WHEAT)	
Maple Crème	Cookies and Cream
Graham Cracker	Heath Toffee
Red Velvet	Thin Mint Chocolate
Birthday Cake	



Yogurt Flavors Containing Soy

The following yogurt flavor contains Soy:

YOGURT FLAVORS CONTAINING SOY	
Thin Mint Chocolate	Heath Toffee
Graham Cracker	

Yogurt Flavors Containing Eggs

The following yogurt flavor contains Eggs:

YOGURT FLAVORS CONTAINING EGGS	
Thin Mint Chocolate	Red Velvet Cake
New York Cheesecake	Irish Mint NSA
Irish Mint	

Shelf Life of Frozen Yogurt ◀

To maintain fresh, quality products you must ensure that all shelf-life standards are maintained for all products. Yogurt is delivered to our stores frozen. Yogurt takes approximately 48 – 72 hours (2 – 3 days) to thaw. Once yogurt is delivered to your store, it must be placed immediately into the walk-in freezer or walk-in cooler to begin the thawing process.

The shelf life of our frozen yogurt products are:

Product Manufacturer	Flavor	Frozen - from manufacturer's date	Refrigerated
16H Proprietary Yogurt & Sorbet	Various	1 year	16 days
Scott Bros	Graham Cracker & Salted Caramel	2 years	16 days
Frogurt	Coffee & Peanut Butter	1 year	13 days
YoCream Yogurt & Sorbet	Various	2.5 years	21 days

The shelf life begins when product is removed from freezer and placed into walk-in for thawing



We do not re-use yogurt which has been placed in the hopper. Once yogurt has been poured into the yogurt machine, it is considered processed and must be discarded when the machine is cleaned.

Discarding yogurt during the routine cleaning process will ensure the bacteria chain is broken.

Yogurt stores that re-use their yogurt run the risk of making their customers sick because saved yogurt has the potential to grow coliform, bacteria and high amounts of yeast.

Our guests come to 16 Handles because they know we can be relied upon to only serve fresh, quality products.

Please use the chart on page D-105 to assist with your in store yogurt dating.



YOGURT DATING INSTRUCTIONS

Yogurt Cartons should be dated as follows:

- 1) The first date is today's date
- 2) The second date is the expiration date:
 - A. 13 days for Frogurt - Mt. Pleasant
 - B. 16 days for 16H Proprietary Yogurt & Sorbet- Perkins
 - C. 16 days for Scott Bros. - Mt. Pleasant
 - D. 21 days for YoCream Yogurt & Sorbet - Mt. Pleasant

16H PROPRIETARY YOGURT & SORBET		FROGURT				YoCREAM YOGURT & SORBET				
VARIOUS FLAVORS		COFFEE				VARIOUS FLAVORS				Days in Month
SCOTT BROTHERS		PEANUT BUTTER								
GRAHAM CRACKER SALTED CARAMEL										
If today is:	Expiration Date If Days in Current Months is				If today is:	Expiration Date If Days in Current Months is		Days in Month		
	30	31	30	31		30	31			
1	17	17	14	14	1	22	22	Jan 31		
2	18	18	15	15	2	23	23	Feb 28		
3	19	19	16	16	3	24	24	Mar 31		
4	20	20	17	17	4	25	25	Apr 30		
5	21	21	18	18	5	26	26	May 31		
6	22	22	19	19	6	27	27	Jun 30		
7	23	23	20	20	7	28	28	Jul 31		
8	24	24	21	21	8	29	29	Aug 31		
9	25	25	22	22	9	30	30	Sep 30		
10	26	26	23	23	10	1	31	Oct 31		
11	27	27	24	24	11	2	1	Nov 30		
12	28	28	25	25	12	3	2	Dec 31		
13	29	29	26	26	13	4	3			
14	30	30	27	27	14	5	4			
15	1	31	28	28	15	6	5			
16	2	1	29	29	16	7	6			
17	3	2	30	30	17	8	7			
18	4	3	1	31	18	9	8			
19	5	4	2	1	19	10	9			
20	6	5	3	2	20	11	10			
21	7	6	4	3	21	12	11			
22	8	7	5	4	22	13	12			
23	9	8	6	5	23	14	13			
24	10	9	7	6	24	15	14			
25	11	10	8	7	25	16	15			
26	12	11	9	8	26	17	16			
27	13	12	10	9	27	18	17			
28	14	13	11	10	28	19	18			
29	15	14	12	11	29	20	19			
30	16	15	13	12	30	21	20			
31	17	16	14	13	31	22	21			



Prepping Tart Flavors ◀

Some of our Tart flavors require they be mixed prior to using. Some of these flavors include:

TART FLAVORS REQUIRING MIXING/PREPPING	
Pomegranate Tart	
Passion Fruit Tart	Strawberry Tart
Watermelon Tart	Blood Orange Tart

The formula for mixing tart flavors is:

FLAVORED TART FORMULA	
½ Gallon Euro Tart	8oz Flavor Mix

When mixing flavored tarts, we use the following recipe:

FLAVORED TART RECIPE	
4 - ½ Gallon Euro Tart	32oz Flavor Mix

The items needed to make these flavors include:

ITEMS NEEDED TO PREPARE FLAVORED TART	
12 QT. Cambro	Whisk
Measuring Cup	Date Dot
4 - ½ Gallons Euro Tart	32oz of Flavor Mix

The steps for preparing a flavored tart are:

STEPS FOR PREPARING FLAVORED TART	
STEP ONE	Wash hands
STEP TWO	Put on a fresh pair of gloves
STEP THREE	Pour 2 - ½ Gallons of Euro Tart into the 12QT Cambro
STEP FOUR	Add 16oz of flavored mix
STEP FIVE	Vigorously mix with a wire whisk
STEP SIX	Pour in remaining 2 - ½ Gallons of Euro Tart
STEP SEVEN	Add remaining 16oz of flavored mix
STEP EIGHT	Vigorously mix with a wire whisk
STEP NINE	Pour mixture slowly into the appropriate hopper
STEP TEN	Prepare a Date Dot and affix to the side of the Cambro for remaining product and place in the cooler



Determining Which Flavors to Handle ◀

The flavors *handled* at each 16 Handles may vary depending on local preferences. The flavors/categories which must be *handled* every day include:

CORE 16 HANDLES FLAVORS & CATEGORIES	
Tahitian Vanilla	Chocolate Love Affair
Cookies and Cream	Birthday Cake
Peanut Butter Confession	Euro Tart
No Sugar Added Flavor (1)	Sorbet (1)
Rotating Monthly LTO	

You have creative license to determine the additional 7 flavors from our changing library of approved flavors.

A complete list of our approved flavors can be found in your **Franchise Starter Files** or on your store's **Micro Site**.

Recommending New Flavors ◀

One of the benefits of being a part of the 16 Handles System is that we take the time to curate our flavors. Our team tastes every flavor prior to testing in one of our locations. If a flavor receives positive feedback from our guests, we create a flavor video and add the flavor into rotation.

To request a flavor, contact your 16 Handles Franchise Business Consultant or send an email directly to info@16handles.com. Once the request is received, we will begin the process and provide you with ongoing feedback.

Monitoring Yogurt Consistency ◀

Yogurt consistency must be checked several times throughout the day, not just at opening. We check yogurt consistency in the following 2 ways:

- Visual
- Taste

Visual Checks

We use visual checks to ensure yogurt consistency. Using a 4" insert pan, dispense 2" of yogurt up the side of the insert. Yogurt, with the proper consistency, will remain attached to the side of the insert and not pool on the bottom.



Taste Checks

Yogurt should not have an icy mouth-feel or feel grainy on the tongue. The yogurt should have a creamy texture.

Topping Bar Toppings

The topping bar is the crown jewel of our stores. Our guests are mesmerized by the color, flavors and textures of the 50+ toppings on display. When set up and maintained properly, it causes our guests to ooh and ahhh. When it is not maintained properly, or the fruit is not fresh, mushy or unappetizing, it can make what could have been a great experience turn completely bad.

Our toppings are separated into 3 categories:

- Dry Toppings
- Sauces
- Fruit Toppings

Dry Toppings ◀

Our Dry Toppings are separated into 3 categories:

- Cereals
- Nuts
- Indulgent

Cereals

We offer the following cereal options on our topping bar:

DRY TOPPING – CEREAL	
Fruity Pebbles	Cinnamon Toast Crunch
Nature Valley Granola	Cap'n Crunch

Nuts

We offer the following nut topping options on our topping bar:

DRY TOPPING – NUTS	
Chopped Peanuts	Roasted Almonds
Wet Walnuts	Reese's Pieces



Butterfinger	Heath Bar Crunch
Hazelnut Crunch	Toasted Almond Crunch

A complete list of our approved Dry Toppings containing nuts can be found in your **Franchise Starter Files** or on your **Topping Template** on the store’s **Micro Site**.

Indulgent

We offer the following Indulgent topping options on our topping bar:

DRY TOPPING – INDULGENT	
Cookies & Cream	M&Ms
Chocolate Chips	NY Cheesecake Bites
Vanilla Clodhoppers	Shredded Coconut
Just Crumb Cake Crumbs!	Brownie Bites
Rainbow Cookies	Chocolate Covered Pretzels

A complete list of our approved Indulgent Toppings containing nuts can be found in your **Franchise Starter Files** or on your **Topping Template** on the store’s **Micro Site**.

Artisan Toppings ◀

One of the differentiators for 16 Handles is in the fact that we have a pastry/flower chef on staff to assist us in

Shelf Life of Dry Toppings ◀

To maintain fresh, quality products you must ensure that all shelf-life standards are maintained for all products. The shelf life of our Dry Toppings is:

SHELF LIFE OF DRY TOPPINGS	
UNOPENED CASE	1 Year or Expiration Date (<i>whichever comes first</i>)
DRY STORAGE	30 Days With Sealed Lid
PREPPED (<i>sealed lid</i>)	30 Days With Sealed Lid



FLAT LID OR DISPLAYED ON TOPPING BAR	3 Days
--------------------------------------	--------

We do *not* use expired dry toppings. We do *not* change date dots on expired toppings. The guests who visit our store come because they can be assured of always receiving fresh, quality products.

If you find that you are consistently over-prepping or ordering dry toppings, please work with your 16 Handles Franchise Business Consultant to understand how to adjust your pars to reflect your current sales and product mix.

Recommending New Toppings ◀

To request a topping being added to the topping bar, contact your 16 Handles Franchise Business Consultant or send an email directly to info@16handles.com . Once the request is received, we will begin the process and provide you with ongoing feedback.

Sauces ◀

Many guests enjoy topping off their yogurt creation with some of our delicious sauces. Our current sauce selections include:

SAUCES	
Dark Chocolate	White Chocolate
Marshmallow	Caramel
Peanut Butter	Raspberry
Honey	Hot Fudge
Milk Chocolate	Nutella

Shelf Life of Sauces ◀

To maintain fresh, quality products you must ensure that all shelf-life standards are maintained for all products. The shelf life of our Sauces is:

SHELF LIFE OF Sauces	
UNOPENED BOTTLE/CONTAINER	1 Year or Expiration Date (<i>whichever comes first</i>)
OPEN BOTTLE/CONTAINER	7 Days
DISPLAYED ON TOPPING BAR	4 Days



We do *not* use expired sauces. We do *not* change date dots on expired sauces. The guests who visit our store come because they can be assured of always receiving fresh, quality products.

If you find that you are consistently over-prepping or ordering sauces, please work with your 16 Handles Franchise Business Consultant to understand how to adjust your pars to reflect your current sales and product mix.

Cleaning our Sauce Bottles ◀

To ensure fresh product, we clean our sauce bottles on Mondays and Thursdays. To do this we:

CLEANING SAUCE BOTTLES	
MONDAY NIGHT	Allow sauces to run low on Monday and clean at close
TUESDAY MORNING	Fill all sauce bottles with fresh sauce
THURSDAY NIGHT	Allow sauces to run low on Thursday and clean at close
FRIDAY MORNING	Fill all sauce bottles with fresh sauce

Fruit Toppings ◀

The colorful fresh cut fruit is what attracts many people to our topping bar. All of our fruit except for Lychee, Maraschino Cherries and Mandarin Oranges are cut, prepared and presented in-house. Some of our fresh fruit toppings include:

FRESH FRUIT	
Strawberries*	Kiwi*
Bananas*	Pineapple
Blueberries*	Blackberries
Raspberries	Mango*

**Denotes required core toppings which must be displayed on the topping bar every day*

Shelf Life of Fresh Fruit ◀

To maintain fresh, quality products you must ensure that all shelf-life standards are maintained for all products. The shelf life of our fresh fruit is:

SHELF LIFE UNPREPPED FRUIT	
Strawberries	3 Days
Kiwi	7 – 10 Days
Bananas	2 – 3 Days
Pineapple	7 – 10 Days



Blueberries	3 Days
Blackberries	3 Days
Raspberries	3 Days
Mango	7 – 10 Days

SHELF LIFE OF PREPPED FRUIT	
ALL VARIETIES	24 Hours

SHELF LIFE OF PREPPED CANNED FRUIT	
LYCHEE MANDARIN ORANGES CHERRIES	7 Days

SHELF LIFE OF PREPPED CANNED FRUIT DISPLAYED ON TOPPING BAR	
LYCHEE MANDARIN ORANGES CHERRIES	24 Hours

We do *not* use expired fruit. We do *not* change date dots on expired fruit. The guests who visit our store come because they can be assured of always receiving fresh, quality products.

If you find that you are consistently over-prepping fruit toppings, please work with your 16 Handles Franchise Business Consultant to understand how to adjust your pars to reflect your current sales and product mix.

Fruit Storage ◀

Our fruit is stored in both ambient and refrigerated storage.

The following un-prepped fruit is stored in the refrigerator:

- Strawberries
- Raspberries
- Blueberries
- Blackberries

The following un-prepped fruit is not refrigerated:



- Pineapple
- Kiwi
- Bananas

Topping Bar Layout

As discussed earlier, the topping bar displays 50+ of our colorful toppings. The layout of the topping bar includes the following:

- Topping Bar Glass
- Cold and ambient sections
- Topping Collector shelf
- Topping bar equipment

Topping Bar Glass ◀

The topping bar glass protects our toppings from germs (people sneezing, etc). The topping bar glass should be free of fingerprints, dust, yogurt splashes and toppings.

Cold and Ambient Sections ◀

The cold section of the topping bar is where we display our fruit and other cold toppings. The cold section is refrigerated and is used for storing our fruit and cold toppings. The temperature of the refrigerator should be maintained between 34° and 40°. The temperature is to be monitored and logged a minimum of 3 times per day.

The ambient section is used to display our dry toppings. Underneath this section is where we store our backup dry toppings. These items are continually restocked throughout the day.

Topping Collector Shelf ◀

The topping collector shelf is directly under our topping bar. It is used to collect toppings and crumbs that fall out of the containers. Sweeping the crumbs onto the shelf prevents you from sweeping the toppings directly onto the floor.

We use a portable vacuum cleaner to clean the collector shelf at the end of the night.



Equipment Used at the Topping Bar ◀

The following equipment is used:

- Pastry Brush for clearing topping debris from the topping bar
- Spoons for toppings (never use the same spoon for two toppings)
- Tongs for specific toppings such as:
 - Raspberries
 - Blackberries
 - Yogurt Pretzels

Maintaining the Topping Bar

One of the key priorities throughout the day is maintaining the topping bar. Look for the following when maintaining the spoons and tongs:

- Spoon touched someone's yogurt
- Spoon is wet
- Used to pick up another topping

Quickly change any topping which has become cross-contaminated. All of our spoons must face the same direction in the "Home" position – bottom right corner of each insert

Refilling Toppings ◀

Our guests do not want to see toppings refilled in front of them. Even though we may be using the proper FIFO techniques, guests will invariably think that they are getting the old topping rather than the freshest.

We prevent this perception by making sure we refill all toppings on the back counter or by taking each insert to the back prep area in the kitchen.

We refill toppings when they reach ½ full.

To refill toppings, we use the following formula:



- 4" pan → 2" pan

Then

- 2" pan → 4" pan

To do this, we:

- Take the ½ full 4" topping insert and place it on the back counter
- Pour the ½ full 4" topping into the empty 2" pan
- Place the full 2" pan into the topping bar with the spoon in the "Home" position
- When the 2" pan reaches ½ full, place it on the back counter
- Pour the ½ full 2" topping into a new full 4" pan
- Place the full 4" topping insert into the topping bar with the spoon in the "Home" position

Wandering Toppings ◀

In our concept, we have no control how the guest decides to utilize the topping bar. One guest can be so careful, place their cup right over the topping they are scooping to ensure every crumb lands within the cup. Another guest can be talking their cell phone, leave the cup sitting on the counter and drag a spoonful of toppings across all of the other toppings – making sure they have littered and contaminated every other topping container.

Our number 1 job is to minimize the wandering and ensure that every guest receives the same experience at the topping bar.

Your other priority is to ensure that nut-based toppings do not wander into the other toppings.

Using the Topping Brush ◀

The topping brush is used to brush crumbs and wandering toppings that occur from our daily operations. Sweep toppings underneath to the topping collector shelf. Another way to do this is to simply open the shelf drawer and sweep the toppings directly onto the shelf.



Maintaining the Topping Bar Glass ◀

When the topping bar glass is dirty it takes away from the overall appeal of our store and our toppings. The topping bar glass must be clean and dust free throughout the day. The topping glass houses our toppings should always be stain and streak free.

Always use glass cleaner to clean the topping bar glass.

Use the following steps to clean the topping bar glass:

- Use a single-use paper towel
- Turn away from the topping bar and spray glass cleaner directly into the single-use paper towel
- Clean the topping bar glass and remove all streaks and stains

Prepping and Preparing Backup Toppings

We want to make sure we always have enough toppings to get us through a busy day and night. Running out of toppings in the middle of the rush is stressful and takes us away from making sure the guest is having a good time.

To ensure we have enough toppings prepped, we use a topping prep list.

Topping Prep List ◀

We use the topping prep list to assist us in determining how much of various toppings you need to prep in order to meet the needs of the current business day. The topping prep list is divided into the following four sections:

- Topping Name
- Par (*How much backup we need of each item*)
- Inventory (*How much of each item we actually have in the cupboard*)
- How Many to Prep (*The difference between how much we have and how much we need*)

The Topping Prep list is divided amongst those containing nuts, frozen and everything else. Using the Topping Prep List every day will ensure we do not overstock our toppings. Overstocking of the backup toppings could result in some of them getting stale if they are not used in a timely manner.



Taking Inventory ◀

Taking inventory is a simple process. It simply requires organization. Use your Topping Prep List to count what you have on hand.

To take the inventory:

1. Begin counting the backup toppings on the far left of the top shelf
2. Continue counting from left to right
3. After completing the top shelf, move to the bottom shelf
4. Count each backup topping from left to right

Once the count is complete:

1. Subtract the Inventory on Hand from the Par
2. Place the difference in the "To Be Prepped" column for each topping

Gathering Your Equipment ◀

The following tools will be needed to complete the topping prep process:

EQUIPMENT NEEDED	
Box of Gloves	Bus Cart
4" Insert Pans	2" Insert Pans
Lids	Plastic Scoop
Metal Scoop	Topping Prep List
Pen	Date Dots

Using Separate Scoops ◀

We use separate scoops when prepping toppings to avoid cross-contamination. The metal scoop is used for toppings containing nuts and the clear plastic scoop is used for the remaining toppings.

SCOOPS	
Metal Scoop	Toppings containing nuts
Plastic Scoop	All other toppings



The following items are to be scooped using the **Nut Products Only** (metal) scoop:

- Heath Bar
- Chopped Peanuts
- Roasted Almond Bits
- Walnuts
- Butterfinger
- Reese's Pieces
- Peanut Butter Cups

Preparing Backup Toppings ◀

To prepare backup toppings, you must begin by washing your hands and putting on a fresh pair of gloves. We wear gloves to ensure our hands do not come in contact with the toppings.

To be the most efficient, choose to begin with toppings containing nuts or the other toppings.

To prepare backup toppings:

- Select the topping you will be filling
- Fill the 4" insert to just over the insert line
- Attach the lid and seal by pushing down on the middle of the lid
- Fill out a 1" date dot with:
 - Date
 - Initials
 - Item name
- Pull off ½ of the paper on the back of the date dot and affix to the *side* of the 4" insert





Special Handling Toppings ◀

The toppings which require special attention include:

- Mochi
- Cookie Dough Bites
- Brownie Bites
- NY Cheesecake Bites
- Rainbow Cookie
- Chocolate Nut Blondie

The table below indicates how the boxes and the prepped backup pans should be stored.

SPECIAL HANDLING TOPPINGS			
TOPPINGS	CASE STORAGE	OPEN CASE	BACKUP PREPPED STORAGE
Mochi	Dry Storage	12 QT Container Freezer	4" Insert Pans in Cooler
Cookie Dough Bites	Freezer	12 QT Container Freezer	2" Insert Pans in Flash Freezer
Brownie Bites	Freezer	12 QT Container Freezer	2" Insert Pans in Flash Freezer
NY Cheesecake	Freezer	12 QT Container Freezer	2" Insert Pans in Flash Freezer
Rainbow Cookie	Freezer	12 QT Container Freezer	4" Insert Pans in Flash Freezer
Chocolate Nut Blondie	Freezer	12 QT Container Freezer	4" Insert Pans in Flash Freezer

Prepping Fresh Cut Fruit

One of the most vibrant colors of the topping bar comes from our fresh cut fruit. We cut the fruit daily in our stores.

It is very important that the prepared fruit is fresh, properly prepared and presentable. Fruit is our most perishable topping. With that comes the responsibility of providing our guests with the freshest fruit toppings.



Fruit "Musts" ◀

It is important to ensure the following standards are in place when handling our fresh cut fruit.

1. Rinse all fruit in a footed colander with cold water (*unless otherwise noted*)
2. Remove all stems and leaves
3. Throw away rotten, bruised or damaged fruit
4. Ensure cut fruit maintains a ½" x ½" cube
5. Strawberries, Mango, Pineapple, Blackberries and Blueberries are placed in a 4" pan with a drip tray
6. Kiwi and Raspberries are placed in a 2" pan with a drip tray
7. All inserts are covered using a sealed snap lid
8. All prepped fruit has a 24 hour shelf life
9. All prepped fruit must have a date dot which includes:
 - a. Date
 - b. Time of preparation
 - c. Initials of person prepping
10. Never prepare fruit in front of guests (*except bananas*)
11. Clean and sanitize your area after prepping each variety of fruit
12. Never place knives in the sink

Prepping Lychee ◀

Lychee is a fruit commonly found across Asia and has a grape-like texture and is an acquired taste. Here at 16 Handles, our lychee is canned and does not need to be refrigerated.





Cans vary from shipment to shipment; it may come with a pop-top lid or it may require a can opener to open.

The equipment needed to prep lychee includes:

EQUIPMENT NEEDED TO PREP LYCHEE	
Gloves	Can opener
4" insert	Date Dot
Pen	Insert Snap Lid

1. Rinse the top of the can to remove any dust or debris
2. Open the can using a can opener, if necessary



3. Pour the lychee and the liquid into the 4" insert pan





4. Place a plastic snap lid on the insert
5. Place a date dot on the side of the pan – 7 day expiration
6. Place in the topping cooler

Prepping Maraschino Cherries ◀

Maraschino cherries do not need to be refrigerated if they have not been opened. Use open jars first.

The equipment needed to prep maraschino cherries includes:

EQUIPMENT NEEDED TO PREP MARASCHINO CHERRIES	
Gloves	Serving Spoon
Drip Tray	4" Insert Pan
Pen	Date Dot
Plastic Snap Lid	

1. Thoroughly wash hands
2. Put on a fresh pair of gloves
3. Place the drip tray into the bottom of a 4" insert pan
4. Open jar of maraschino cherries
5. Ladle the cherries in the jar with a serving spoon
6. Pour enough syrup into the fruit pan to cover the cherries.
7. Place a plastic snap lid on the insert
8. Place a date dot on the side of the pan – 7 day expiration
9. Place in the topping cooler





Prepping Bananas ◀

Bananas are one of the five fruit that do not need to be refrigerated prior to being prepared. (*Mango, Kiwi, Lychee, Maraschino Cherries*).



Bananas are also the only item that is not prepared for the entire day, and is only prepared on an as needed basis; bananas brown and go bad very quickly once prepared.

Bananas are often thought of being bright yellow in color and it is the stigma that a darker skin means that the banana is bad. However; the yellow color comes the artificial ripening during shipment. Due to the fact the banana is ripe when it arrives at the grocer, the skin quickly changes color, however this does not affect the inside.

Select a banana that is ripest – yellow/soft. Green bananas are not ripe and do not have the taste profile to complement our yogurt. Keep in mind FIFO when selecting bananas.

When a banana is bad:

- Touch: Mushy and/or oozing a sticky substance
- Look: Has a brown inside. The skin is cracked/wrinkly/broken



The equipment needed to prep bananas includes:

EQUIPMENT NEEDED TO PREP BANANAS	
Gloves	Cutting Board
Knife	2" Insert Pan
Pen	Date Dot
Topping Bar Spoon	

1. Thoroughly wash hands
2. Put on a fresh pair of gloves
3. Select a banana
4. Place the drip tray into the bottom of a 4" insert pan
5. Peel the banana



6. Cut the banana in half horizontally and then into 1/4" in thickness





Determining The Ripeness of Mango ◀

There is nothing better than topping your fro-yo with fresh, sweet and ripe mango. We have created the following section to assist you in determining if a mango is ripe and what to do if it isn't. We never serve unripe mango. When we allow this, we tell our guests that fresh, quality fruit isn't important to us.

Determining Ripeness

Smell the mango. Sniff the stem end of the mango. If it has a heavy, fruity odor, it is ripe.



Squeeze the mango. Press the mango gently. If it is soft and gives slightly, it is ripe. A ripe mango feels similar to a ripe peach. If the mango feels firm, it is still unripe.





Ripening the Mango

Set the unripe mango on the counter at room temperature. Use the mango when it is soft to the touch and has a strong fruity smell.



Ripen the mango in a paper bag.



- Place the mango in a paper bag. Leave the bag on the metro shelf overnight. Ensure that the mango is stored in the paper bag at room temperature.
- Add an apple to the bag to ripen the mango more quickly. Adding an apple will increase the amount of ethylene gas in the bag, which contributes to ripening.
- Remove and use the mango when it gives off a fruity scent and yields to soft pressure.



Storing the Mango

Place the whole mango in the walk-in when it has ripened. No wrap or container is necessary to store the mango in the walk-in. Keeping the mango in the walk-in will slow down the speed at which the mango continues to ripen. Keep a whole ripe mango in the walk-in for as long as 5 days.





Novelties

Here at 16 Handles we've developed a few additional products which complement our traditional self-serve frozen yogurt.

We have introduced:

- Signature, Custom, & WhipUp! Cakes
- WhipUp!
- Signature & WhipUp! Saucers
- Mega Mix Take Home Containers

These items will be an additional revenue stream for your 16 Handles store and brings an additional product to your guest. As a store operator, you will receive preparation training for each of these items.

WhipUp! ◀

What is a WhipUp!?

We have developed a way for our guests to create a mixable treat in a 16oz cold cup which can be carried around and enjoyed with a spoon. The treat is the WhipUp!

Supplies Needed ◀

The following supplies will be needed in order to setup and prepare WhipUp!'s for your guests:

EQUIPMENT NEEDED	
WhipUp! Machine	Removable Wands
16oz Cold Cups	WhipUp! Lids
Sanitizer Bucket & Cloths	Sharpies
Gloves <i>(as required by local DOH)</i>	



Overview of the WhipUp! Machine ◀

The WhipUp! Machine is not a complicated machine, but it does require that you operate it with care and that you follow safe food handling procedures.

The three main components of the machine include:

- On/Off Switch
- Plastic Shroud
- Removable Wands

On/Off Switch

The On/Off Switch is located on the bottom left of the panel

Plastic Shroud

The plastic shroud protects you from being hit by flying objects and splatters

Removable Wands

The tool used to WhipUp! each creation. The wands should be sent to the kitchen after each use to be wash + rinse + sanitize. Wands are not left on the machine between uses.

Sanitizing and Cleaning the Machine ◀

The supplies needed to clean and sanitize the machine include:

EQUIPMENT NEEDED	
Sanitizer Bucket & Towel	
Stainless Steel Polish	Single-Use Paper Towel

Sanitizer is used to sanitize the machines between uses.

SANITIZER	
Sanitizer Solution	200 PPM
Change Solution	Every 4 Hours or when solution becomes cloudy
Date Dot	Place a date dot on the side of the cup with the time it was prepared



The sanitizer solution is changed every 4 hours or when the solution becomes cloudy or loses its efficacy.

When preparing a Date Dot, you include the following:

- Select the appropriate day of the week
- Write the time the cup of sanitizer is prepared
- Write your initials on the Date Dot

A sanitizer bucket and towel is used to clean the shroud and inner cabinet after each use and/or when needed.

Stainless Steel Polish is used to polish the machine at the beginning or the end of the shift to maintain the shiny appearance and to avoid streaking.

The areas of the machine needing to be sanitized include:

- Removable Wands
- Shrouds
- Stainless Steel Cabinet

How to Make a WhipUp! ◀

The steps for making a WhipUp! include:

STEP	TASK
1	Cashier hands you a WhipUp! Cup, write guests name on cup
2	Secure the lid to the cup
3	Attach a wand to the machine (<i>avoid touching the whipping part with your hands</i>)
4	Take the cup and insert the wand all the way to the bottom of the cup
5	While securely holding the cup, turn the machine on
6	Move the cup in an Up & Down motion (<i>Do not go side to side. Going side to side can split the cup</i>)
7	Whip for 20 second or until <u>all</u> of the ingredients have been folded into the mixture
8	Lower the cup, from the wand, and turn off the machine
9	Allow the wand to spin, in the void, between the lid and the WhipUp! mix
10	Remove the cup completely from the machine



11	Wipe away any drips or spills from the sides of the cup
12	Grab a spoon
13	Read the guest name on the side of the cup and call out their name
14	Hand-off the WhipUp! and tell them to enjoy and invite them to return again soon
16	Wipe down plastic shroud and/or stainless casing with sanitizer cloth, as needed

16 Handles Cakes ◀

What better way to be the center of our guest's celebrations than to offer fun and great tasting cakes.

Maintained at the proper temperature and conditions, our cakes have a 45 day shelf life in our display freezers.

Cakes with fading colors and cracked icing should be discarded.

We have 2 categories of cakes:

- **Signature Cakes**
- **WhipUp! Cakes**

Our **Signature Cake** flavors include:

- Vanilla Sky
- Birthday Cake
- Cookies & Cream
- Chocolate Love Affair



Cake Products ◀

PRODUCTS AND COST		
VENDOR	ITEM	PACK SIZE
Perkins	8" Gold Cake	18
Perkins	8" Chocolate Cake	18
Perkins	6" Gold Cake	32
Perkins	6" Chocolate Cake	32
Perkins	Topping Vanilla Bettercreme	15#

*Refer to GFS/Perkins for current product pricing



Signature Cake Recipes ◀

7" TAHITIAN VANILLA SIGNATURE CAKE	
QTY	INGREDIENT
1	6" Gold Cake
24 Ounces	Tahitian Vanilla Yogurt
8.3 Ounces	Rich's Bettercreme Frosting
8" TAHITIAN VANILLA SIGNATURE CAKE	
QTY	INGREDIENT
1	8" Gold Cake
40 Ounces	Tahitian Vanilla Yogurt
12 Ounces	Rich's Bettercreme Frosting

6" HAPPY BIRTHDAY SIGNATURE CAKE	
QTY	INGREDIENT
1	6" Gold Cake
24 Ounces	Birthday Cake
8.3 Ounces	Rich's Bettercreme Frosting
1 ounce	Rainbow Sprinkles
8" HAPPY BIRTHDAY SIGNATURE CAKE	
QTY	INGREDIENT
1	8" Gold Cake
40 Ounces	Birthday Cake
12 Ounces	Rich's Bettercreme Frosting
2 ounces	Rainbow Sprinkles

6" CHOCOLATE LOVE AFFAIR	
AMOUNT	INGREDIENT
1	Chocolate Cake
24 Ounces	Chocolate Love Affair Yogurt
8.3 Ounces	Rich's Bettercreme Frosting
1 ounce	Chocolate Sprinkles
8" CHOCOLATE LOVE AFFAIR	
AMOUNT	INGREDIENT
1	Chocolate Cake
40 Ounces	Chocolate Love Affair Yogurt
12 Ounces	Rich's Bettercreme Frosting
2 ounces	Chocolate Sprinkles



6" COOKIES & CREAM	
1	Chocolate Cake
24 Ounces	Cookies & Cream Yogurt
8.3 Ounces	Rich's Bettercreme Frosting
1 ounce	Oreo® Cookie Pieces
8" COOKIES & CREAM	
1	Chocolate Cake
40 Ounces	Cookies & Cream Yogurt
12 Ounces	Rich's Bettercreme Frosting
2 ounces	Oreo® Cookie Pieces

6" PEANUT BUTTER CONFESSIONS	
1	Yellow Cake
24 Ounces	Peanut Butter Yogurt
8.3 Ounces	Rich's Bettercreme Frosting
1 ounce	Chopped Peanuts
8" PEANUT BUTTER CONFESSIONS	
1	Yellow Cake
40 Ounces	Peanut Butter Yogurt
12 Ounces	Rich's Bettercreme Frosting
2 ounces	Chopped Peanuts

6" COFFEE BREAK	
1	Chocolate Cake
24 Ounces	Coffee Break Yogurt
8.3 Ounces	Rich's Bettercreme Frosting
1 ounce	Chocolate Chips
8" COFFEE BREAK	
1	Chocolate Cake
40 Ounces	Coffee Break Yogurt
12 Ounces	Rich's Bettercreme Frosting
2 ounces	Chocolate Chips



WhipUp! Cake ◀

Our WhipUp! Cakes take your favorite treats and layer them within our signature cakes.

WhipUp! Cake Flavors include:

- Chocolate Turtle Decadence WhipUp! Cake
- Peanut Butter Cup Confessional WhipUp! Cake
- Oh, Oh Oreo® WhipUp! Cake

WhipUp! Cake Recipes ◀

6oz	8oz	CHOCOLATE TURTLE DECADENCE
1	1	Chocolate Cake
24oz	40oz	Chocolate Love Affair Yogurt
1oz	2oz	Chocolate Caramel Turtles
8.3oz	12oz	Rich's BetterCreme Frosting
1oz	2oz	Caramel Sauce
1oz	2oz	Chocolate Sauce
3oz	3oz	Signature 16 Handles Fudge Filling

6oz	8oz	PEANUT BUTTER CUP CONFESSIONAL
1	1	Gold Cake
24oz	40oz	Peanut Butter Confession Yogurt
1oz	2oz	Peanut Butter Cups
8.3oz	12oz	Rich's BetterCreme Frosting
1oz	2oz	Peanut Butter Sauce
1oz	2oz	Chocolate Sauce
3oz	3oz	16 Handles Signature Fudge Filling

6oz	8oz	OH, OH, OREO®
1	1	Chocolate Cake
24oz	40oz	Cookies & Cream Yogurt
1oz	2oz	Oreo®



8.3oz	12oz	Rich’s BetterCreme Frosting
1oz	2oz	Chocolate Sauce
1oz	2oz	16 Handles Signature Fudge Filling

Tools Needed to Make a Cake ◀

The tools needed to make a cake include:

TOOLS	
Rotating Cake Stand	Decorating Tip (for Pastry Bag)
Pastry Bag	Coupler
Cake Pans (7” and 9”)	Flash Freezer
Decorating Comb	Gloves
Offset Spatula	Warm container of water
Cardboard Circle	Cake Boxes
Pastry Slicer (4, 6, and 8 cut)	Plastic Wrap
Plastic Icing Spatula	Frozen Yogurt
Prepared 8” or 6” Cakes	Orange Tray or Similar for Flash Freezer

Storing the Sponge Cake ◀

The prepared sponge cakes we use as the base of our cakes need to be handled and stored carefully to ensure the integrity of the product.

We currently use the following sizes and flavors of sponge cake:

SPONGE CAKE	
6”	Gold Cake
6”	Chocolate Cake
8”	Gold Cake
8”	Chocolate Cake

Our cakes arrive frozen from the vendor and need to remain frozen throughout the process.



SHELF LIFE OF SPONGE CAKE

If handled properly, our sponge cake has a shelf life of 1 year. Proper handling includes:

- Maintaining proper temperature
- Avoiding exposure to air
- Removing from shipping carton and double wrapping and storing in sealed Cambros

Use the following 3-Step Process when storing the sponge cake:

PROCESS FOR STORING THE SPONGE CAKE	
STEP ONE	Receiving the product
STEP TWO	Prepping each cake individually for storage
STEP THREE	Storing wrapped cakes in 12 or 18Qt. containers in the freezer

STEP ONE: RECEIVING THE PRODUCT	
1	Check the items against the invoice
2	Place a check mark (✓) next to the item name on the invoice
3	Write the mm/dd/yy on the outside of the box
4	Store the box in the freezer until ready to prep

STEP TWO: PREPPING EACH CAKE INDIVIDUALLY FOR STORAGE	
1	Collect your supplies
2	Select a flavor and size to prep
3	Open the case
4	Put on gloves
5	Separate the cakes from each other and the wax paper
6	Pull out a sheet of plastic wrap
7	Place 1 cake in the center of the plastic wrap
8	Completely wrap the cake to ensure it is sealed to prevent exposure to air and preventing freezer burn
9	Using your marking gun, place a date stamp on each cake (<i>Use the current day mm/dd/yy</i>)
10	Continue until all cakes have been individually wrapped and stored in the freezer



STEP THREE: STORING WRAPPED CAKES IN THE FREEZER	
1	Stack* wrapped cakes in a 12qt or 18qt Cambro (depending on freezer capacity)
2	Place the lid securely on the top of the container
3	Place a 2" Date Dot on the container in the following locations: <ul style="list-style-type: none">• Lid, if stored in a chest freezer• On the side of the container, if stored in a walk-in freezer
4	Place the container in the freezer*

*To avoid smashed or disfigured cakes, do not place or store wrapped cakes, or container on their sides in the freezer.



Leveling the Cake ◀

Prior to assembling the cake, you will need to *Level the Cake*. Leveling removes the crown from the cake center and will give you more professional finished product when the cake is sliced for guests at the party.



TO LEVEL THE CAKE

LEVELING THE CAKE	
STEP 1	Place the cake on a cardboard cake board and place on the turntable
STEP 2	While slowly rotating the turntable, move the knife back and forth across the top of the cake in a sawing motion to remove the crown.
STEP 3	Remove cake pieces as they loosen
STEP 4	Continue the process until the cake is level

Assembling the Cake ◀

Combining the Un-iced Cake and the Yogurt Flavors

MAKING THE CAKE	
STEP 1	Gather your supplies
STEP 2	Place the leveled cake into the appropriate sized cake mold
STEP 3	Grab the following supplies: <ul style="list-style-type: none">• 4" 1/3 pan and ensure it is free of water• Offset spatula
STEP 4	Put on gloves
STEP 5	Dispense your yogurt flavor into the 1/3 pan and carefully smash down as yogurt dispenses
STEP 6	Bring pan back to your work area
STEP 7	Using a spatula, fold the yogurt until creamy
STEP 8	Place the 1/3 pan into the flash freezer for 5 - 8 minutes to firm up the yogurt prior to adding to the cold mold
STEP 9	Remove the yogurt pan from the flash freezer
STEP 10	Working quickly, begin folding the yogurt into the cold mold directly on top of the sponge cake
STEP 11	Spread the yogurt evenly with an offset spatula
STEP 12	Remove air bubbles by picking up the cold mold approximately 2" off the table and dropping it back onto the table
STEP 13	If necessary, add additional yogurt to the cold mold and use the offset spatula to ensure it is evenly spread



Wrapping the Cake Prior to Flash Freezing ◀

It is important the assembled cake you place into the freezer be completely and securely wrapped in plastic wrap to avoid freezer burning and the formation of ice crystals. When wrapping the cake, be careful to avoid deforming the cake by putting too much pressure on the sides of the cold mold.

Too much pressure will produce a deformed cake.

WRAPPING THE CAKE PRIOR TO FLASH FREEZING	
STEP 1	Gather the following supplies: <ul style="list-style-type: none">• Plastic wrap• 2" Date Dot
STEP 2	Spread plastic wrap onto the top of your work space
STEP 3	Place the cold mold into the center of the plastic wrap
STEP 4	Carefully stretch the plastic wrap around the cold mold
STEP 5	Move the cold mold and pull out another sheet of plastic wrap
STEP 6	Place the cold mold onto the plastic wrap in the other direction to ensure that the mold is completely covered and sealed
STEP 7	Completely seal the cold mold and cake mixture with plastic wrap to avoid freezer burn or ice crystals forming
STEP 8	Place the wrapped cake in the center of an orange tray
STEP 9	Label the cake with a 2" <i>Date Dot</i> and include the following: <ul style="list-style-type: none">• Yogurt Flavor• Cake Flavor• Date/Time Prepared• Your Initials
STEP 10	Place the cake in the flash freezer for a minimum of 3 hours



IMPORTANT NOTE:

Flash freezing times will vary depending on the type of yogurt used in a cake.

Nonfat: Approximately 3 hour freezing time

Premium Lowfat: Approximately 4 hour freezing time

Do **not** leave cakes or novelties in the flash freezer during defrost cycle.

Preparing the Icing ◀

ICING SPECIFICATIONS	
PRODUCT	Rich's Better Crème
VENDOR	Perkins
PACKAGING	5lb tub
ITEM #	GFS/Perkins - 418691

SHELF-LIFE	
FROZEN	1 Year or Expiration Date (<i>whichever is sooner</i>)
THAWED	14 days from thaw date

EXPIRED ICING

Using expired icing will produce an inferior tasting and visual cake. Expired cake icing will have a pitted look on the finished cake.

PREPARING THE ICING



STEP 1	Take the thawed icing tub out of the walk-in
STEP 2	Scoop icing out in a 1/3 pan. This will be the frosting you will use to both <i>crumb</i> , frost and decorate the cake
STEP 3	Mix the icing gently with your spoon or offset spatula until it reaches a smooth consistency

Coloring the Icing ◀

Getting the color right makes a big difference in your cake – don't be tempted to *go big and bright*. Remember, a little color goes a long way.

COLORING THE ICING	
STEP 1	Place 1 or 2 drops of food coloring into your icing, blending well with a spatula
STEP 2	Continue adding 1 drop at a time and blending with a spatula until you achieve the shade you want

COLORING TIPS:

1. Colors intensify and darken 1-2 hours after mixing, so keep this in mind when mixing colors
2. Always mix enough of any one icing color you will need – it's difficult to match a shade of icing if you don't have enough the first time.

Removing the Cake from the Cold Mold ◀

REMOVING THE CAKE FROM THE COLD MOLD	
STEP 1	Remove the cake from the flash freezer
STEP 2	Put on plastic gloves
STEP 3	Remove the plastic wrap
STEP 4	Place cardboard cake board on the top of the cold mold
STEP 5	Flip the cold mold and cake board upside down on top of your prep table
STEP 6	Carefully remove the cold mold from the frozen cake by pulling up on all sides exposing the sponge cake on top
STEP 7	Place a fresh cake board on top of the sponge cake and carefully flip the cake. The sponge cake should be on the bottom of the cake



STEP 7	Place the cake onto the turntable
STEP 6	Slowly spin the cake and assess its readiness for icing

Preparing the Cake Prior to Icing ◀

The preparation needed prior to icing your cake is important to ensure it is leveled all around. Follow the steps below to review how to prepare your cake prior to icing.

PREPARING THE CAKE PRIOR TO ICING	
STEP 1	Remove the cake from the flash freezer
STEP 2	Put on plastic gloves
STEP 3	Remove the plastic wrap
STEP 3	Place cardboard cake board on the rotating cake stand
STEP 4	Place cake in the center of the cake board
STEP 5	Level any area(s)

Crumbing the Cake ◀

At times you need to prep the cake with a thin layer of icing around so that the final layer of frosting can be crumb and yogurt free.

CRUMBING THE CAKE	
STEP 1	Using your white plastic icing spatula, grab a large amount of icing and place it on the top of the cake
STEP 2	While spinning the cake stand, spread the icing across the top, pushing the excess icing down onto the sides of the cake. Build up enough icing in front of the spatula to prevent touching the yogurt.
STEP 3	Ice the sides of the cake a section at a time
STEP 4	When the sides are covered, hold the spatula against the side, slowly spinning the turntable without lifting the spatula from the cake's surface.
STEP 5	Return excess icing to the bowl
STEP 6	Smooth the top of the cake in the same manner, moving the spatula along the top
STEP 7	Pick up the cake board & cake and place on the orange plastic tray
STEP 8	Place the tray in the flash freezer for a minimum of 15 minutes or until the base coat is firm



Icing the Cake with a Spatula ◀

ICING THE CAKE WITH A SPATULA	
STEP 1	Collect supplies
STEP 2	Remove the cake from the flash freezer
STEP 3	Put on plastic gloves
STEP 4	Using your white plastic icing spatula, grab a large amount of icing and place it on the top of the cake
STEP 5	Spread the icing across the top, pushing the excess icing down onto the sides of the cake. Build up enough icing in front of the spatula to prevent touching or pulling up yogurt
STEP 6	Ice the sides of the cake a section at a time.
STEP 7	When the sides are covered, hold the spatula against the side, slowly spinning the turntable without lifting the spatula from the cake's surface
STEP 8	Return excess icing to the bowl
STEP 9	Smooth the top of the cake in the same manner, moving the spatula across the top
STEP 10	When you are happy with the smoothness of the icing, transfer the cake to an orange tray and place in the flash freezer for a minimum of 15 minutes prior to decorating

Using a Piping Bag to Ice the Cake ◀

PIPING ON THE ICING	
STEP 1	Fill a pastry bag about 2/3 full of Rich's Bettercreme icing
STEP 2	Fold the corners over and roll the bag down to the icing
STEP 3	With one hand, grip the bag near the roll above the frosting
STEP 4	Apply pressure with the palm of your hand, forcing frosting towards the tip
STEP 5	Use your other hand to guide the tip of the bag
STEP 6	Pipe icing in straight lines across the top of the cake until the top is covered
STEP 7	Pipe icing around the sides of the cake until complete covered
STEP 8	Once the cake is completely covered, use an offset spatula to smooth out icing and fill in any holes
STEP 9	Transfer the cake onto an orange tray and place in the flash freezer for a minimum of 15 minutes prior to decorating



Preparing the Pastry Bag ◀

It is almost time to decorate – time to prepare your bag with the right tip and fill it with icing. The type of bag you choose for decorating depends on the way you want to use them. If you want to use a bag one time only and throw it away, go with a convenient plastic bag. Otherwise use a regular pastry bag with a coupler and a tip.

Using a coupler allows you to easily change your tip several times throughout the decorating process.

PREPARING THE PASTRY BAG	
STEP 1	Put on gloves
STEP 2	Remove the ring from the coupler base
STEP 3	Drop the coupler base, narrow end first, into the bag and push it down as far as you can
STEP 4	Mark a spot outside of the bag, $\frac{1}{4}$ inch below the bottom screw thread (<i>closest to tip</i>)
STEP 5	Push the base up into the bag so you can cut an opening at the mark
STEP 6	Push the base down through the opening. One thread should be showing. Place a decorating tip over the part of the base which extends from the bag
STEP 7	Put the coupler ring over the tip and twist it on, locking the tip in place



Filling the Pastry Bag ◀

Now you are ready to fill the bag.

FILLING THE PASTRY BAG	
STEP 1	Put on gloves
STEP 2	While holding the bag with one hand, fold down the top approximately $\frac{2}{3}$ of the way to form a generous cuff over your hand
STEP 3	With an offset spatula fill the bag now more than $\frac{1}{2}$ full of icing. To avoid having the icing squeeze out the other end, be sure not to overfill the bag



STEP 4	Remove icing from the spatula by squeezing the bag with your thumb and fingers against the spatula and pulling the spatula out
STEP 5	Close the bag by unfolding the cuff and twisting the bag closed
STEP 6	“Burp” the bag to release any trapped air, by squeezing some icing out of the tip into your icing bowl just before decorating



TIP:
Remember to “Burp” your bag after each refilling

Metal Decorating Tips ◀

All decorating begins with tips. Keep your tips organized in a carrying case or tool box. Wash + Rinse + Sanitize + Dry all of your decorating tips to prevent them from rusting.

Rusted decorating tips should be discarded immediately.

The basic tips you will use include:

TIP SIZE	TIP NAME	HOW THIS TIP IS USED
2,3,4,5,7,12	Round Tips	Dots, Outlines, Printing and Writing
16, 18, 21, 32	Star Tips	Stars, Pull-Out Stars, Star Fill-in, Rosettes and Zigzags

As you get more advanced, you will use these additional tips:

TIP SIZE	TIP NAME	HOW THIS TIP IS USED
104	Petal Tips	Bows, Flower Petals, Ruffles
129, 225	Drop Flower Tips	Swirl Drop Flowers
67,352	Leaf Tips	Leaves



Keys to Effective Decorating ◀

Before you begin decorating, it is important to keep in mind that any decoration you make will be affected by the following 3 key elements:

1. Icing Consistency
2. Pressure Control
3. Bag Position

ICING CONSISTENCY

The texture of your icing determines what kind of decorations you will be able to make.

Medium Icing is used for most decorations including:

- Dots
- Stars
- Rosettes
- Borders

Thin Icing is primarily used for writing and for frosting the cake

PRESSURE CONTROL

Knowing how hard to squeeze and when to relax your grip on the bag is essential to perfectly-formed decorations and will take practice.

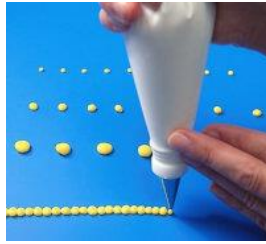
Your goal – learn to apply pressure so consistently that you can move the bag in an easy glide while just the right amount of icing flows through the tip. Again, this will happen with practice.

BAG POSITION

By position, we are talking about holding your bag at the correct angle and direction. Angle is the position of the bag relative to the work surface.

The two basic angles are:

- 90° - Straight up and down (*see picture*)



- 45° - Halfway between vertical and horizontal (*see picture*)



DIRECTION

Direction is where the back of the bag is pointed as you decorate. Think of the back of the bag as the hour hand of a clock.

If instructions say to hold the bag at **6:00**, hold the back of the bag toward you. For **3:00**, hold the back toward the right, for **9:00** toward your left.

DIRECTION OF THE PASTRY BAG	
6:00	Hold the back of the bag toward you
3:00	Hold the back of the bag to the right
9:00	Hold the back of the bag to the left

NOTE:

Lefties should hold the bag in the reverse direction stated above



Decorating the Cake ◀

Decorating the cake will take practice and a number of oops. Do not get frustrated. As stated earlier in this section, practice makes perfect. We will use the basic decorating techniques and metal tips to decorate your cakes. Feel free to use more advanced decorations as you become more comfortable. The more creative and fun the design, the more cakes you will sell.

We will use the following 2 basic tips to decorate our cake:

- Stars
- Round

Star Tip Decorating ◀

Star Tips allow you to use the following patterns and designs:

- Zigzag
- Rosettes
- Stars

Putting a Zigzag Border on the Cake Board ◀

The easy up and down motion makes zigzags a fast easy way to fill in the cake board surrounding your cake. Use a zigzag pattern to cover the entire side of a customized cake.

PUTTING A ZIGZAG BORDER AROUND THE BASE OF THE CAKE	
STEP 1	Practice with small tip (16), using medium consistency icing. Hold the bag at 45°, with the back at 3:00 and tip lightly touching the surface of the cake board.
STEP 2	Steadily squeeze and move your hand in a tight up and down motion
STEP 3	Continue piping up and down with steady pressure and pull tip away
STEP 3	Slowly spin the turntable while continuing to create the pattern
STEP 4	Continue the process until you reach the place where you began the pattern



Simple Zigzag Pattern

Creating Rosettes ◀

Rosettes are ideal candleholders and as a border along the top of your cake. They also look great finished with a center star or dot.

CREATING ROSETTES	
STEP 1	Attach a #16 Star Tip to your pastry bag
STEP 2	Hold bag at a 90° angle with tip slightly above the surface
STEP 3	Squeeze out icing to form a star and, without releasing pressure, move the tip in a tight complete rotation, starting at 9:00, moving to 12:00, then to 3:00 and 6:00 and ending back at 9:00
STEP 4	Stop pressure and lift tip away



Creating Stars ◀

Stars are the #1 most popular decorations for kid's birthday cakes.

CREATING STARS	
STEP 1	Attach a #16 Star Tip to your pastry bag
STEP 2	Hold bag at a 90° angle with tip between 1/8 and 1/4 inch above the surface, while using your other hand to hold the tip steady
STEP 3	Squeeze the bag to form a star.
STEP 4	Stop squeezing the bag completely before you lift the tip from the star
STEP 5	Lift the tip up and pull away from your piped star



HELPFUL STAR TIP:

Increasing or decreasing the pressure you squeeze the bag changes the size of the star. Practice a few stars on the surface of your stainless prep table

Round Tip Decorating ◀

Round Tips allow you to use the following patterns and designs:

- Dots
- Outlines
- Printing & Cursive Writing

Creating Dots ◀

These easy decorations show up all the time – as confetti, facial features, buttons and more. If you can pipe a dot, you can make a ball. Just hold the tip in the icing as you squeeze to build up.

CREATING DOTS	
STEP 1	Attach a #3 Round Tip to your pastry bag
STEP 2	Hold bag at a 90° angle with the tip slightly above the surface
STEP 3	Squeeze the bag and keep the point of tip in the icing until dot is the size you want
STEP 4	Stop squeezing the bag completely before you lift the tip from the dot
STEP 5	Lift the tip up and pull away from your piped dot



Creating Outlines ◀

Designs are often outlined first, then piped in with stars or zigzags. The concept is like filling in the lines in a coloring book. Outlines are used in facial features, too.

CREATING OUTLINES	
STEP 1	Attach a #3 round tip, using thin consistency icing.
STEP 2	Hold the back at 45° with back of the bag at 3:00 and the tip slightly above the surface
STEP 3	Touch tip to surface. Raise the tip slightly and continue to squeeze
STEP 4	Icing will flow out of the tip while you direct it along the surface
STEP 5	To end, stop squeezing, touch tip to surface and pull away

Adding Sprinkles to the Sides of the Cake ◀

There are times a guest would like to decorate the sides of the cake. We offer this service for a nominal additional charge.

ADDING SPRINKLES TO THE SIDES OF THE CAKE	
STEP 1	Pour sprinkles into a bowl
STEP 1	Remove the cake from the flash freezer
STEP 2	Put on plastic gloves
STEP 3	Frost the top and the sides of the cake as normal
STEP 4	Pick up the cake and hold it over the bowl of sprinkles
	Tilt the cake slightly so that the excess sprinkles fall back into the bowl
STEP 4	With your other hand, pick up a handful of sprinkles and carefully pat them onto the sides of the cake
STEP 5	Rotate the cake and pat more sprinkles all around the cake until all sides are covered
TIP	To keep the sprinkles looking clean and professional, avoid getting frosting on your hands during the application process

Personalizing the Cake ◀

Messages are a must on birthday cakes and are a great way to increase the ticket price of the cake. We suggest adding a \$2.50 message charge onto the price of the cake (*see adding buttons into Micros*).



Messages are easier to place on a cake when you first pattern or imprint the message into the icing.

Practice with **Tip 3**, using thin consistency icing. Hold the bag at 45°, with back at 3:00 and the tip slightly touching the surface.

You may pipe letters freehand, pipe over a pattern traced with a toothpick, or pipe after imprinting letters with a pattern press or cookie cutters. If you are using a pattern press or cookie cutters, place cake in flash freezer for a minimum of 15 minutes so the icing firms slightly, then imprint the message.

TO PRINT

Using a steady, even pressure, squeeze out a straight line, lifting the tip off the surface to let icing string drop.

TIP:

To prevent trails from forming, be careful to stop squeezing before you touch tip to surface and pull away.

Be sure the end of the tip is clean before you go on to another line.

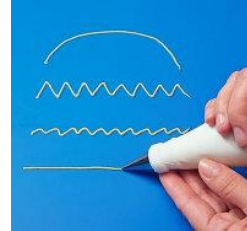
FOR CURSIVE WRITING

Steadily squeeze, gliding along the surface in a smooth, continuous motion. Remember to keep your wrist straight, moving your entire forearm in a single unit. Use your arm, not your fingers, to form each line, letter or word.

After you begin to master the curves and swings of the letters, lift the tip up slightly as you write. You'll find you have more control if you let the icing draw out slightly over the surface as you write.

BEST PRACTICE:

Practice your writing skills on the surface of your stainless steel prep table. Cleanup is easy using your scraper and a sanitized cloth.



Adding Toppers to the Cake ◀

Adding fun Toppers or Store bought toppers is a great way to add pizzazz to a cake and also boost your ticket.

We have sourced a few reputable online party and cake decorating stores you can purchase and resell to your cake customers.

These online stores include:

www.thepartyworks.com

www.newyorkcake.com

www.decopac.com

When reaching out, it is important you only use Orthodox Union Certified products.



Fro-Yo Saucers ◀

One of our popular novelties is the Fro-Yo Saucers. The saucers are prepared fresh in-house by one of your trained novelty specialists. The two varieties of the saucers are:

- WhipUp! Saucers
- Signature Saucers

WhipUp! Saucers

Our WhipUp! Saucers are made by folding the toppings into the mixture so every bite is filled with a surprise. Some of our favorite WhipUp! Saucers include:

- Choco Chocolate Chip
- Peanut Butter & Jelly
- Mounds
- Banana Split
- Mixed Berry Explosion
- Cookie Dough Delite
- Double Strawberry

Our WhipUp! Saucer Recipes

CHOCO CHOCOLATE CHIP	
Quantity	Ingredient
21 oz	Chocolate Love Affair
8 oz	Chocolate Chips
2 each	Chocolate Wafers

PB & J	
Quantity	Ingredient
21 oz	Peanut Butter Confession
4 oz	Chopped Peanuts
3 oz	Raspberry Sauce
2 each	Chocolate Wafers



MOUNDS	
Quantity	Ingredient
10 oz	Coconut Castaway
11 oz	Chocolate Love Affair
4 oz	Shredded Coconut
2 each	Chocolate Wafers

BANANA SPLIT	
Quantity	Ingredient
21 oz	Island Banana
4 oz	Chopped Strawberries
4 oz	Maraschino Cherries
2 oz	Dark Chocolate Sauce
2 scoops	Diced Pineapple
2 each	Chocolate Wafers

MIXED BERRY EXPLOSION	
Quantity	Ingredient
21 oz	Tahitian Vanilla
4 oz	Strawberries
3 oz	Blueberries
4 each	Blackberries
2 each	Chocolate Wafers

COOKIE DOUGH DELITE	
Quantity	Ingredient
21 oz	Birthday Cake
8 oz	Cookie Dough Bites
2 each	Chocolate Wafers

DOUBLE STRAWBERRY	
Quantity	Ingredient
21 oz	Strawberry Fields
8 oz	Chopped Strawberries
2 each	Chocolate Wafers

Signature Saucers

Our Signature Saucers aren't so *plain*. We make these using some of our popular handles including:

- Chocolate Love Affair
- Birthday Cake
- Vanilla Sky
- Cookies & Cream



- Dulce de Leche

Shelf-Life of the Saucers

SHELF-LIFE OF SAUCERS	
All Saucers	30 Days in Display Freezer

SUPPLIES NEEDED	
1/3 rd 4" Pan	Cold Mold
Metal Spatula	Plastic Spatula
Plastic Wrap	Clear Plastic Saucer Container
Flavor Label	Date Label

Preparing Saucers

- Step 1:** Choose your recipe
- Step 2:** Put on gloves
- Step 3:** Add yogurt flavor(s)
- Step 3:** Add all toppings to the yogurt (*if applicable*)
- Step 4:** Fold everything together using a metal spatula. Mix until smooth.
- Step 5:** Spread mixture evenly into dry cold mold until each disc is filled
- Step 6:** Tap the cold mold on the table to remove any air bubbles.
- Step 7:** Using your spatula, fill in any holes in the yogurt discs
- Step 8:** Wrap the cold mold securely with plastic wrap to avoid ice crystals from forming
- Step 9:** Place the cold mold in the flash freezer for 3 hours
- Step 10:** Remove the cold mold from the flash freezer
- Step 11:** Put on gloves
- Step 12:** Remove the clear plastic wrap



- Step 13:** Carefully remove the frozen yogurt disc from the cold mold
- Step 14:** Place the disc onto a chocolate wafer
- Step 15:** Sandwich together the 2 wafers
- Step 16:** Place the FroYo saucer into a clear container
- Step 17:** Continue until the container is full
- Step 18:** Secure the container and affix the appropriate label
- Step 19:** Place the labeled container in the display freezer



Mega Mix Take Home Containers ◀

We offer pre-packaged containers as a convenience for our guests. These packages are pre-swirled and stored in our grab & go freezer along with the WhipUp! saucers and cakes.

SUPPLIES NEEDED	
Lids	32oz Mega Mix Cups
Flavor Label	Date Gun
Date Sticker	Orange Tray
POS Scale	

WEIGHT AND SHELF LIFE	
Weight	23oz – 28oz
Shelf-Life with White Novelty Lid	90 Days
Shelf-Life with Clear Lid	30 Days

Date Coding to Ensure Freshness

We Date Code all of our frozen novelties to ensure that we only serve fresh, quality products. Mega Mix containers left to sit inside of our freezers for too long develop ice crystals and can begin to taste freezer burned.

It is important to Date Code each item appropriately. We date code using a system of **Day/Year/Month (xx/xx/xx)**. **We use the date the Mega Mix was created.**

Using a Date Marking Gun, create a date label and affix to the bottom of the Mega Mix Container.

DATE CODING EXAMPLES	
March 16, 2012	161203
July 17, 2013	171307
December 3, 2013	031312

Mega Mix containers are created at the end of each night as the store is preparing to empty the hoppers of the machines which will be cleaned in the morning. If the store team is effectively managing the yogurt levels in each hopper, then there shouldn't be more than 3 containers per hopper of each flavor.



To fill the containers:

- Step 1: Collect the following supplies:
- Mega Mix containers
 - Orange tray
 - Lid
 - Printed flavor label
 - Date marking gun
- Step 2: Begin dispensing frozen dessert into the Mega Mix container. *(Do not put the machine on WASH prior to dispensing)*
- Step 3: Once the volume of frozen dessert reaches $\frac{3}{4}$ full, stop dispensing and tap the container 3 times on the metal drip tray to settle the product
- Step 4: Continue filling the container until it reaches $\frac{3}{4}$ full again
- Step 5: Stop dispensing and tap the container 3 times on the metal drip tray to settle the product
- Step 6: Continue filling to the rim of the container
- Step 6: Weigh the container on the POS scale. The container should weigh between 23oz and 28oz. Continue filling until the container weighs a minimum of 23oz.
- Step 7: Place a lid on the top of the container and set aside.
- Step 8: Continue filling containers until you have exhausted the hopper and the barrel
- Step 9: Place the appropriate flavor sticker on the front of the container as shown in the picture
- Step 10: Place a coded date sticker on the bottom with the current date using the appropriate **date coding day/year/month**
- Step 11: Place the container upside down on an orange tray and store inside of the flash freezer overnight



Step 12: In the morning, remove the prepared containers from the flash freezer, place the appropriate label and stock them in the display freezer located in the café





Ensuring Proper Temperature of the Whipped Cream

Whipped Cream served within the temperature danger zone has the potential to make people sick. We must ensure that we always serve safe products. We use a date dot system to ensure that the whipped cream remains at the proper temperature.

1. After filling and charging the iSi Whip Canister, affix a date dot to the bottom of the canister
2. The date dot should include the following information:
 - a. Date
 - b. Time Prepared
 - c. Expiration Time (*4 hours later*)
 - d. Initials of the person preparing



Filling & Charging the iSi Whip Canister

Review the steps below for filling and charging the iSi Whip Canister. Once you have reviewed the steps, find your manager or trainer and ask them to show you how to prepare one.

16 HANDLES WHIPPED CREAM RECIPE	
QTY	INGREDIENT
1 qt	Chilled Heavy Whipping Cream
2oz/10 Pumps	Monin Vanilla Syrup
QTY	SUPPLIES
1	iSi Thermo Xpress Whipped Cream Canister (<i>minimum of 3 hours in the walk-in</i>)
2	Whippet Chargers
INSTRUCTIONS	
<ul style="list-style-type: none"> • Add 2oz/10 pumps of Monin Vanilla Syrup to the bottom of a pre-chilled whipped cream canister • Pour in 1qt of Chilled Heavy Whipped Cream • Place the wand inside the canister • Securely screw on the cap • Place a charger inside of the holder and screw into position • Shake the canister vigorously, a minimum of 10x to mix the gas with the product • Remove the whip it charger and insert a 2nd charger • Shake the canister vigorously, a minimum of 10x to mix the gas with the product • Dispense a small amount of whip cream to ensure the right consistency • Store the canister in the walk-in until ready to use • Once removed from the walk-in, place a day dot on the bottom with the date, time prepared, expiration time and initials 	
STANDARD	
On The Topping Bar Counter	4 hours
Stored in the Walk-in (<i>liquid – not charged</i>)	8 hours
Discard any leftover whipped cream at the end of the day. Do NOT save leftover whipped cream to use the next day.	



Keeping the Whipped Cream Canister Free of Bacteria

The iSi Thermo Xpress Whipped Cream Canister comes with a removable decorator tip and adaptor for quick, hygienic cleaning at any time. Throughout the day it is important to ensure the tip and stem remain clean and free from milk buildup which causes bacteria to grow. We do this by using the **wash + rinse + sanitize** process every 4 hours.

To do this, simply:



STEP ONE:

- Put on a pair of gloves and carefully remove the stem from the canister head

STEP TWO:

- Take the tip and stem to the 3 compartment sink and wash + rinse + sanitize

STEP THREE:

- Using gloves attach the tip and stem back onto the canister head





Cleaning the iSi Whip Canister (at closing)

All parts must be disassembled and washed, rinsed, and sanitized at the three compartment sink

STEP ONE:

- Remove nozzle and tip

STEP TWO:

- Remove the screw head

STEP THREE:

- Remove the riser tube and bottle gasket

Use the bottle brush to properly clean all interior parts



Inventory Management

The success of your 16 Handles store depends, in large part, on your ability to provide guests with all of the menu items you offer on any given day. This means you must consistently maintain inventory levels of food items to meet demand.

But quantity is not the only factor in inventory management. The menu selections you offer your guests must also be fresh. So while you must maintain inventory levels to meet guest demand, you should not overload your storage area and increase the chance of food spoilage.

Using Approved Suppliers ◀

16 Handles has established a list of approved suppliers of food items for 16 Handles stores. The relationships the Franchisor has built with established suppliers will ensure you receive only quality products that meet the Franchisor's standards and any special pricing provided as a result of those relationships.

Requesting to Use Other Suppliers ◀

You may purchase products and supplies from reputable, dependable sources other than those approved by 16 Handles, provided you obtain the Franchisor's prior written consent. This consent will be given as long as the products or supplies conform to the Franchisor's standards and specifications for appearance, quality, uniformity, and taste (where applicable).

If you wish to change a supplier, you must submit a written request to the corporate office (see Figure D.12 – Vendor Approval Form). The Franchisor will review your request and may, at your expense, require that samples be sent to the corporate office or a designated independent testing facility prior to approving the supplier. You will then be notified in writing whether or not the supplier is approved.



For some suppliers such as Perkins, you may have to set up a key system where the supplier will drop off deliveries to your store in the middle of the night. If this is the case, the delivery person should have a separate set of keys and a separate security code to the alarm system.

Approved Vendor List

Vendor	Contact Info.	Description
GFS/Perkins	800-733-5718	Cups and spoons Toppings and supplies Yogurt Lychee Mochi
Mount Pleasant	914-423-0099/ 800-733-5718	Yogurt
CJ Dannemiller	1-800-624-8671	Toppings
Nassau Candy	516-433-7100	Toppings
Taylor	800-633-1157	Plastic blades for yogurt machine, rings, spare parts, lube

*Contact your Franchise Business Consultant for specific information on the ordering of produce and anything else not listed



Figure D.12 – Vendor Approval Form



VENDOR APPROVAL FORM

Date: _____

Franchisee Name: _____

Location: _____

I propose the addition of the vendor described below on the List of Approved Suppliers:

Supplier Name: _____

Address: _____

Contact Name: _____ Contact Phone Number: _____

Product(s) Supplied/Service(s) Provided:

Ordering Procedures ◀

Your ordering schedule must enable you to maintain quality while meeting demand. However, remember that your ordering schedule will also depend on your suppliers' delivery schedules. Determine when you need products to arrive at your store, and then order accordingly. Typically you should order dry toppings once a week and yogurt and fruit twice a week during the off season and five times a week during the peak season.

ORDER FREQUENCY - WINTER	
Dry Toppings/Paper Products	Once a week
Yogurt	1 – 2 times per week
Fruit	3 - 4 times per week

ORDER FREQUENCY – SPRING/SUMMER	
Dry Toppings/Paper Products	2 times per week
Yogurt	2 - 3 times per week
Fruit	5 times per week



Prior to ordering, you must determine the quantity to order by comparing the quantity on hand to the established par level. (Your Franchisor will work with you to establish par levels that will be most effective for your store.) While you are performing this count, if you come across any food items that do not meet 16 Handles standards for quality, color, or smell, make sure the food is properly disposed of. You might consider keeping a log of these items to help you gauge the effectiveness of your inventory ordering schedules.

Once you have determined your inventory needs, you are ready to place your inventory orders.

*Ordering
guidelines:*

1. Using the numbers obtained from the on-hand inventory count to par comparisons of each inventory item, call or complete an order form for the applicable supplier.
2. Consider your needs carefully, taking into account any circumstances that may cause your demand to rise or fall (e.g., holiday season, special promotion, weather, etc.).
3. When indicating quantities, be sure you know what the case and pack size is for the items you are ordering.
4. Suppliers will have various methods for accepting orders from guests, so follow your suppliers' preferred methods for placing orders.



Receiving Procedures ◀

The Franchisor recommends the following guidelines for receiving orders from suppliers:

*Receiving
guidelines:*

1. Accept only one delivery at a time.
2. Don't allow vendors to park in guest parking spaces.
3. Only accept deliveries during non-peak hours (11AM to 4PM).
4. The MOD should check in all deliveries in a neutral area inside your store to eliminate the temptation for foul play after an order has been checked in.
5. First check the invoice to make sure all copies are the same.
6. Count all products delivered and compare the count to what was ordered.
7. Place a check mark (✓) next to each item to confirm receipt
8. Inspect all boxes and check quality. Are frozen items still frozen? Are refrigerated items cool to the touch? Are fruits in serviceable condition?
9. If there are any discrepancies between actual counts and what the invoice shows was ordered, adjust the invoice to reflect what was actually received.
10. Sign the invoice after you have checked to make sure all products have been delivered. If you are not satisfied, don't sign the invoice.
11. If any product is being returned, circle the items on the invoice and initial them.
12. After the vendor has left, see to it that the delivery of anything perishable is properly put away immediately. Frozen product should not be thawed at room temperature.
13. Place the invoice in the invoice folder to be entered by the MOD into the weekly accounting file or by the bookkeeper.



Dry Goods Deliveries ◀

Upon delivery of toppings boxes:

- 1) Check to make sure there are no damaged boxes
- 2) Mark each box with the **Delivery Date** and **Name** of the topping
- 3) Check the item off of the invoice to

Yogurt Deliveries ◀

Yogurt is delivered in boxes usually with six (6) half gallon cartons. Some boxes contain four (4) one gallon containers. Upon delivery of yogurt boxes:

- 1) Check to make sure there are no damaged boxes. Return any damaged boxes
- 2) Date each box with the *month/day/year* of the day received

Yogurt, in a frozen state, has a shelf life of 1 year.

Inventory Rotation ◀

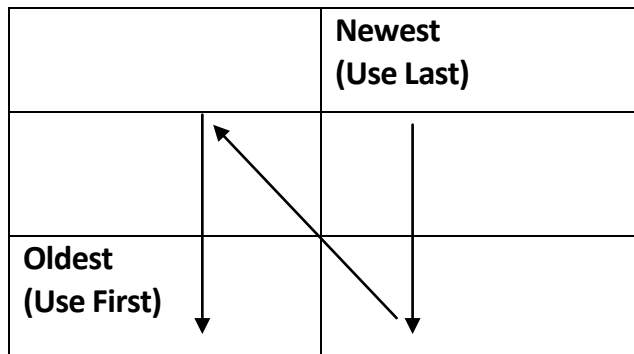
To reduce the chance for spoilage, the Franchisor recommends the FIFO rule for inventory rotation.

First
In
First
Out

FIFO is the process for ensuring older product is used before the newer product.



When restocking products, it is important to ensure proper rotation. To do this, move the containers so that the newest containers are placed in the back right corner. The arrows in the diagram below indicate how the containers should be rotated.



Remember! Use FIFO when choosing a topping, yogurt or fruit.

Store the newest box at the bottom and back. The oldest should be on top and in front

Dry Topping Storage ◀

When storing dry toppings, stock the newest box at the bottom and back. The oldest should be on top and in front.

Example of Dry Toppings Storage

If you are looking at the toppings boxes from a side view, it should look like:

FRONT	Oldest (1/1/10)	2nd Oldest (1/8/10)	3rd Oldest (1/15/10)	BACK
	4th Oldest (1/22/10)	5th Oldest (1/29/10)	Newest (2/5/10)	



When using a new toppings box to refill the pantry:

Note: There should be NO UNSEALED/OPEN BOXES in the dry storage area

Yogurt Stored in a Chest Freezer ◀

Yogurt boxes are heavy and difficult to move around. Therefore storing yogurt in an organized manner creates a more efficient and easier system that makes everyone's life easier.

At 16 Handles, we use a naming and numbering system to organize our yogurt boxes:
FLAVOR NAME/# OF THAT FLAVOR IN A ROW



Follow these steps:

- 1) Mark each box with the flavor name
- 2) Mark each box with the number of boxes of that particular flavor that is stored in one row. For example, if two Euro Tarts are stored in one row, mark the box with “Euro Tart 2”. The 2 indicates that the box behind the front box is also a Euro Tart
- 3) If different flavors are stored in one row, indicate the flavor names on the front box with the number of those flavors next to the name. The name on top should be the front box and the name below should be the flavor behind the first box. An example is below

Yogurt Box Naming and Numbering System Example #1



- “Euro Tart 1” indicates the box’s contents are Euro Tart
- “Peanut Butter 1” indicates the box behind the Euro Tart is Peanut Butter

Yogurt Box Naming and Numbering System Example #2

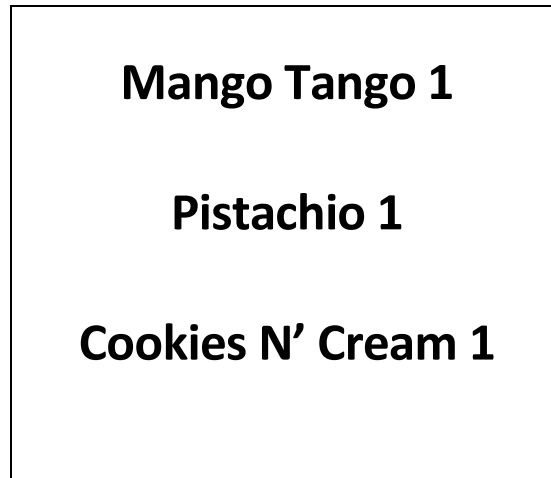


- “Mango Tango 1” indicates the box’s contents are Mango Tango
- “Pistachio 2” indicates there are 2 Pistachios behind the Mango Tango box

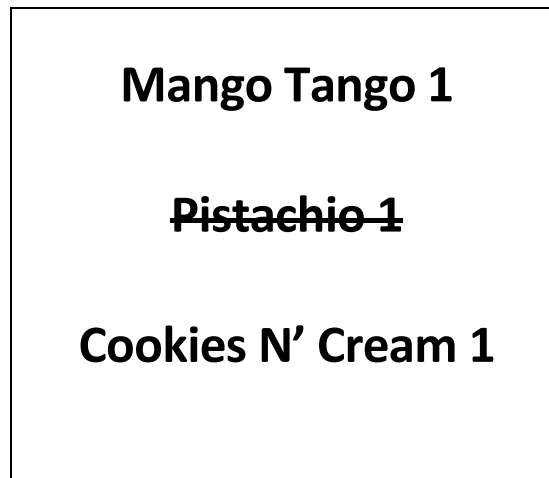


When removing yogurt boxes, continue to use the same naming and numbering system. For example, if the boxes are set up as below...

Yogurt Box Naming and Numbering System Example #3



and you remove the Pistachio box behind the Mango Tango, cross out the Pistachio name. The Mango Tango box should look like...





Yogurt Stored in Walk-In Coolers ◀

The yogurt arrives frozen from the supplier. In order to thaw (or melt) the yogurt, store the cartons in coolers. The yogurt takes about 2-3 days to thaw. The coolers should be kept between 34° F - 40°F.

Once placed in a cooler, yogurt has shelf life based on the chart on page D-103. In order for us to keep track of the expiration dates, we use DATE STICKERS to track each yogurt carton's storage life. The date stickers should look like the below and should be placed on the same side as the yogurt flavor name on the carton:

<p>3/12/YY</p> <p>3/28/YY</p>

The first date indicates the day the yogurt was put into the freezer. The date below it indicates the expiration date. All yogurt containers must be dated.



The chart below illustrates how yogurt containers should be stored in the coolers.

1 is oldest (expiring first) 12 is newest

Example (sticker dates)

Back of Cooler		Back of Cooler	
6	12	11/4 11/18	11/10 11/24
5	11	11/4 11/18	11/7 11/21
4	10	11/4 11/18	11/7 11/21
3	9	11/1 11/15	11/7 11/21
2	8	11/1 11/15	11/7 11/21
1	7	11/1 11/15	11/4 11/18
Front of Cooler		Front of Cooler	

Physical Inventory Counts ◀

The Franchisor recommends that you count fruit inventory daily and all other inventory once or twice a week. Fruit inventory should be accomplished at close in order to determine the standard usage. All other inventory should be counted at the same time during each week.

There are two types of inventory variation: overage and shortage.

Shortages can erode your profitability over time. Controlling inventory shortage is a common challenge in any store. Be aware that inventory shortage can be the result of vendor theft, employee errors, employee theft, and inaccurate record keeping.

An overage generally means errors have been made in recording levels of inventory. If an overage exists, it is more difficult to determine if someone is stealing from you.

To successfully operate your store, you must continually monitor your inventory and keep inventory variations to a minimum. To successfully track the inventory, utilize the **Weekly Accounting** program provided by the Franchisor.



Shelf Life ◀

Fruit that requires cutting/peeling should be prepped and stored in the cold topping cooler for no more than 24 Hours.

BOH Inventory Layout/Maintenance ◀

Though all stores and storage areas are not built the same, there are some general recommended guidelines for organizing your dry storage, paper and cleaning supplies, walk-ins and freezers. Generally, it is best and easiest to follow a sheet-to-shelf procedure when stocking inventory. This means that inventory is stocked in the same order it appears on the order guide. These layouts follow the GFS/Perkins Order Guide, stocking top to bottom, and will help you manage your inventory properly. If you have to consolidate your inventory, try to keep items in guide order.

- If you do not have enough metro shelving for a separate cleaning area, be sure to store cleaning supplies on the bottom shelves in your dry storage area, preferably with paper/plastic goods.



16 Handles Micro Site ◀

In an effort to keep your guests up to date on flavors, in-store events and hours of operation, you have access to your own store micro-site.

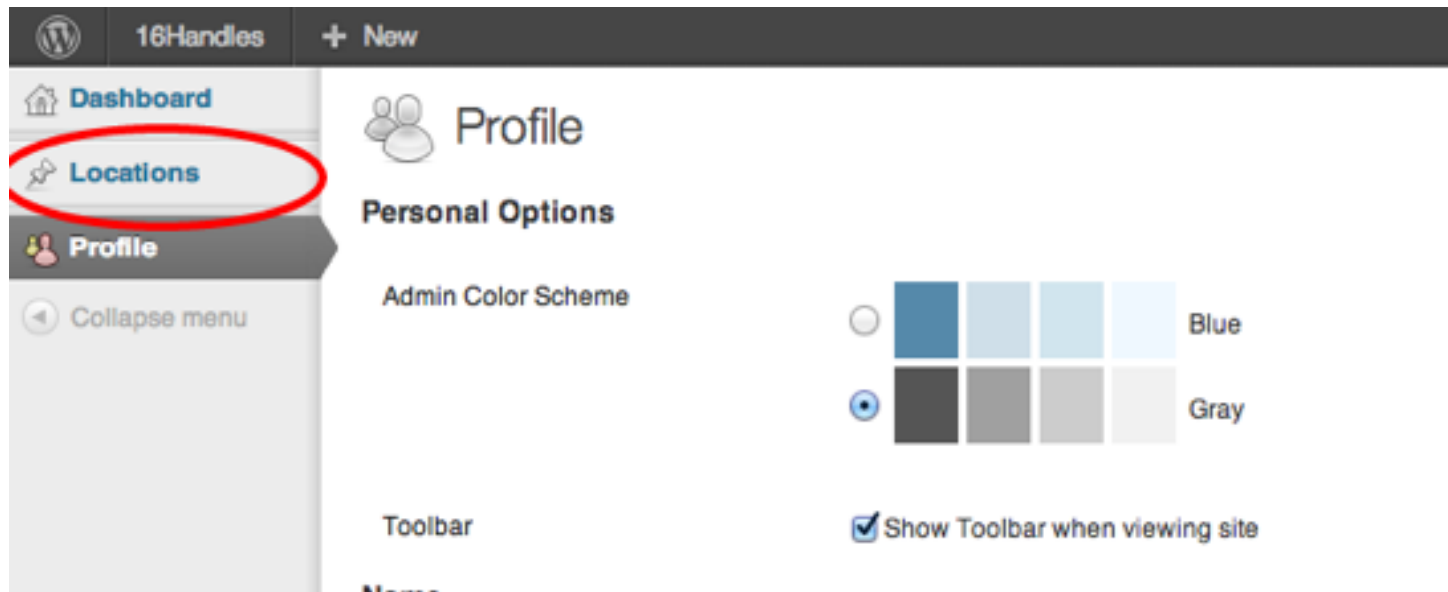
To access the site use the following address:

www.16handles.com/admin

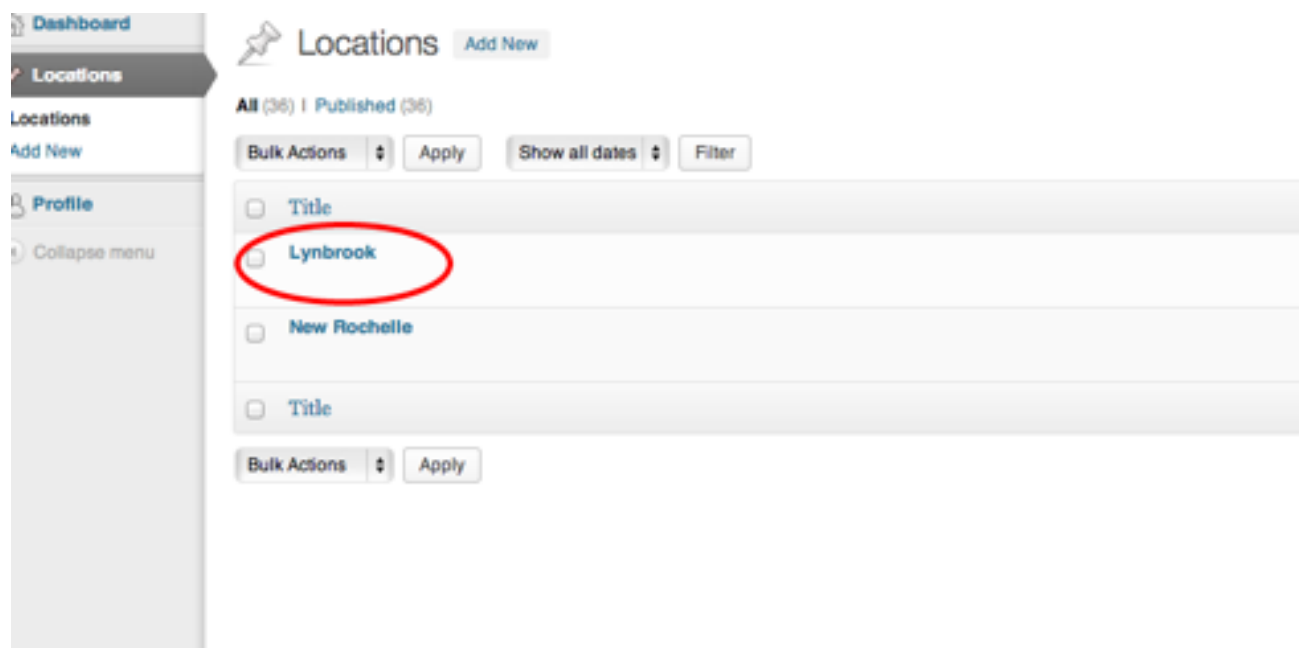
The 16 Handles corporate office will provide a user name and password for you to log in and edit your location. Use the following instructions to update your store information:



Find your locations:
Click here



Edit a location:
Click here





Edit location name:

The screenshot shows a web application interface for editing a location. On the left is a sidebar menu with 'Dashboard', 'Locations', and 'Profile'. The 'Locations' section is active, showing 'Lynbrook' as the selected location, which is circled in red. The main content area is titled 'Edit Location' and includes an 'Add New' button. Below the title, the location name 'Lynbrook' is displayed and circled in red. A URL bar shows the location's ID. There are 'Edit' and 'View' buttons. A link to view the toppings template is provided. The 'Address' field is required and includes a search box. Below the search box, the address '27 Atlantic Avenue Lynbrook, NY 11563' and coordinates '40.8563136, -73.6715537' are shown. A map of Lynbrook, NY, is displayed with a red pin at the location. At the bottom, the 'Location Name' field is circled in red and contains the text 'Lynbrook'.



To access the toppings template:

Click here.

Dashboard

Locations

Locations

Add New

Profile

Collapse menu

Edit Location Add New

Lynbrook

Permalink: <http://16handles.bajibot.com/locations/lynbrook>

To view the toppings template [click here](#)

Edit where your location shows up on google maps:

All you need to do is enter the address, google map will pin-point it automatically.

Address *
Use this field for defining map coordinates

Search for a location

27 Atlantic Avenue Lynbrook, NY 11563

40.6563136,-73.6715537

Map Satellite Merrick R.



Edit the store info:

Update these fields.

Address street *
example: 325 Amsterdam Ave

27 Atlantic Avenue

City *
example: Manhattan, NY 10023

Lynbrook, NY 11563

Phone *
example: (646) 861-1281

516-341-7242

Edit the store features:

If the store offers cakes and/or party room, make sure to have the “show confirm text?” checked as well. As this adds a disclaimer text on the site.

Features

- party room
- cakes
- delivery
- show to confirm text?



Edit email address:

Update this field.

Email *

lynbrook@16handles.com

Edit opening hours:

Update this field.

Store Hours

Sun-Thurs 12:00pm - 10:00pm Fri 12:00pm - 11:00pm Sat Fri 12:00pm - 11:30pm

Edit events/promotions:

Update this field.

Events / Promotions



Edit zipcode & state for the search results

These fields MUST be entered (again) for search confirmation.

The screenshot shows a form with two fields: "Zipcode" and "State". The "Zipcode" field contains the value "11563". The "State" field is a dropdown menu with "New York" selected. A red circle highlights both fields.

Edit the store flavors

The left column shows all available flavors.

The right column shows what will appear on the website.

Scroll or use the search box to find a flavor.

The screenshot shows a "Flavors" selection interface. It includes a search box at the top left. Below the search box is a table with two columns. The left column lists all available flavors, and the right column shows what will appear on the website. A red box highlights the entire interface.

Flavors		
Select Flavors from the flavors list.		
Search...		
American Apple Pie	Seasonal, Yogurt	FLAVORS
Berry Medley Sorbet	Vegan, Yogurt	FLAVORS
Birthday Cake	Premium Low Fat, Yogurt	FLAVORS
Blackberry	Yogurt	FLAVORS
Blackberry Addiction	Yogurt	FLAVORS
Berry Medley Sorbet	Vegan, Yogurt	FLAVORS
Birthday Cake	Premium Low Fat, Yogurt	FLAVORS
American Apple Pie	Seasonal, Yogurt	FLAVORS



To add a flavor click the (+) button that appears to the right. It will now show up in the right column.

Blackberry	Yogurt	FLAVORS +
Blackberry Addiction	Yogurt	FLAVORS

To remove a flavor from the right column click the (-) button that appears to the right.

American Apple Pie	Seasonal, Yogurt	FLAVORS
Blackberry	Yogurt	FLAVORS -

Edit the store cakes

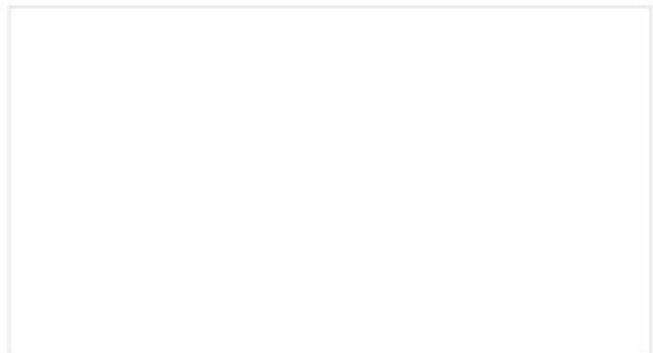
This functions the same way as the flavors.

Leave the right column empty if cakes are not available.

Cakes

Select cakes from the cakes list.

Search...		
Chocolate Love Affair	Cakes, Signature	FLAVORS
Chocolate Turtle Decadence	Cakes, Signature	FLAVORS
Coffee Break	Cakes, Signature	FLAVORS
Cookies & Cream	Cakes, Signature	FLAVORS
Custom Cake	Cakes, Custom	FLAVORS





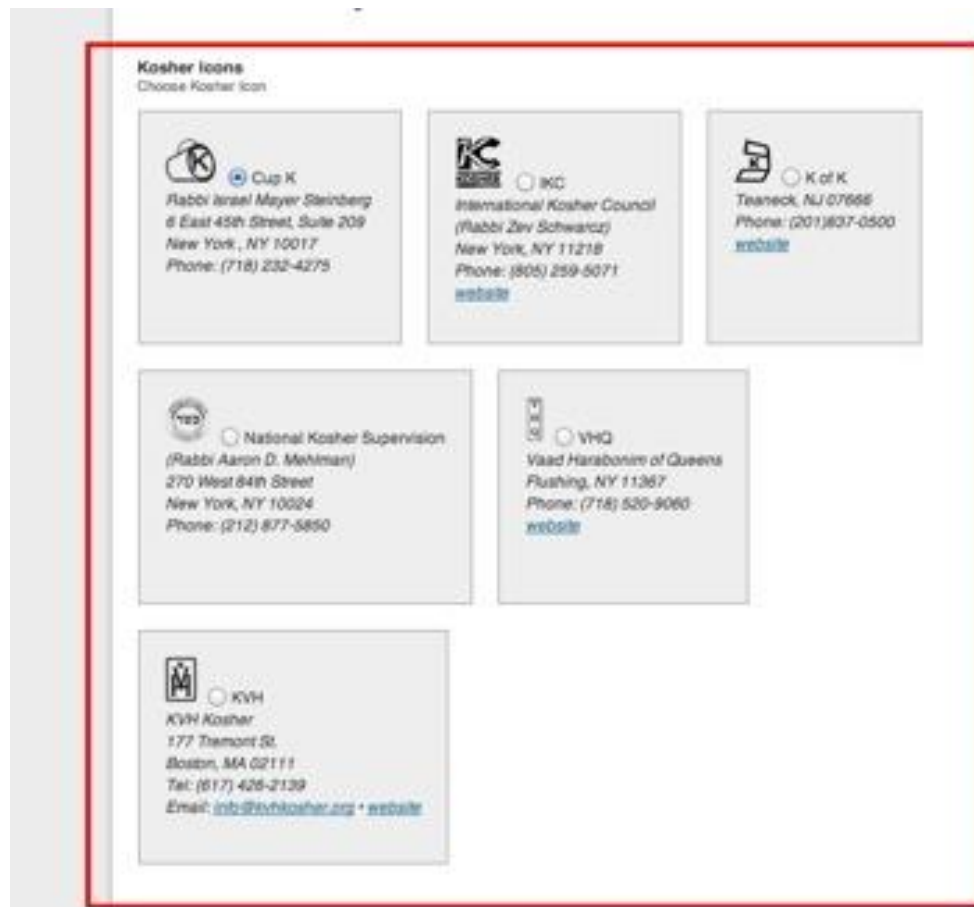
If store is hiring

Select this button.



Chose store kosher certification

Select the kosher certificate that applies to the store.





To update the store image

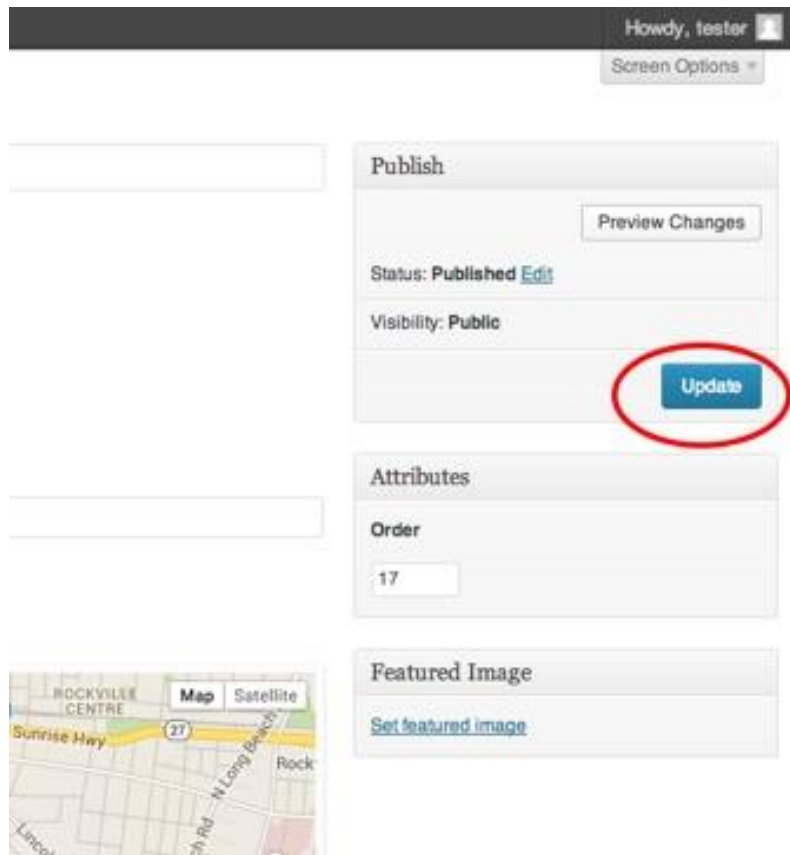
Click the “Set featured image” button





For your changes to be visible on the site

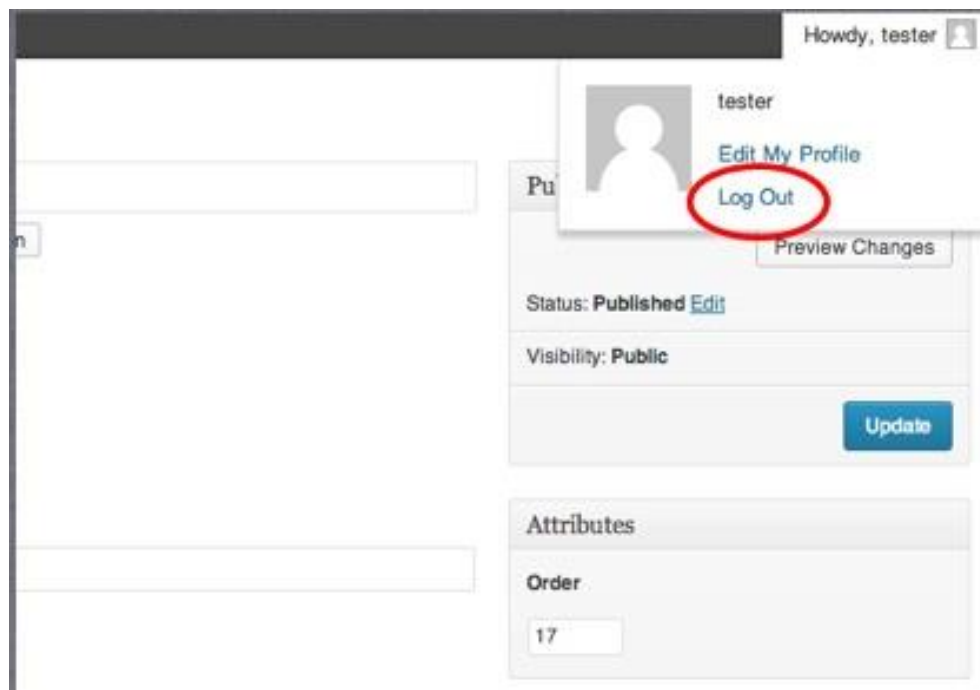
You **MUST** click the update button.





To log out of the admin page

Click log out



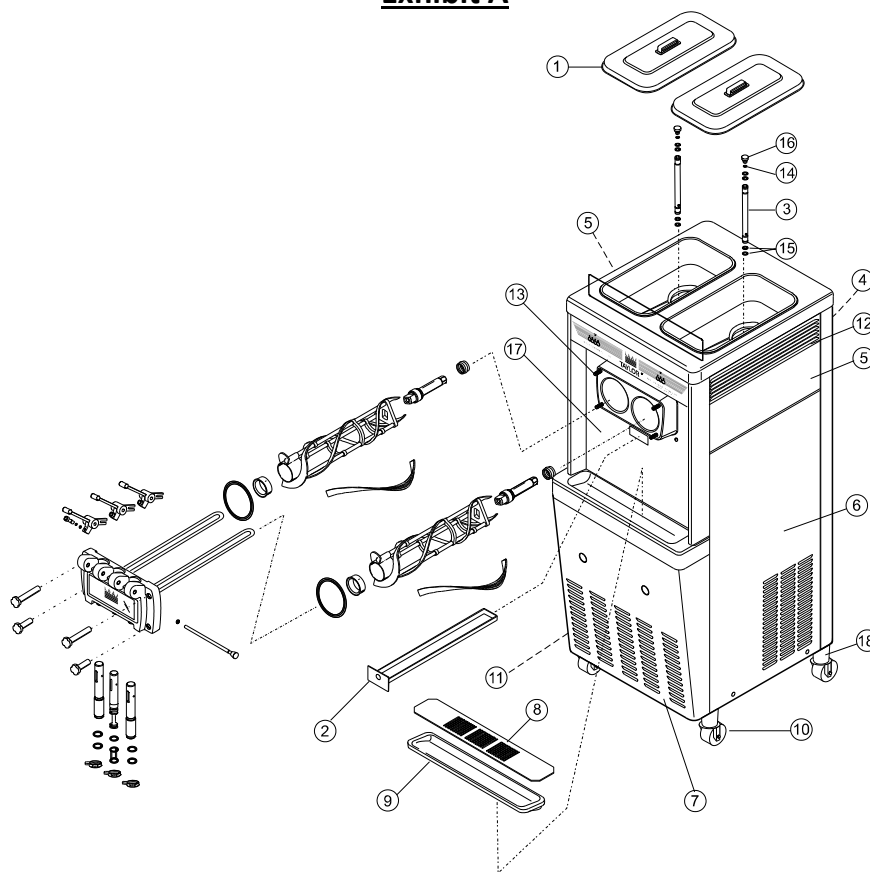


Yogurt Machine Overview

Review Exhibit A and B below to familiarize yourself with the machine parts. At 16 Handles we use 8 machines that house a total of 16 flavors. Each machine contains two 14 QT hoppers (storage for liquid yogurt – before it freezes); each houses a separate flavor.

In each hopper there is an opening where an air pipe (Tube-A) is easily inserted. Each tube has a removable top (Orifice) that can be easily placed on either end. This allows air to pass through the top of the tube in order to “fluff up” the yogurt once it is dispensed by the guest. There is also a small hole in the actual tube (near the bottom), which allows yogurt to pass through the tube into the hopper.

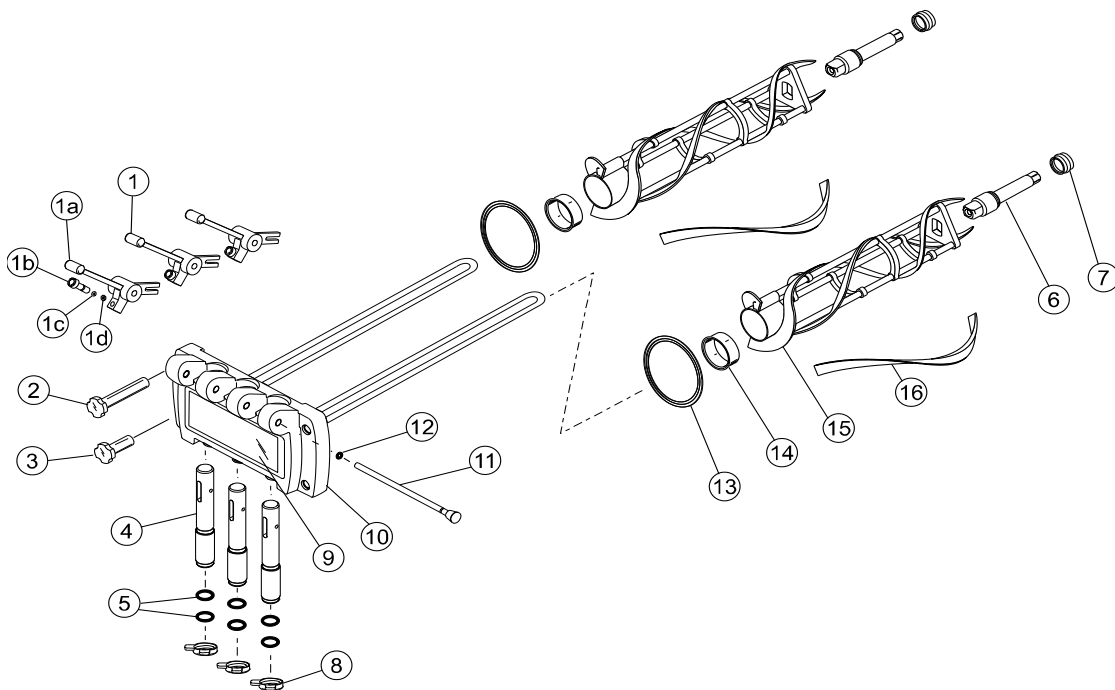
Exhibit A





Item	Description	Item	Description
1	Cover-Hopper 14 Qt. Grey	10	Caster
2	Pan-Drip	11	Panel A.-Side Lower Left
3	Tube A	12	Louver-Side (Left & Right)
4	Panel-Rear	13	Stud-Nose Cone
5	Panel-Upper Side (Left & Right)	14	O-Ring-
6	Panel A.-Side Lower Right	15	O-Ring
7	Panel-Service	16	Orifice
8	Shield-Splash	17	Panel A.-Front
9	Drip Tray	18	Adaptor A.-Caster

Exhibit B





Item	Description	Item	Description
1	Handle A.-Draw	7	Seal-Drive Shaft
1a	Draw Handle	8	Cap
1b	Screw-Adjustment	9	Decal-Door
1c	O-Ring	10	Door A.-3 Spout
1d	Nut-Jam	11	Rod A.-Pivot
2	Nut-Stud Long	12	O-Ring
3	Nut-Stud Short	13	Gasket-Door
4	Valve A.-Draw	14	Bearing-Front
5	O-Ring	15	Beater A.-Helicore
6	Shaft-Beater	16	Blade-Scraper

Front of Machine

The front of the machine is where yogurt is dispensed for our guest. The front of the machine also contains the buttons that operate the machine. These buttons are Auto, Wash, Standby, and Low Mix. See the picture below:





Auto/Freeze Button: The auto button means that the machine is in freeze mode. If this light is not on, then the machine is not in freeze mode and the yogurt could enter the temperature danger zone (see food safety). Yogurt will not dispense if the Auto/Freeze button is not selected.





Wash: The wash button is used for pre machine washing and thawing the chamber should the machine freeze. This button heats up the chamber where the frozen yogurt is held. It essentially thaws the yogurt.

Standby: Standby is used to keep the chamber and hopper cold, but not frozen. Standby is usually used for closing and for machines that are not working properly.




Mix Light: The mix light simply means that the machine is full.

Low Mix Light: The low mix light means that the machine does not have enough yogurts in the machine. It is best to fill the machine when this light is one (see troubleshooting below).





Front of Machine C723

MACHINE SYMBOLS/DEFINITIONS		
	= SELECT	Use to select your options.
	= ON	Activates control panel operations.
	= OFF	Deactivates control panel operations.
	= UP ARROW	Use the up and down arrows to navigate the menu.



	= DOWN ARROW	
	= AUTO	Use to activate the machine.
	= WASH	Activate once machine is off, and ready for cleaning.



MACHINE SYMBOLS/DEFINITIONS		
	= MIX LOW	Indicates there is low supply of mix, and should be refilled as soon as possible.
	= MIX OUT	Indicates there is no supply of mix, and should be refilled immediately. Press AUTO to resume.
	= MENU DISPLAY	Displays the menu of options.
	= STANDBY	Can be activated using the Managers Code during long periods of no use. Press AUTO to resume.



Machine Assembly ◀

Each morning during the opening of the store, you will empty, clean and assemble two machines. The following steps will take you through the assembly of a machine. Always wear gloves when assembling the machine.

Step 1: Lubricate Install the Drive Shaft and Shaft Beater

Lubricate the groove and shaft portion that comes in contact with the bearing on the beater drive shaft. Slide the black rubber boot seal over the shaft and groove until it snaps into place. DO NOT lubricate the hex end of the drive shaft. Fill the inside portion of the seal with 1/4" more lubricant and lubricate the flat side of the seal that fits onto the rear shell bearing.

Step 2: Insert Drive Shaft into Machine

Insert the drive shaft into the machine (or the freezing cylinder), hex end first, and into the rear shell bearing until the seal fits securely over the rear shell bearing. Engage the hex end firmly into the drive coupling.

Step 3: Plastic Blades

Take one of the scraper blades and slip it under the hook at the front of the beater. Wrap the blade around the beater following the helix and pushing the blade down onto the helix as you wrap. At the back end of the beater, slip the blade under the hook. Repeat this step for the second scraper blade.

Step 4: Beater Insertion

Holding the beater securely, slide the beater one third of the way into the freezing cylinder. Looking into the freezing cylinder, align the hole at the rear of the beater with the flats on the end of the drive shaft.

Slide the beater the remainder of the way into the freezing cylinder and over the end of the drive shaft. The beater should fit snugly, but not so tightly that the beater cannot be turned slightly to engage the drive shaft.

Step 5: Freezer Door Assembly

Lube the inside of the large black rubber gaskets and then place the gaskets into the grooves on the back side of the freezer door. Slide the white plastic front bearings over the baffle rods onto the bearing hubs making certain that the flanged end of the bearing is resting against the freezer door.



Step 6:

Slide the two O-rings into the grooves on the prime plugs. Apply an even coat of Lube to the O-rings and shafts.

Step 7:

Insert the prime plug(s) into the hole(s) in the top of the freezer door, and push down.

Step 8:

Install the freezer door. When installing the freezer door, ensure that the large black rubber gaskets are in the freezer door and not loose. Then insert the baffle rod(s) through the opening in the beaters and seat the door flush with the freezing cylinder. With the door seated on the freezer studs, install the hand screws. Tighten the hand screws on opposite ends – top left with bottom right at the same time.

Step 9:

Lubricate the draw valves as illustrated below.

Step 10: Insert Draw Valves

Insert the draw valves from the bottom until the slot in the draw valves comes into view and then install the adjustable draw handles.

Step 11: Insert Handles into Handle Pin

Slide the fork over the bar in the slot of the draw valve from right to left

Step 12: Red Caps

Snap the red design caps over the end of the door spouts.

Step 13: Sanitizing Rinse

Prepare sanitizing solution in a bucket with warm water. Pour the sanitizing solution into both hoppers and brush clean the hopper. Press the WASH button and allow the sanitizer to work through the machine for 5 minutes. Keep the Prime Plug in the up position. Once the machine is emptied of sanitizing solution, Press the WASH button again to turn it off and push down the prime plug.

Step 14: Fill the hoppers with 2 – ½ gallons of yogurt

Step 15: Drain Off Any Excess Sanitizer by opening both handles



Step 16: Prime the Machine to Remove Air by lifting the PPV until mix flows freely

Step 17: Install the air tubes with the end with the hole facing down

Step 18: Press the AUTO button

Step 19: Testing the Yogurt and Adjusting the Speed

After assembling all of the machines and flipping the tubes, use a 4" pan to test that the yogurt is dispensing at the right speeds and are the correct flavors.

The yogurt texture should be smooth and rich – not watery or thick. To adjust the speed of the yogurt, twist the Screw Adjustment (Figure 1b in Exhibit A) located on the top of the handle. Twisting to the left dispenses the yogurt faster and softer.

Filling the Machine with Frozen Yogurt ◀

It is very important that we keep the yogurt machines ½ full at all hours of operation (except for the machines that are being cleaned). The steps below will show you how to correctly fill our Taylor Machines.

Step 1: Put on a clean pair of gloves

Step 2: Remove yogurt carton from cooler

Step 3: Shake carton vigorously

Step 4: Open carton and remove lid from machine

Step 5: Pour yogurt in hopper slowly. Ensure that the yogurt carton is completely empty. Use a spatula if necessary

Step 6: Flatten and throw away the carton

If yogurt is still frozen or slushy, use a blender. NEVER add slushy or semi-frozen yogurt to the machine. Doing so will result in your machine freezing up.



NOTE:

NEVER RE-USE YOGURT THAT HAS ALREADY BEEN POURED INTO THE HOPPER. WE DO THIS TO ENSURE WE BREAK THE BACTERIA CHAIN AND PROTECT OUR GUESTS FROM BECOMING SICK.



Machine Disassembly - Draining ◀

Machine Disassembly and cleaning is required prior to opening each day. Each day at 16 Handles, we wash 2 machines.

The **Machine Cleaning Schedule** (see **Figure D.14**) should be posted in the kitchen and initialed every day by the team member who is in charge of cleaning the machines.

During holidays such as Thanksgiving, Christmas and New Year's Eve and Day, adjust the machine cleaning schedule before the holiday begins. The Franchisor requires that machines be cleaned in the following order during the following holidays:

- Thanksgiving: 4 machines cleaned the day before Thanksgiving to make up for the closed day
- Christmas Day: 4 machines cleaned.
- If closed, New Year's Eve/Day: all 8 machines cleaned. All yogurts should be discarded at the end of the night.

DURING THE HOLIDAY SEASON, PLAN AHEAD TO MAKE CHANGES TO INVENTORY ORDERING, MACHINE FILLING AND CLEANING SCHEDULES TO ADJUST FOR THE CLOSED DAYS.



Figure D.14 – Machine Cleaning Schedule

YOGURT MACHINE CLEANING

Beginning Date: 8/27/10

Machine	Day	Date	Initial	Day	Date	Initial	Day	Date	Initial
1.2	Fri	8/27		Tue	9/28		Sat	10/30	
3.4	Sat	8/28		Wed	9/29		Sun	10/31	
5.6	Sun	8/29		Thu	9/30		Mon	11/1	
7.8	Mon	8/30		Fri	10/1		Tue	11/2	
1.2	Tue	8/31		Sat	10/2		Wed	11/3	
3.4	Wed	9/1		Sun	10/3		Thu	11/4	
5.6	Thu	9/2		Mon	10/4		Fri	11/5	
7.8	Fri	9/3		Tue	10/5		Sat	11/6	
1.2	Sat	9/4		Wed	10/6		Sun	11/7	
3.4	Sun	9/5		Thu	10/7		Mon	11/8	
5.6	Mon	9/6		Fri	10/8		Tue	11/9	
7.8	Tue	9/7		Sat	10/9		Wed	11/10	
1.2	Wed	9/8		Sun	10/10		Thu	11/11	
3.4	Thu	9/9		Mon	10/11		Fri	11/12	
5.6	Fri	9/10		Tue	10/12		Sat	11/13	
7.8	Sat	9/11		Wed	10/13		Sun	11/14	
1.2	Sun	9/12		Thu	10/14		Mon	11/15	
3.4	Mon	9/13		Fri	10/15		Tue	11/16	
5.6	Tue	9/14		Sat	10/16		Wed	11/17	
7.8	Wed	9/15		Sun	10/17		Thu	11/18	
1.2	Thu	9/16		Mon	10/18		Fri	11/19	
3.4	Fri	9/17		Tue	10/19		Sat	11/20	
5.6	Sat	9/18		Wed	10/20		Sun	11/21	
7.8	Sun	9/19		Thu	10/21		Mon	11/22	
1.2	Mon	9/20		Fri	10/22		Tue	11/23	
3.4	Tue	9/21		Sat	10/23		Wed	11/24	
5.6	Wed	9/22		Sun	10/24		Thu	11/25	
7.8	Thu	9/23		Mon	10/25		Fri	11/26	
1.2	Fri	9/24		Tue	10/26		Sat	11/27	
3.4	Sat	9/25		Wed	10/27		Sun	11/28	
5.6	Sun	9/26		Thu	10/28		Mon	11/29	
7.8	Mon	9/27		Fri	10/29		Tue	11/30	



CLEANING YOUR MACHINE – DRAINING & RINSING

DRAINING PRODUCT FROM THE MACHINE

1. Remove the hopper cover and feed tube for cleaning.
2. With the pail beneath the door spouts, touch the **WASH** symbol and open the draw valve.
3. Drain the remaining product from the freezing cylinder and mix hopper.
4. When the flow of the product stops, press the **WASH** key and close the draw valve.
5. Repeat these steps for the other side of the machine.

RINSING

1. Using your hose, fill the hoppers with room temperature clean water. Use the white brush to scrub the hopper, the mix level sensing probe, the mix inlet hole, and the outside of the agitator drive shaft housing.
2. With a mix pail beneath the door spout, raise the prime plug and touch the **WASH** symbol.
3. When a steady stream of rinse water is flowing from the prime plug opening in the bottom of the freezer door, open the draw valve.
4. Drain all the water from the door spout, close the draw valve, and touch the **WASH** symbol canceling the wash mode.
5. Repeat this procedure using clean, warm water until the water being discharged is clear.
6. Repeat these steps for the other side of the machine.

CLEANING YOUR MACHINE – BREAKING DOWN

DISSASSEMBLY

1. Place the power switch in the OFF position. This will reset the machine clock and will register in the machines cleaning log.
2. From the front of unit, remove the door screws, freezer door, the beater, and the scraper blades, and the drive shaft.
3. Remove the scraper blades from the beater assembly and the drive shaft seal from the drive shaft.
4. Remove the freezer door seals, door couplings, draw handles, draw valves, prime plugs, and design caps. Remove the O-rings on all draw valves and prime plugs.



5. Repeat these steps for the other side.
6. Remove the front drip tray and splash shield.
7. Clean all parts in 3-compartment sink.

BRUSH CLEANING

1. Prepare cleaning solution using warm water.
2. Make sure all brushes provided with the freezer are available for brush cleaning.
3. Thoroughly brush clean all disassembled parts in the cleaning solution, making sure all lubricant and mix film is removed. Be sure to brush all surfaces and holes, especially the holes in the freezer door.
4. Rinse all parts with clean, warm water. Place the parts on a clean, dry surface to air-dry overnight.
5. Return the freezer with a small amount of cleaning solution. Using the black brush, clean the rear shell bearing at the back of the freezing cylinder.
6. Repeat these steps on the other side of the machine.
7. Wipe all exterior surfaces of the freezer with clean, sanitized towels.

REASSEMBLY

1. Place drive shaft seal onto drive shaft. Lubricating the base with Taylor lube.
2. Place blades back onto beater assembly. Push beater assemble and blades into place on square drift shaft.
3. Place O-rings back onto the draw valves and prime plugs. Lubricate O-rings. Push draw valves and prime plugs into place.
4. Slide draw handles into draw valves and lock into place with metal rod.
5. Place door gaskets into place and put door couplings into place.
Make sure the door gaskets stay in place and use door screws to tighten door onto the machine.



CLEANING YOUR MACHINE – SANITIZING

SANTIZING THE MACHINE

1. Prepare a pail of sanitizing solution using warm water.
2. Pour the solution over all parts in the bottom of the mix hopper and allow it to flow into the freezing cylinder.
3. Clean your hands before proceeding.
4. Brush clean the mix level-sensing probe on the bottom of the hopper, the mix hopper, and the mix inlet hole and the mix-feed tubes.
5. Prepare another pail of sanitizing solution.
6. Pour the solution into the mix hopper.
7. Brush the exposed sides of the hopper.
8. Place the power switch in the **ON** position and touch the **WASH** symbol.
9. The machine will count down 5-minutes to ensure safe sanitizing
10. Clean and sanitize your hands again before proceeding to the next step.
11. Lubricate the feed tube O-rings on the end with the small hole on the side, and then stand it in the corner of the hopper.
12. Repeat the steps for the other side of the machine.



CLEANING YOUR MACHINE – FILLING & PRIMING

FILLING & PRIMING THE MACHINE

1. Place an empty mix pail beneath the door spouts. With prime plug in the up position, pour 2-1/2 gallons of FRESH mix into the mix hopper and allow it to flow into the freezing cylinder.
2. Open the draw valve to remove the sanitizing solution. When only fresh mix is flowing, close the draw valve.
3. Once a steady stream of mix starts to flow from the prime plug opening in the bottom of the freezer door, push the prime plug down.
4. When mix stops bubbling down into the freezing cylinder, install the end of the feed tube with the hole in it into the mix inlet hole in the mix hopper.
5. Select the “SNOWFLAKE” symbol.
6. Fill the hopper with fresh mix and place the mix hopper cover in position.

SAFETY

- Use gloves when cleaning the machines and handling product to ensure food safety.
- After sanitizing, use a fresh single-use paper towel to remove excess sanitizer
- Do not operate machine with panels removed.
- Do not leave sanitizer in machine more than 5 minutes. Parts will corrode.
- Do not leave machine in wash mode if you are not cleaning the unit. This will cause the blades to wear out prematurely.



Trouble Shooting Taylor Machines ◀

We hate when it happens – but it does. In this section, we will discuss how to fix some issues with the machines as they arise. When troubleshooting, be sure to replace the label sign with an “Out of Order” sign.

MACHINE MAKES WEIRD/LOUD NOISE OR SMOKE COMES OUT OF THE MACHINE

A loud noise likely means that the yogurt in the machine is completely frozen. Smoke likely means either the belts in the machine are worn down or the machine is frozen. In order to melt the yogurt in the machine:

1. Take machine off AUTO by pressing AUTO. Do NOT put the machine on WASH or STANDBY. The only light that should be on is MIX
2. Put up the OUT OF ORDER sign
3. Wait 15-20 min, test the yogurt and put machine on AUTO. If noise resumes repeat the steps

MACHINE MAKES WEIRD/LOUD NOISE EVEN AFTER TAKING IT OFF AUTO

1. Display the OUT OF ORDER sign
2. Put machine on STANDBY mode for 15 minutes. Allow yogurt to melt
3. After 15 minutes, test yogurt to see if yogurt dispenses
4. If yogurt dispenses, put machine on AUTO/FREEZE mode and put up flavor sign
5. If yogurt DOES NOT dispense, RESET the machine

RESETTING THE MACHINE

1. Put the machine on STANDBY
2. Push machine away from the wall
3. Hold down the red RESET button for 10 seconds. The reset button is a red button located below the drip trays on the front of the machine



When the machine is on AUTO, you should hear a spinning noise and a constant sound (like a running refrigerator). If you don't hear this sound, then following the guidelines below:

1. Switch the power off (Left is OFF and Right is ON). See picture below
2. Locate circle button on the lower part of the front of machine (see picture below). Push it and hold it –while holding it turn the power back on and let go of the reset button. Press “AUTO” and then you have reset the machine. If this does not work then you call your machine technician.

YOGURT NOT DISPENSING

1. Check in hopper to see if tube is flipped with hole facing down or the tube is closed.
2. There may be too much air in the barrel. Put on gloves. Place a napkin underneath the spout and cover with hand. Pull handle down to release air from barrel
3. Repeat this a few times and check if yogurt dispenses
4. If the yogurt is still not dispensing the inside chamber may be frozen. Take the machine off AUTO and select the WASH button
5. Display the OUT OF ORDER sign
6. Put on WASH for 15 minutes
7. After 15 minutes, using toppings container, check to see if yogurt comes out
8. If it does, put it back on AUTO /FREEZE and it should be ready within 5 minutes
9. Check yogurt again to make sure it is working then put the flavor sign back up

YOGURT DISPENSING TOO SLOWLY/FAST

1. Use a toppings container to check yogurt dispensing speed
2. Change the speed by adjusting the screw/knob on the handle
3. Twisting the screw/knob to the left makes the yogurt dispense faster



**MACHINE ASSEMBLY – WHEN POURING YOGURT INTO AN EMPTY MACHINE,
YOGURT COMES OUT FROM OTHER EMPTY HOPPER**

1. If this happens, the middle valve was likely not placed in properly
2. Display the OUT OF ORDER sign and reassemble the machine

MIXING FLAVORS

1. If flavors are mixing while dispensing, this means either a) the bolts on the outside of the machine are not screwed on tightly enough; or b) the middle valve is not placed in properly
2. If the bolts are not screwed on tightly, then tighten all the bolts
3. If the bolts are tightened and the yogurt continues to mix, disassemble the machine and reassemble it. Be sure to put the middle valve in all the way to the bottom

Additional Troubleshooting ◀

PROBLEM	POSSIBLE CAUSE	REMEDY
No control panel functions with power switch ON	<ol style="list-style-type: none"> 1. Machine is unplugged 2. Circuit breaker OFF or blown fuse 	<ol style="list-style-type: none"> 1. Plug into wall receptacle 2. Turn the breaker ON or replace the fuse
The freezing chamber walls are scored	<ol style="list-style-type: none"> 1. Missing or worn front bearing 2. Broken freezer door baffle rod 3. Beater assembly bent 4. Gear box is out of alignment 	<ol style="list-style-type: none"> 1. Install or replace the front bearing 2. Replace freezer door 3. Replace beater assembly 4. Call Taylor for service
Product is too soft	<ol style="list-style-type: none"> 1. Draw rate is set too fast 	<ol style="list-style-type: none"> 1. Adjust draw rate of 5 to 7 ½ oz of product by weight in



		10 seconds
Product is too thick	<ol style="list-style-type: none"> 1. Freezing cylinder not primed correctly 2. The viscosity control is set too cold 3. Freeze-up in mix inlet hole 	<ol style="list-style-type: none"> 1. Drain the freezing cylinder and reprime the machine 2. Call a Taylor technician 3. Call a Taylor technician
The drive shaft is stuck in the drive coupling	<ol style="list-style-type: none"> 1. Mix and lubricant collected in drive coupling 2. Rounded corners of drive shaft, drive coupling or both 3. Gear box is out of alignment 	<ol style="list-style-type: none"> 1. Brush clean the rear shell bearing area during every cleaning 2. Call Taylor technician 3. Call Taylor technician
Product does not dispense	<ol style="list-style-type: none"> 1. Low on mix. The Mix Out light is on 2. The power switch is in the OFF position 3. Machine not in AUTO mode. 4. Beater motor is out on reset. The Beater Overload message displayed 5. Freeze-up in the mix inlet hole 6. Feed tube is not properly installed 	<ol style="list-style-type: none"> 1. Add mix to the hopper. Return to AUTO mode 2. Place the power switch to ON and select AUTO 3. Select AUTO and allow machine to cycle off before drawing product 4. Turn the machine off. Press the reset button. Restart the machine in AUTO 5. Call a Taylor technician 6. Make sure feed tube is properly installed
The product makes a popping sound when drawn	<ol style="list-style-type: none"> 1. Draw rate is set too fast 	<ol style="list-style-type: none"> 1. Adjust draw rate to 5 to 7 ½ oz of product in 10 seconds



The mix hopper is too cold	<ol style="list-style-type: none"> 1. The hopper temperature is out of adjustment 	<ol style="list-style-type: none"> 1. Call a Taylor technician
The mix in the hopper is too warm	<ol style="list-style-type: none"> 1. Hopper cover is not in position 2. The hopper temperature is out of adjustment 	<ol style="list-style-type: none"> 1. Clean and sanitize hopper cover and place in position 2. Call a Taylor technician
Mix Low and Mix Out probes are not functioning	<ol style="list-style-type: none"> 1. Milkstone build-up in the hopper 	<ol style="list-style-type: none"> 1. Clean hoppers thoroughly
Product is collecting on top of the freezer door	<ol style="list-style-type: none"> 1. The top O-ring on draw valve is improperly lubricated or is worn 	<ol style="list-style-type: none"> 1. Lubricate properly or replace the O-ring
Excessive mix leakage from the bottom of the door spout	<ol style="list-style-type: none"> 1. Bottom O-ring on draw valve is improperly lubricated or is worn 	<ol style="list-style-type: none"> 1. Lubricate properly or replace the O-ring
Excessive leakage into the drip tray	<ol style="list-style-type: none"> 1. The boot seal gasket on the drive shaft is improperly lubricated or worn 2. The boot seal gasket is installed inside-out on the drive shaft 3. Inadequate lubrication of the drive shaft 4. Worn rear shell bearing 5. Gear box out of alignment 	<ol style="list-style-type: none"> 1. Lubricate properly or replace the boot seal gasket 2. Install correctly 3. Lubricate properly 4. Call a Taylor Technician 5. Call a Taylor Technician 6. Call a Taylor Technician
Error Message: HPCP Overload (Water Cooled)	<ol style="list-style-type: none"> 1. Water hose is crimped 2. Water to machine is turned off 	<ol style="list-style-type: none"> 1. Check hoses to make sure not crimped or stuck under the wheels 2. Ensure the water is turned on



<p>Error Message: HPCP Overload <i>(Glycol Machines)</i></p>	<ol style="list-style-type: none">1. Glycol hose is crimped2. Glycol Pressure is too low	<ol style="list-style-type: none">1. Check hoses to make sure not crimped or stuck under the wheels2. Contact Taylor
<p>Error Message: Beater Overload</p>	<ol style="list-style-type: none">1. Feed Tube not fully opened or not flipped	<ol style="list-style-type: none">1. Pull feed tube and ensure opened fully2. Put machine on Standby and Press the Red Restart Buttons on the side of the machine3. Put machine on Auto/Freeze



Taylor Machine Best Practices ◀

- Never put frozen mix into your machine. It must be the fluid consistency of milk. Even ice crystals can cause problems and freeze your machine.
- Always close the feed tubes at night and open them in the morning after turning the machine on. This keeps the proper air to mix ratio. If you do not follow the procedure your yogurt will seem too soft and runny in the morning.
- Put the machine into auto/freeze mode 5-10 minutes before you intend on serving guests. If you put the machine on auto at 6am but don't use the machine until noon this will cause your yogurt to get over-processed and will look soft and sloppy. Frozen yogurt is a fresh made product and works best when used regularly. Use the standby mode for long periods of non-use to keep your product freshest.
- Taylor C723 is self-diagnostic. If you experience a problem, the machine will notify you. You will need to clear the fault message by pressing SELECT. You may also need to press the reset button on the side of the machine.
- If you receive a fault message call Taylor. Tell them exactly what the error code is if you are unsure how to resolve it. Many times it can be fixed over the phone. This drastically reduces downtime.
- If you have a problem or question call 800-633-1157. Taylor offers phone tech support until 9pm 7 days per week. Leave a message with your store name, store address and phone number if no one answers. You will receive a call back shortly.
- Cleaning the machine should be completed every four days to ensure the highest quality product and flavor.



Section 9 Parts Replacement Schedule

PART DESCRIPTION	EVERY 3 MONTHS	EVERY 6 MONTHS	ANNUALLY
Scraper Blade	X		
Drive Shaft Seal	X		
Freezer Door Gasket	X		
Front Bearing	X		
Draw Valve O-Ring	X		
Draw Valve Seal	X		
Prime Plug O-Ring	X		
Mix Feed Tube O-Ring	X		
Design Cap	X		
White Bristle Brush, 3" x 7"		Inspect & Replace if Necessary	Minimum
White Bristle Brush, 1" x 2"		Inspect & Replace if Necessary	Minimum
Black Bristle Brush, 1" x 2"		Inspect & Replace if Necessary	Minimum
Double-Ended Brush		Inspect & Replace if Necessary	Minimum



Cleaning and Maintenance

To get the most out of your investment in your 16 Handles store, you must enforce strict guidelines for cleaning and maintaining the facility and all furnishings and equipment in the store.

The recommended general guidelines that follow will help you assign duties to your staff.

The Franchisor recommends that you maintain a monthly electronic calendar that reminds you of the preventative maintenance tasks. Follow the **Preventative Maintenance Calendar** (see **Figure D.15**) illustrated below. The **Preventative Maintenance Calendar** should be set up in a Google Calendar.

Preventative Maintenance ◀

Figure D.15 – Preventative Maintenance Calendar (your Franchise Business Consultant will provide the most up to date calendar)

JANUARY 2010

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 New Year's Day	2
3	4 Clean Shelves	5	6	7	8	9
10	11 Clean Walls	12	13	14 Dust cooler & freezer compressors	15	16
17	18 ML King Day Grease Trap Service	19	20	21 Dust air vents	22	23
24	25 Wash Storefront/Roof (Quarterly)	26	27	28	29 Fire Extinguisher Inspection	30



The Franchisor also recommends utilizing a **Daily Task Schedule** (see **Figure D.16**). The **Daily Task Schedule** is a list of the cleaning duties that should be accomplished each day. The **Daily Task Schedule** should be laminated, clipped on a clipboard and be accessible for all MODs.

Figure D.16 – Daily Task Schedule

DAILY TASK SCHEDULE							
<i>Write your initials after completing tasks</i>							
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
MONDAY							
Wash/Fill Dry Tops in Pantry (AM)							
Freezer Cleaning (AM)							
Staircase (PM)							
Floorboards (PM)							
TUESDAY							
Water Plants (AM)							
Coolers Downstairs/Upstairs (PM)							
Kitchen (Counter, Shelves) (PM)							
Drains & DrainGel (Closing)							
WEDNESDAY							
Dust Pans (AM)							
Mop Closet (AM)							
Front Trash Bin (Closing)							
THURSDAY							
Bathroom (AM)							
Cup Holder Cleaning (AM)							
Lamps (Closing)							
Drains & DrainGel (Closing)							
FRIDAY							
Fruit Fridge(AM)							
Trash Cans (PM)							
SATURDAY							
Outside Window (AM)							
Booth: Bleach Cleaning (PM)							

The categories below should be included either on the **Preventative Maintenance Calendar** (see **Figure D.15**) (if it occurs less than once a week) or on the **Daily Task Schedule** (if it occurs weekly).



Machines ◀

- Daily:*
- Replace drip trays every 30 minutes.
 - Clean machine face with sanitized towel.
 - Wipe nozzle with clean paper towel or cloth. Make sure you wear a latex glove.

Counters, Product Preparation Surfaces, & Shelving ◀

- Daily:*
- Throughout the day, clean all serving counters, containers, and preparation surfaces as needed.
 - After cleaning, sanitize surfaces with a sanitizer/water solution using a spray bottle. Then wipe surfaces dry using a clean towel.

Shelving:

- Monthly:*
- Pull all stock and thoroughly clean.

Floors ◀

- Daily:*
- Wipe up spills promptly with a mop or paper towel.
 - Pry up sticky materials with a putty knife. For stubborn jobs, use ice to freeze the substance, and then remove it.
 - Sweep under and around large pieces of equipment.
 - Mop floors during non-rush hours.
 - Prepare mop water using an all-purpose cleaner (or whatever specific cleaner is meant for your floor).
 - Wet and dry mop floors, getting under all equipment and in corners.
 - Change water as necessary.
- Bi-Annually*
- Clean grout between tiles.



Walls and Ceilings ◀

- Daily:*
- Make dusting a part of routine cleaning.
 - Wash heavily soiled areas with an all-purpose cleaner.
 - Clean air vents to eliminate any dirt build-up.
- Monthly:*
- Thoroughly clean/fix tears if needed. Use touch up paint if needed.

Sink ◀

- Daily:*
- Rinse with running water.
 - Wipe clean outside of sink and chrome fixtures.
- Weekly:*
- Rinse with DrainGel or bleach.

Grease Trap:

- Bi-Monthly:*
- Hire a professional grease trap removal service to empty the grease trap.

Building Exterior ◀

- Every 3 Months:*
- Wash down building and/or storefront.

Windows ◀

- Wash windows inside and out on a daily basis. Spot clean them throughout the day.
- Apply solution to windows horizontally, not vertically. This keeps more water on the glass and avoids streaking.
- Squeegee windows from top to bottom. After each stroke, wipe dry the rubber squeegee blade.



- Spot clean using a spray bottle of cleaning solution and a crumpled newspaper. This polishes the glass without leaving streaks or lint.

Lighting and Air Vents ◀

- Weekly:*
- Clean light fixtures and bulbs with a dry towel.
- Monthly:*
- Dust and vacuum all air vents at close.

Coolers/Freezers ◀

- Monthly:*
- Dust and vacuum compressors at close.

Trash Bins ◀

- Continually maintain trash bins in a clean and odor-free condition.
 - Use disposable plastic liners to eliminate much of the odor and inside cleaning.
- Weekly:*
- Wash trash bins.

Restrooms ◀

- Daily:*
- Use general cleaning procedures as necessary to maintain this area throughout the day.
 - Use cleansers specially designed for toilets and urinals.
 - Flush, and then force water over the trap with an applicator.
 - Swab the entire bowl, especially under the rim.
 - Flush, and then immerse the swab in water and clean the entire seat and cover, inside and out.



Sidewalks ◀

- Daily:*
- Pick up litter as often as necessary.
 - Hose down sidewalks to wash away dust and refresh their appearance.
 - For cold weather, salt or sand the sidewalks to avoid slipping. Shovel after each snowfall.

Dumpster Area ◀

- Weekly:*
- Hose down the large trash container, inside and out. Scrub, if necessary, to avoid odors, etc.
 - Hose down the ground around the grease barrel if any spillage has occurred.

Fire Extinguisher ◀

- Every 6 Months:*
- Inspect and service as needed. It is recommended to hire a licensed company that will service and validate the fire extinguishers as required.

Care of Cleaning Equipment ◀

- Cleaning equipment guidelines:*
- **Mops** – Wash mops thoroughly in fresh, hot detergent water after use. Rinse them in clean, hot water and wring them out. Then hang them to dry thoroughly. Leave mop heads in bleach overnight.
 - **Mop buckets** – Rinse immediately after use. Drain and store upside down.
 - **Wringers** – Run clear water through wringers after use. Open the wringer and allow to dry.
 - **Brushes** – Wash thoroughly in fresh, hot detergent water. Rinse in hot running water, shake, and hang to dry. Don't allow brushes to rest on the bristles.



- **Sponges** – Rinse in clear water and allow to dry thoroughly.
- **Window squeegee** – Rinse with warm water. Store in cool location and/or in a container of water.



Equipment Care (Preventative Maintenance)

Equipment care is very much a controllable expense, and with knowledge and regular checks, you can reduce the need for repairs considerably. Follow these procedures for cleaning equipment, and get in the habit of conducting routine maintenance checks. Keep track of all equipment maintenance and repairs on the Record of Maintenance Service (see Figure D.17).

Figure D.17 – Record of Maintenance Service

Record of Maintenance Service		
Equipment: HVAC		
Location: In alleyway		
Date	Description	Time
ex: 6/15	HVAC Motorrep	5:00 PM



Walk-In Cooler/Reach-In Refrigerator ◀

- Daily:*
- Organize and clean as necessary throughout the day.
 - Damp mop the floor.
 - Clean the interior walls as necessary.
 - Clean the exterior as needed throughout the day.
 - Wipe up any spills immediately.
- Weekly:*
- Remove the contents to protected storage.
 - Scrub the entire interior with a sanitizer solution, including walls and shelving.
 - Rinse and let air dry.
- Monthly:*
- Clean the fins on the face of the condenser.
 - Clean the face of the condenser using a stiff brush and vacuum cleaner or compressed air (CO₂).
 - Check sight glass for refrigerant level. If the sight glass shows bubbles when the compressor is running, call for service immediately.
 - Check the drain tube from the evaporator to the external drain for any obstruction.
 - Pull all stock and thoroughly clean.
- Preventive:*
- Periodically check to see that all doors properly seal.
 - Maintain a consistent cleaning schedule.



Walk-In Freezer ◀

- Daily:*
- Clean up spillage as needed throughout the day.
 - Organize the contents of the freezer throughout the day.
- Monthly:*
- Clean the fins on the face of the condenser.
 - Clean seals around walk-in door and inside door.
 - Check the drain tube from the evaporator to the external drain to be sure it is not obstructed.
 - Before a large delivery, defrost the freezer and place the frozen products in a protected area. Then sanitize, rinse, and let the unit air dry.
 - Check defrost cycle times. Make sure the defrost cycle is working effectively.

Air Conditioner and Make-Up Air ◀

- Monthly:*
- Check the air filters.
 - Brush off the condenser coil.
 - Clean thermostat bulbs or elements.
 - Brush off the fresh air intake when the unit is off.
 - Check the fan belts.

For all other HVAC maintenance, please contact a certified HVAC company for service



Franchise Reporting

As a 16 Handles Franchisee, you are required to provide the Franchisor with the following reports that provide information regarding the operation of your 16 Handles store:

By Wednesday of every other business week, you must submit a Net Sales Report (see Figure D.18) for the preceding two week's ended Sunday. This report will give the Franchisor an accounting of your sales for the two weeks, along with your calculations for the continuing service and royalty fee and advertising contribution owed to the Franchisor, which is a percentage of your net sales.

Net Sales Report

Send completed forms to the corporate office, along with copies of any information or supporting records as requested by the Franchisor.

Figure D.18 – Net Sales Report

Week of _____ through _____ 20____

Franchisee Name: _____

Location: _____

16
NET SALES
REPORT

Day	Date	# of Order Tickets	Total \$ Sales	Less Sales Tax	Net Sales
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					
TOTALS					

Royalty @ 6% x Net Sales Payment #1 = \$ _____

Advertising Fund @ 2% x Net Sales Payment #2 = \$ _____

Total of 2 Payments = \$ _____

I certify that the above statement is true and correct in all respects.

Franchisee's Signature: _____

Comments: _____

OFFICE USE:

Rec'd by: _____ Date: _____

EFT Acct #: _____

Amount: _____

Deposit Date: _____



Your continuing service & royalty, equal to 6 percent of your net sales, and your advertising fund will be electronically transferred from your account upon receipt of your Net Sales Report or paid by check. The Franchisor will designate the payment method.

The royalty and marketing payment will be based on the **Payment Calendar** which the Franchisor will issue to you during your training. The **Payment Calendar** highlights the reports that will be due to the Franchisor over the year. The **Payment Calendar** will include the following:

Within 30 days after the end of each month, you must submit an Advertising Activity Report (see Figure E.1), which accurately reflects your local advertising expenditures for the preceding month. This report will serve as verification that you have met your requirement to spend at least 1 percent of your net sales on local advertising.

**Advertising
Activity Report**

Within 10 days following the end of each month you must submit a profit and loss statement and a balance sheet (which may be unaudited) that is prepared, verified, and signed by you, statistical reports, purchase records, and other information we request regarding the store's previous calendar quarter and the fiscal year to date.

**Monthly
Accounting
Reports**

Within 10 days following the end of each month you must also submit a gift card report. The report will summarize your store's gift card activity. 16 Handles gift cards will be redeemable at every store. Therefore, gift card purchases from each store will be deposited into a general account. Redemptions will be made by payments from the general account. The Franchisor will manage the general account and issue redemptions to you.

**Monthly Gift
Card Report**

In addition, by April 15th, you must submit a complete annual financial statement, including a year-end balance sheet, profit and loss statement, source and use of funds statements, and statement of cash flows prepared in accordance with generally accepted accounting principles by an independent certified public accountant satisfactory to the Franchisor. At the Franchisor's request, you may be required to have these financial statements audited.

**Annual
Accounting
Reports**



Use the format on the following pages for a standard chart of accounts to ensure that the financial statements submitted to 16 Handles meet its prescribed standards.

In general, as a 16 Handles Franchisee, you agree to maintain and furnish to 16 Handles within 10 days after our request all records of or relating to your 16 Handles store and all income, sales, and other tax returns filed by you reflecting the activities of your 16 Handles business.

Sample Chart of Accounts Format ◀

ASSET ACCOUNTS

Current Assets

11000	Cash on Hand and in Banks
11100	General Checking
11300	Savings Account
11400	Payroll Checking Account
11450	Credit Card Checking Account
11500	Petty Cash
11600	Investments - Money Market
11700	Investments - Certificates of Deposit
12100	Undeposited Funds
12200	Credit Card Receivable, Current
12500	Accounts Receivable
12600	Allowance for Doubtful Accounts
13100	Food Inventory
13200	Supplies Inventory
14100	Loan to Shareholder
16000	Prepaid Expenses
16100	Prepaid Interest
16200	Prepaid Taxes
17000	Other Current Assets

Fixed Assets

18100	Furniture and Fixtures
18150	Accumulated Depreciation, Furniture and Fixtures
18200	Equipment
18250	Accumulated Depreciation, Equipment
18300	Computers
18350	Accumulated Depreciation, Computers
18400	Vehicles
18450	Accumulated Depreciation, Vehicles
18500	Sign



- 18550 Accumulated Depreciation, Sign
- 18600 Leasehold Improvement
- 18650 Accumulated Amortization, Leasehold Improvements
- 18700 Organization Costs
- 18750 Accumulated Amortization, Organized Costs
- 18800 Franchise Fees
- 18850 Accumulated Amortization, Franchise Fees

Other Assets

- 18600 Deferred Interest
- 18700 Notes Receivable, Non-Current
- 18900 Security Deposit Asset

LIABILITY ACCOUNTS

Current Liabilities

- 21000 Accounts Payable
- 22000 Credit Card Payable
- 23000 Sales Tax Payable
- 26100 Wages Payable
- 26200 Federal Payroll Tax Payable
- 26300 State Payroll Tax Payable
- 27100 Corp. Income Taxes Payable - Fed.
- 27200 Corp. Income Taxes Payable - State
- 27300 Corp. Income Tax Payable - City
- 27500 Accrued Expenses
- 28100 Loan Payable, Current
- 28200 Loan from Shareholder
- 28900 Other Current Liabilities

Long-Term Liabilities

- 29100 Loan Payable, Long-Term
- 29200 Other Long-Term Liabilities

EQUITY ACCOUNTS

- 30100 Capital Stock
- 39000 Accumulated Retained Earnings
- 39100 Dividends Paid

REVENUE ACCOUNTS

- 41500 Frozen Yogurt Sales
- 41600 Misc. Food Sales (Cakes, etc)
- 41700 Beverage Sales
- 41800 Novelty Sales (T-Shirts, etc)
- 49000 Sales Returns

COST OF GOODS SOLD

- 51000 Inventory - Beginning



- 52100 Purchases - (Yogurt)
- 52200 Purchases - (Fruit)
- 52300 Purchases - (Dry Toppings)
- 52400 Purchases - (Water)
- 52500 Purchases - (Cups, Spoons)
- 52600 Purchases - (Bags)
- 52700 Purchases - (Other)
- 52800 Purchase Discounts
- 52900 Purchase Returns and Allowances
- 59500 Inventory - Ending

CONTROLLABLE EXPENSES

- 61110 Wages
- 61111 Salaries – Officer
- 61121 Payroll Taxes – Federal
- 61122 FUTA
- 61123 SUI
- 61124 MCTM (NY State)

- 61200 Credit Card Fee

- 61300 General Operating Expense
- 61310 Advertising and Promotion
- 61320 Office Supplies
- 61330 Uniforms
- 61370 Other Operating Supplies

- 61400 Maintenance and Cleaning
- 61410 Pest Control
- 61420 Equipment Repair
- 61430 Cleaning Service
- 61440 Other Maintenance

- 61500 Utilities
- 61510 Electrical
- 61520 Water

FIXED EXPENSES

- 62100 Communication Expenses
- 62110 Telephone Expense
- 62120 Internet Expense
- 62130 Computer Expense
- 62140 Network Expense

- 62200 Insurance Expense
- 62210 Commercial Package



- 62230 Workers' Comp
- 62250 Health Insurance

- 62300 Rent Expense

- 62400 Misc Expense
- 62410 Bank Charges
- 62420 Service Charge – Payroll & Others
- 62430 Meals & Entertainment
- 62440 Travel Expense

- 62450 Dues & Subscriptions
- 62460 Postage & Delivery
- 62470 Security Alarm
- 62480 Trash Removal

- 62500 Permits & Licenses

- 62600 Management Expense

- 62700 Professional Fees

- 63000 Fines

- 64000 Taxes

- 65000 Donations

- 66600 Royalty Fees
- 66700 Marketing Fees

- 69100 Amortization Expense
- 69200 Depreciation Expense

OTHER INCOME AND EXPENSES

- 71000 Interest income
- 72000 Other Income
- 73000 Sales Tax Discounts
- 81000 Interest Expense



Electronic Funds Transfer ◀

As a 16 Handles Franchisee, you are required to participate in an electronic funds transfer program authorizing the Franchisor to withdraw funds from your designated bank account by electronic funds transfer. All continuing service and royalties, advertising fund contributions, and other amounts due to the Franchisor must be available in this account at such time as payments are due to the Franchisor.



Safety and Security

It is often assumed that a business can be protected during closed hours with an alarm system. Yet while an alarm system is an essential component of a security plan, it must be supplemented by taking safety and security measures at all times, even when the store is operating.

Reasons for precautions:

- To ensure that protection systems such as lighting, locks, and alarms are functional;
- To reduce the temptation of internal theft;
- To reduce the risk of harm to employees entering the premises when occupied by intruders; and
- To reduce the risk of damage to the store because of careless safety practices.

As a business owner, you must take steps to protect your assets while at the same time ensuring the safety of your employees and guests.

The Franchisor has developed safety and security guidelines that are designed to provide recommendations for making your 16 Handles store as safe as possible. While there is no guarantee that any specific results will be achieved by the application of the Franchisor's safety recommendations, it is probable that these practices, if properly implemented, can help decrease the number of accidents, robberies, and burglaries that might otherwise result in injury or death and disrupt normal store operations. It is important, therefore, that you implement a safety program in your store based upon these recommendations.



Responsibility ◀

Maintaining safe and secure working conditions in your 16 Handles store is the ongoing, never-ending responsibility of everyone who works in the store.

The manager is responsible for:

- Giving proper and prompt attention to safety recommendations.
- Monthly reviews of the store safety performance.
- Reviewing accident reports to ensure all casual factors have been identified and that appropriate corrective actions are recommended and implemented.
- Presenting injury trend information to the staff.
- Follow up on status of submitted safety recommendations.
- Ensuring that jobs and tasks requiring personal protective equipment are identified and that equipment is provided and available for use.
- Discussing safety issues on a regular basis at store meetings.

Responsibility of employees:

- Work in accordance with the safety rules and regulations.
- Wear appropriate safety equipment as required by the job.
- Report ALL injuries, unsafe conditions and practices to your supervisor/manager.
- Ask questions if you do not understand the way to perform a duty; do not attempt to perform any job or operate any machinery you have not been properly trained to operate.
- Contribute ideas or suggestions for improvement of the safety program. **SAFETY BEGINS WITH YOU!**

Safety Rules ◀

The following is a list of safety rules that should be followed.

- General:*
- Report all accidents to your immediate supervisor.



- Report all unsafe or broken tools/equipment.
- Many injuries that occur are caused by “thoughtless acts”; DON’T TAKE CHANCES!
- Observe all warning signs, safety bulletins and posters.
- Avoid all horseplay and never distract another worker.
- Immediately report any safety hazard.
- To lift heavy objects, squat down and keep your back straight; use the leg muscles when lifting. Do not attempt to lift any object heavier than you can handle.
- When using sharp-edged tools, cut away from your body, otherwise a tool may slip and injure you.
- Before starting work, tuck in loose clothing.
- Keep floors and aisles clear of stock, materials, scrap, tools and equipment. You are responsible for keeping your work area clean and organized.
- Employees should wear rubber-soled footwear with leather uppers. Canvas and nylon uppers are not recommended.
- Be careful of the serrated edges on foil and film boxes. This edge is extremely sharp. If you accidentally drop the box, let it fall.
- Store heavy objects on lowest shelves, light objects on high shelves.
- Do not pull things down from the top shelf unless you can reach them and see what you are pulling down over your head. Use a stool or a ladder.



Orientation ◀

All new employees should receive training in safety procedures to foster the development of a proper attitude toward prevention. For example:

*General safety
guidelines:*

- All store doors must be locked at closing time.
- Employees should never exit the building by themselves after dark, whether it be to take out the trash or leave for the night.
- Employees should never allow guests behind the counter or in the kitchen area.
- Employees should never leave the store unattended.
- There should always be a minimum of two employees in the store during operating hours.
- If an employee suffers an injury, even a minor one, it should be immediately reported to you or the manager on duty.
- Parking lot lights should be programmed to turn on at least 30 minutes before dusk and remain on until dawn.
- Only trained employees should be allowed to use the yogurt machine.
- “CAUTION: WET FLOOR” signs should be used as appropriate.
- Safe drops should be made throughout the day. At a minimum, a drop should be made at the end of each shift; if necessary, drops should be made during shifts as well.
- Tools should only be used for the purpose they were intended.
- Electrical devices should be unplugged before cleaning or dismantling them.
- You should always cut away from your body when using



box cutters.

As with all other aspects of employee training, safety and security training is not a one-time only occurrence. To promote accident prevention, there must be continual interaction between you and your employees. Certain conditions and actions may justify additional or repeat training in certain areas related to store safety and security. Repeated violation of safety and security rules and generally unsafe working practices cannot be tolerated and must be promptly and effectively addressed and corrected.

Accident Reporting and Investigation ◀

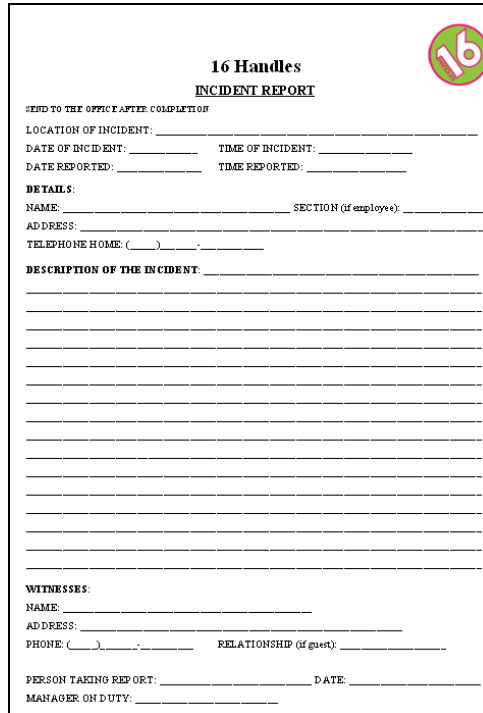
Whenever an accident occurs in your store that results in injury, an Incident Report (see Figure D.19) must be filed promptly and accurately. This enables the injured party(ies) to obtain due benefit without unnecessary delay.

All accidents must be thoroughly investigated. A thorough investigation includes the objective evaluation of all facts, opinions, statements, and related information pertaining to the accident. The investigation should be conducted as a fact-finding effort—not as a fault-finding one.


An accident investigation should result in action designed to prevent a similar accident from occurring in the future. Such action cannot be taken, however, unless the cause of the accident is known. It is important, therefore, to determine the cause of every accident.



Figure D.19 – Incident Report



16 Handles
INCIDENT REPORT



SEND TO THE OFFICE AFTER COMPLETION

LOCATION OF INCIDENT: _____

DATE OF INCIDENT: _____ TIME OF INCIDENT: _____

DATE REPORTED: _____ TIME REPORTED: _____

DETAILS:

NAME: _____ SECTION (if employee): _____

ADDRESS: _____

TELEPHONE HOME: (____) _____

DESCRIPTION OF THE INCIDENT: _____

WITNESSES:

NAME: _____

ADDRESS: _____

PHONE: (____) _____ RELATIONSHIP (if guest): _____

PERSON TAKING REPORT: _____ DATE: _____

MANAGER ON DUTY: _____

Investigation procedure:

1. Investigate the accident, noting all relevant information, including the name of the injured person and the time and place of the accident.

If an employee or guest is injured, complete an Incident Report (see Figure D.19). In either case, you are responsible for providing all information requested on the report. For this reason, it is critical that complete and accurate information be recorded at the time of the incident.

2. Obtain instructions for filing the necessary report from your insurance carrier and/or agent.
3. Notify the corporate office of the incident.



Workers' Compensation Issues ◀

As a business owner, you may be required by your state to provide workers' compensation insurance for your employees. Workers' compensation insures eligible employees for designated financial losses caused by job-related injuries and illnesses.

If this is applicable in your state, it is important that your employees understand the need to report on-the-job accidents and injuries promptly, completely, and accurately. Failure to report an accident or injury immediately and accurately may delay processing of a compensation claim and payment of benefits due. Obviously, such a delay could cause employees unnecessary financial hardships.

All workers' compensation claims must be filed promptly and accurately to ensure employees receive benefits due without unnecessary delay. Contact your insurance agent or the appropriate state agency regarding proper reporting procedure.

If this is not applicable in your state, you must post notice and make sure all employees are informed if you elect not to provide workers' compensation insurance.

Fire Safety ◀

Every 16 Handles store will have a fire extinguisher system installed. This system may include a sprinkler system to protect storage areas. Every store will also have fire extinguishers in the number and location as specified by the local fire marshal.

There are many things you can do to prevent and be prepared in the event of a fire:

*Fire safety
guidelines:*

- Have extinguishers and extinguishing systems serviced as required.
- Make sure seasonal decorations are fire-retardant treated.
- Maintain emergency lights.
- Make sure the sprinkler valve is chain locked in the "open" position at all times. Label the key for the lock and keep it



in the manager's office.

- As required by OSHA, train all employees in the proper use of fire extinguishers.
- Don't overload outlets or use temporary wiring.
- Don't leave trash inside overnight.
- No smoking is allowed.
- Keep combustible materials and supplies in safe containers and in safe areas.
- Make sure exit signs are present and in good working condition (if applicable).
- Keep all walkways and exits clear of obstructions so employees and guests can exit the building quickly in the event of a fire.
- Develop a fire emergency plan and make sure all employees are familiar with the plan and will know what to do if there is a fire.

Knowing what to do in the event of a fire will help you protect yourself, your employees, and your guests from harm and possibly minimize damage.

Procedure in the event of fire:

1. Call 911 or the fire department. Remain on the phone until you are told to hang up.
2. Remain calm.
3. As long as safe conditions exist, stay in the area and do what you can to confine or extinguish the fire. Close all doors to cut off oxygen to the fire.
4. Know the location of the gas main and how to operate it. If it is safe to do so, shut down the gas main.
5. Evacuate the building. Direct the orderly evacuation of guests and employees if the fire is not immediately



extinguished. Employees should be directed to a predetermined area where they all should be accounted for.

6. Post an employee outside to meet the fire department and direct them to the fire's location.
7. If it can be done safely, secure all cash and valuable records.

After the fire is safely extinguished:

1. Safeguard any and all property and any evidence that may assist authorities in determining a probable cause.
2. Know the location of the sprinkler shut-off valve and how to operate it.
3. Secure all damaged equipment and stock for examination by insurance adjusters.

Machinery Guidelines ◀

*Machinery
Guidelines:*

- Do not operate machinery unless you have been properly trained and you have management approval.
- Know the hazards of the equipment and machinery before using them.
- Always turn off or unplug machinery before cleaning or making adjustments.
- Be sure the machine is turned off before it is plugged in.
- Be sure that appropriate guards are in place before operating.
- Do not attempt to rescue a spoon or any other implement which may drop into machine while it is in motion.



Preventing Slip and Falls ◀

Preventing Slip & Falls:

- If you spill it, wipe it up.
- If you drop it, pick it up.
- Keep floors clean and dry.
- Mop and dry mop small areas at a time.
- Watch your step on tile floors.
- Walk, don't run.
- Remove or report aisle obstructions.
- Report any leaky or dripping equipment.

Don't ignore any condition of potential danger. If you cannot correct the situation at once, cover the dangerous spot with an indicator or a chair until it is cared for. Never leave a dangerous situation unattended.

Electrical Safety ◀

Take utmost precaution when working with electricity. Remember that most of the electrical switch boxes are high in volts. Carelessness can result in death from electrical shock.

Electrical Safety:

- Make sure wires are not lying in water.
- Only qualified personnel shall make electrical equipment and repairs.
- Use only properly grounded electric tools.
- Metal ladders shall not be used in the vicinity of electrical circuits or in places where they may come in contact with them.
- Report short circuits and damaged cords immediately.



Hazardous Materials/Chemical Handling ◀

Handling hazardous materials, like handling electricity, can be safe if you have the proper respect for the material. Plan each job carefully and stick to the safe operating procedures. There is a reason for every detail of a safety procedure and many times it was learned the hard way, via injury. Don't take short cuts or experiment when working with chemicals. Here are a few simple suggestions which are extremely important for safe handling:

*Hazardous
Materials/
Chemical
Handling:*

- Use all necessary protective equipment and clothing (gloves, aprons, boots, goggles, etc.).
- Avoid mixing of chemicals.
- Remove chemicals spilled on your body as quickly as possible by flushing with large quantities of water.
- Never use air pressure to remove chemicals from drums or other vessels.
- Label all chemical containers, clearly and properly.
- Know where the nearest faucet is located before working with acids or caustic chemicals.
- Vapors and fumes are deadly so do not inhale dangerous fumes.

First Aid Procedures for Chemicals ◀

*First Aid
Procedures for
Chemicals:*

- MUST BE PROMPT!
- Wash or immerse in water immediately.
- Remove clothing.
- If in eyes, hold eyelid open and flush with a gentle stream of cold water.
- Get a physician at once for all burns.



Receiving and Storage ◀

Receiving and Storage:

- Always remove staples and nails from cartons and boxes.
- Store heavy items on lower shelves.
- Keep food containers covered.
- Keep a clean and orderly work area.
- Keep stored material at least 18 inches away from light bulbs and sprinkler heads.

Broken Glass or Wares Safety ◀

Broken Glass or Wares:

- Handle with care.
- Discard chipped or broken wares immediately in specially marked containers.
- Do not mix glassware with metal pots and pans.
- Do not store pins or tacks in glassware.
- If you suspect there is broken glass in soapy water, drain water first and then remove broken pieces.
- Use a dustpan and broom to sweep up broken pieces.
- Use a damp paper towel to pick up any tiny glass slivers.
- Always discard food that may have been contaminated by broken glass.

Facility And Equipment Inspections ◀

A thorough inspection of each work area is to be made monthly by the store manager. The purpose of the inspection is to identify and correct physical conditions, dangers or unsafe work practices, before an accident occurs.

The majority of accidents result from a person's failure to follow safety procedures and rules. These unsafe acts need to receive attention and be



corrected immediately. When you observe an unsafe act, make the person aware of what you observed and how it could contribute to an injury. Then show the expected or correct way of doing the job.

Remember: SAFETY BEGINS WITH YOU!

The Franchisor recommends doing a monthly inspection of the facilities to ensure that safety and health standards are being utilized on a regular basis. The Franchisor can recommend an outline of the items that you should be focusing on.

The Franchisor will also conduct its own **Quarterly Store Inspection** (see **Figure D.20**) of your store. The inspection will cover topics from waste disposal to exterior areas. A representative of the Franchisor will visit your store unannounced to conduct the inspection. The inspection grading will be based on a percent system. An 80% or more is a pass. During your training, the Franchisor will provide a sample of the **Quarterly Store Inspection**.

Figure D.20 – Quarterly Store Inspection

		 STORE INSPECTION			
Date:					
Location:					
Inspector:					
<i>Yes = 1 point</i>					
<i>No = 0 points</i>					
		YES	NO	N/A	COMMENT
A. Cashier/Lobby Area	1 Sneeze guard free of dust				
	2 Light fixtures free of dust				
	3 Yogurt machine trays free of melted yogurt				
	4 Toppings/yogurt properly dated				
	5 Toppings/yogurt wrapped and in FIFO				
	6 Ceiling tiles fully closed and intact				
	7 Free of any detergent or cleaning solution smells				



Robbery ◀

Knowing what to do in the event of a robbery will help you protect yourself, your employees, and your guests from harm. It is the policy of 16 Handles to take whatever steps are necessary to ensure the safety and well-being of all guests and employees.

Procedure in the event of robbery:

- Cooperate with the robber. Do exactly as you're told. If you don't understand what you are being told to do, ask. If the robber asks for cash, don't argue. Also, stay calm and don't move too quickly or reach suddenly for anything. Always keep your hands in plain view.
- Keep it short and smooth. The longer a robbery takes, the more nervous the robber will likely become. The average robbery takes less than two minutes.
- Don't resist. Never fight, use weapons, or chase a robber.
- Provide the robber with all requested cash. Don't attempt to hide any funds from the robber.
- Be observant. Don't stare, but try to remember what the robber looks like: age, gender, build, eye coloring, hair coloring, clothing, etc. Use a line, shelf, or other fixture to try to estimate the robber's height (only if you can safely do so). Also, if the robber gets into a vehicle to leave, try to get the license plates or a description of the vehicle without putting yourself in danger.
- Call the police after the robber has left. Keep emergency numbers by the phone. Stay on the phone until the police tell you to hang up. Then immediately write down the robber's physical characteristics while they are still fresh in your mind.
- Protect the scene of the crime. Close the store until the police arrive. Don't touch anything.
- Notify the corporate office of the incident.



- If necessary, call an ambulance to assist the injured.
- Ask all witnesses to separate, and have them write down a description of the suspects and their statements as to what happened. Don't allow witnesses to speak to each other about the incident. If a witness refuses to stay, get the person's name and address or license plate of the vehicle for the police.

Burglary ◀

If you arrive at the store in the morning and detect it was burglarized over night, proceed as follows:

*Procedure in the
event of burglary:*

1. Don't enter the store.
2. Contact the police immediately.
3. Don't touch anything until the police arrive and have examined the premises.
4. Notify the corporate office of the incident.



Food Safety and Sanitation

Due to the nature of the food business, strict sanitation and food safety procedures are necessary to protect your guests and employees from illness caused by food contamination. A complete sanitation program will lead to success. Proper food handling techniques, product quality controls, equipment maintenance programs, sound personal hygiene practices, and care of land and building all work together to create a positive sanitation program. This, in turn, creates and maintains a steady, loyal, satisfied guest base.

Here are some important points to remember:

*Sanitation
guidelines:*

- Time and temperature control in storage, preparation, display, and serving of foods is of utmost importance.
- Personal hygiene and strict cleanliness in food handling are absolutely necessary for safe, quality food service.
- Hand washing should always follow:
 - Using the restroom
 - Using a handkerchief or tissue
 - Handling raw food
 - Touching areas of the body, such as hair
 - Touching infected or unsanitary body areas
 - Working with unclean equipment, work surfaces, clothing, or towels and cloths
 - Smoking or using chewing tobacco
 - Clearing away or scraping used dishes and utensils, or performing scullery operations
 - Eating food or drinking a beverage



- Ill or infected persons should not be allowed to work.
- Washing, rinsing, sanitizing, and then air drying all utensils, and cleaning and sanitizing food preparation areas on a continual basis, will help protect quality.
- Stock rotation following the first-in, first-out method will help ensure quality products that are fresh and salable.
- Wash and sanitize equipment and utensils between uses, and prevent flies and rodents from coming into contact with food products to help ensure high-quality food products.

Some microorganisms found in foods are helpful, but there are a troublesome few that can make life very miserable for those unlucky enough to eat the food in which they have grown.

Proper storage methods, and clean working conditions are of utmost importance in preventing contamination in food. A sanitation-conscious staff with good personal hygiene habits is also necessary to ensure food quality.

Proper care of equipment also plays an important role in the area of sanitation. Preventive maintenance and daily clean-up and sanitation will help equipment last longer, do a better job, and avoid downtime (see “Equipment Care”). Plus, it will guarantee that only clean, sanitary, and well-maintained equipment is used in product preparation.



Types of Contamination ◀

Contamination is the unintended presence of harmful substances or microorganisms in food. There are three types of contamination that can be dangerous:

Types of contamination:

- Biological – This includes bacteria, viruses, parasites, or fungi that contaminate food and cause someone who eats the food to become ill. Contamination by bacteria is the greatest threat to food safety.
- Physical – A foreign object is introduced into a food or drink product.
- Chemical – A non-food is sprayed near a sink where there is a container of uncovered food, and the cleaner gets into the food.

Cross-Contamination ◀

Cross-contamination is the transfer of harmful substances or microorganisms to food. It is not a type of contamination, but it is a method for contaminating food. It can cause any of the types of contamination listed above, and it can occur through food prep surfaces, utensils, cleaning cloths, your hands, and fluids from raw food.

Biological Hazards ◀

Bacteria grow or multiply exponentially. Thus, one cell divides to form two, etc. Bacteria can divide as fast as every eight minutes! So only a few bacteria are needed to have serious consequences.

Bacteria have four main requirements for growth:

Requirements for bacteria growth:

- Temperature – Each type of bacteria has an optimal temperature for growth. In general, bacteria will grow in the temperature range from 40°F to 140°F. Therefore, foods must be kept either above or below this temperature “danger zone.” A good rule of thumb is to keep hot foods hot and cold foods cold.



- Moisture – Typically, bacteria need foods that are high in moisture content to grow.
- Food – Bacteria are living organisms; they must “eat” to survive. Many types of bacteria prefer those foods that contain high amounts of protein.
- Time – All bacteria need time to grow into quantities sufficiently large enough to be a health hazard. The less time a food product is subjected to the above three requirements, the lower the possibility that a problem will develop.

It is not possible to control bacteria growth by reducing the moisture or food levels in food products. At your store, only time and temperature can be controlled.

*Ways to control
bacteria:*

- It is imperative that product shelf life and holding times are not exceeded, either in storage or preparation shelving.
- Stocking rotation on a first-in, first-out basis will also aid in reducing the possibility of bacteria growth.
- Cooling food products must be accomplished as quickly as possible, taking products through the temperature danger zone as quickly as possible.

On the following pages are explanations of the five most common types of food-borne diseases, along with pertinent information such as source of the bacteria, general problem, symptoms, preventive procedures, and the foods involved.



Staphylococcus ◀

Sources	Present everywhere, but mainly found on skin, throat, wounds, and skin infections.
General problems	The bacteria cause food intoxication. While growing in food, the bacteria produce a toxin. When eaten, the toxin causes illness.
Symptoms	Nausea, diarrhea, and abdominal cramps will occur within two to four hours and can last one to two days.
Preventive procedures	<ul style="list-style-type: none">▪ Good sanitation procedures for employees, excluding unhealthy or unclean food handlers from food preparation areas, is important.▪ Temperature control is also important. Keep hot foods hot (above 150°F) and cold foods cold (below 38°F).

Salmonellosis ◀

Sources	Poultry, eggs, processed meats, feces, and dirt.
General problems	This is a food-borne infection, sometimes even passed on by food handlers. After growing in the intestinal tract of humans, the salmonella cells break apart and a poison is released. The poison causes illness.
Symptoms	Severe abdominal pain, diarrhea, fever, and vomiting will occur within 6 to 48 hours after ingestion and last two to three days, possibly longer.
Preventive procedures	<ul style="list-style-type: none">▪ Prevent cross-contamination, keeping raw and cooked foods separate.▪ Wash and sanitize equipment and utensils



	<p>between uses.</p> <ul style="list-style-type: none"> ▪ Avoid the temperature danger zone of 40°F to 140°F.
	<ul style="list-style-type: none"> ▪ Enforce strict standards of cleanliness for food handlers, including thorough hand washing often (especially after using the restroom).
	<ul style="list-style-type: none"> ▪ Enforce strict standards of cleanliness in food preparation areas.
Foods involved	Dairy products, such as milk, poultry, egg products, and processed meats that have been cooked, cooled, warmed up, and then served.

Clostridium Perfringens (E. Coli) ◀

Sources.....	A natural contaminant of meat, also found in soil and dust.
General problem	The bacteria grow in food that is kept warm before it is eaten. When eaten, the bacteria continue to grow in the intestinal tract, and illness occurs.
Symptoms	Symptoms are relatively mild. Abdominal cramps, diarrhea, and occasionally nausea may occur, though rarely fever or vomiting. The symptoms appear between 8 and 20 hours after eating the contaminated food and last up to 24 hours.
Preventive procedures....	<ul style="list-style-type: none"> ▪ Good temperature control is a must. ▪ Assume bacteria are present in most high-protein foods, and prevent growth by keeping food above 150°F or below 38°F.
Foods involved.....	Meats that have been cooked and allowed to cool, and are subsequently served, refrigerated, or heated.



Botulism ◀

Sources.....	Bacteria are found in soil, dirt, water, and unsanitary conditions.
General problem	Botulism is generally a problem with canned foods and processed meats and fish. When the bacteria grow under conditions without oxygen (as in canned foods), it produces a toxin. This poison causes illness or death.
Symptoms.....	Vomiting, diarrhea, abdominal pain, headache, impaired vision, and progressive respiratory paralysis. Symptoms usually appear within 12 to 36 hours, last 1 to 10 days, and is fatal in about 60 percent of the cases.
Preventive procedures....	<ul style="list-style-type: none"> ▪ Avoid damaged, dented, or swollen canned goods, refusing delivery from the supplier. ▪ Never use “home canned” products. ▪ Handle and cook prepared foods carefully.
Foods involved.....	<ul style="list-style-type: none"> ▪ Canned foods of low acidity are the most favorable for growth of the organism.

Hepatitis Virus A ◀

Sources.....	Feces, urine, saliva, and blood of infected persons. Also, contaminated water or foods can transmit the disease to humans.
General problem	The virus does not grow on food, though food can transmit it. The virus attacks the liver, and only a few are necessary to cause illness because it will grow and multiply in human tissue.
Symptoms.....	Symptoms include nausea, abdominal discomfort, fever, jaundice, and loss of energy. They can



	appear any time within 10 to 50 days after ingestion and can last from several weeks to several months.
Preventive procedures....	Prevent contamination of food through good personal hygiene practices, and exclude unhealthy food handlers from the store.
Foods involved.....	Those foods that are not heated prior to serving, such as salads, sandwiches, and milk products.



Food-Borne Illness

What constitutes food-borne illness?

Food-borne illness characteristics:

- More than one complaint from guests having the same types of symptoms
- A direct contact from a government or health agency, hospital, or doctor stating that an employee has a confirmed food-borne illness
- A direct contact from a government or health agency, hospital, or doctor stating that more than one guest has a confirmed food-borne illness

Obviously, the threat of food-borne illness is a major concern for business owners in the food service industry more than any other industry. For this reason, the Franchisor has developed the recommended guidelines for handling situations involving food-borne illness.

Procedure for handling:

- Only you or your manager should handle a call from a guest reporting a potential food-borne illness.
- Empathize with the guest and express concern.
- Listen to the guest, and allow the guest to use his/her own words.
- Evaluate the complaint. As the guest talks, record all pertinent information in the manager's logbook.
- Don't say anything that could be considered admission of guilt.
- Don't say, "I'm sorry we made you sick."
- Don't offer insurance, medical, or legal opinions.



- Don't volunteer additional information.
- Don't mention or suggest symptoms normally associated with illnesses.
- Don't discuss food handling practices or store operations.
- Promise follow-up within 24 hours.
- Immediately notify the corporate office and complete an Incident Report (see Figure D.14).
- Isolate the suspect foods and pack them in clean containers or a strong plastic bag. Label each sample "DO NOT OPEN." Store the foods in the walk-in cooler until they are picked up by authorized personnel.
- Cooperate fully with the health department or other government agencies. Answer all questions thoroughly and promptly with facts only. Don't speculate.
- Prevent future risk by reviewing all food handling and sanitation practices. Take immediate action to correct any improper practices.
- Follow up to determine that all corrective action has been taken.

Recommended Manager Script ◀

Use the following script when a guest reports a potential food-borne illness:

"I'm sorry to hear you are (were) feeling ill. I hope you are taking good care of yourself. We haven't had a problem or any other complaints about our food, but of course, we want to look into this right away. To be able to do that, I will need to ask you a few questions."



If you have had other complaints on the same day, simply say:

“Of course, we will look into this matter right away.”

Proceed to ask the guest the following questions. Record the information you receive in the manager’s logbook.

“What is your name?”

“Can I have a telephone number where we can reach you?”

“Which 16 Handles location did you visit?”

“When did you visit?” (Get the date and time.)

“Please tell me all the 16 Handles food that you ate.”

“What are your symptoms?”

“How soon after eating did you experience these symptoms?” (Get the day and time.)

“Did you seek medical attention?” (If so, get the doctor’s name and the hospital.)

“Are you still experiencing these symptoms?”

When you have completed gathering all of the necessary information, then close the conversation as follows:

“Thank you for the information. I am very sorry for your unpleasant experience and appreciate you calling us to let us know. I am now going to give your information to someone who is more experienced in investigating these matters.”

If it sounds like the guest is simply calling you to let you know, continue with the following questions:

“Would you like him/her to call you back?”

“At the number you gave me?”

If it is obvious the guest wants a response, continue as follows:

“He/she will call you back as soon as possible, usually within 24 hours. Can he/she reach you at the number you gave me?”



Once you have hung up with the guest, immediately contact the person at the corporate office who is responsible for food-borne illness.



Health Inspections

Throughout the year state and city health inspectors will inspect the store to ensure safety and food protection. During a health inspection, it is essential that all team members and MODs understand the procedures to take. It is critical for the business to always be prepared for a health inspection which means to assume a clean and safe environment for both employees and guests.

There are several basic rules during a health inspection:

1. Always be polite and respectful whenever addressing the inspector. The inspector should feel that you are on their side. Never argue.
2. Give the inspector your undivided attention.
3. Answer all questions honestly.
4. Try to correct any issues and speak about the preventative measures that you have in place to address the issue at hand.
5. Do not give false promises.

During an inspection, there are several procedures that the MOD should follow:

6. Ask for and verify the inspector's identification.
7. Notify the store manager or owner that an inspector has arrived.
8. Request that the inspector wait while you free up from your duties. If you are preoccupied with other tasks, immediately get those areas covered and give your full attention the inspector.
9. Before meeting the inspector, correct deficiencies immediately.
10. Accompany the inspector during the inspection.
11. Take notes on the inspector's observations. Always cooperate with the inspector. Avoid volunteering additional information other than responding to direct questions.
12. Speak about the preventative measures in place to correct issues.



13. If you disagree with an inspector's observation, state your opinion but do not argue.
14. Contact the manager or owner immediately upon the inspector's exit and report the findings. If the store is ordered to close, obey the order.

If there are ever issues after a health inspection or if you received an unfavorable report, there are ways to fix the issues. You will likely have an opportunity to contend the areas of deficiencies by attending a hearing. During the hearing you should be prepared with evidence on how you fixed the problem areas and how you plan to continue to prevent the issue. Evidence should include photos, log books and written letters from your maintenance service companies stating their service (pest control, cleaning, grease trap, etc).



SHELF LIFE MATRIX CHART

YOGURT	FLAVORS	FROZEN - FROM MANUFACTURER'S DATE	REFRIGERATED		
16H Proprietary Yogurt & Sorbet	Various Flavors	1 year	16 Days		
Scott Bros	Graham Cracker & Salted Caramel	2 years	13 Days		
Frogurt	Coffee & Peanut Butter	1 year	21 Days		
YoCream Yogurt & Sorbet	Various Flavors	2.5 years			
TOPPINGS	UNOPENED CASE		DRY STORAGE	PREPPED (sealed lid)	FLAT LID OR DISPLAYED ON TOPPING BAR
DRY TOPPING – CEREAL	1 Year or Expiration Date (whichever comes first)		30 Days With Sealed Lid	30 Days With Sealed Lid	3 Days
DRY TOPPING – INDULGENT			30 Days With Sealed Lid	30 Days With Sealed Lid	CLEAN EVERY SUN/THURS NIGHT
DRY TOPPING – NUTS			(USE WITHIN 24 HOURS FROM OPENING)		
MOCHI					
WAFFLE	UNOPENED CASE		DISPLAYED ON WAFFLE HOLDER		OPEN IN PLASTIC WRAPPED
WAFFLE BOWL	1 Year or Expiration Date (whichever comes first)		7 Days		7 Days
WAFFLE CONE					
WHIPPED CREAM	PREPPED	UNOPENED BOTTLE/CONTAINER	OPEN BOTTLE/CONTAINER		
HEAVY CREAMER 40%	4 HOURS	Best by Date	7 Days (Refrigerated)		
VANILLA SYRUP		1 Year or Expiration Date (whichever comes first)	7 Days		
HOT FUDGE	3 Days		3 Days		
SAUCES	UNOPENED BOTTLE/CONTAINER		OPEN BOTTLE/CONTAINER	DISPLAYED ON TOPPING BAR	
Dark Chocolate	1 Year or Expiration Date (whichever comes first)		7 Days	CLEAN EVERY SUN/THURS NIGHT	
Marshmallow					
Honey					
Milk Chocolate					
White Chocolate					
Caramel					
Raspberry					
Nutella					
Peanut Butter					
FRESH FRUITS	UNPREPPED FRUIT		PREPPED FRUIT		
Mango	7 – 10 Days		24 Hours		
Kiwi					
Pineapple					
Strawberries	3 Days				
Blueberries					
Blackberries					
Raspberries					
Bananas	2 – 3 Days		As Needed		
CANNED FRUITS	UNOPENED CASE		PREPPED CANNED FRUIT	DISPLAYED ON TOPPING BAR	
LYCHEE	1 Year or Expiration Date (whichever comes first)		7 Days	24 Hours	
CHERRIES					
NOVELTIES					
SPONGE CAKE	INDIVIDUALLY WRAPPED SPONGE CAKES STORED IN SEALED CAMBROS IN THE FREEZER				
	1 YEAR				
RICH'S BETTERCRÈME	FROZEN		THAWED		
	1 YEAR		14 Days		
UFO COOKIES	UNOPENED CASE		OPENED WRAPPED IN PLASTIC		
	1 Year or Expiration Date (whichever comes first)		7 Days		
TOPPINGS TO GO	DISPLAY FREEZER				
	30 Days				
16 HANDLES FROYO SANDWICH	YOGURT IN MOLDS		DISPLAY FREEZER		
	7 Days		30 Days		
MEGA MIXES	Shelf-Life with Clear Lid		Shelf-Life with White Novelty Lid		
	30 Days		90 Days		
16 HANDLES CAKES	YOGURT IN MOLDS		DISPLAY FREEZER		
	7 Days		45 Days		