

Power Outage

At Micros Terminals: Print out all open checks while battery back-up is still working.

Micros Office PC: Do this as quickly as possible after printing out the open checks

1. Double click on the "Control Panel" icon
2. Click on "Restaurant" (this will highlight "restaurant")
3. Click "Off" – all green check marks will turn to yellow circles then to red "X"s
4. Minimize the control panel
5. Click the Start menu and select "Shut Down"
6. Select "Shut Down Computer" then click "Yes"

PIC:

1. Call local power company for estimate on outage length
2. Notify Regional Manager of outage. They will let you know if the restaurant should close or remain open
3. Assign an employee armed with a flashlight to check restrooms for any Guests and escort Guests either back to table (short outages) or outside (longer outages)

Guests:

1. If enough light in the dining room, allow Guests to stay inside and finish their meals
2. If too dark in dining room, using flashlights, ask Guests to gather their personal belongings and escort Guests outside the building
3. For locations with Lottery: Get name and phone numbers from each Guest and notate which machine they were on. Call Guests when power restored and Video Lottery tickets are printed
4. See instructions for processing payment during power outage

Food:

1. Note date/time of power outage
2. Perform a line check and record all temperatures and times
3. Place food containers from the line on ice and cover
4. Move food from line to freezer areas if power outage is expected to last more than 4 hours
5. Do not put hot food into refrigeration equipment
6. When power is restored, if out for more than 4 hours, discard any food in the temperature danger zone (42°F - 140°F). Log wasted food

Equipment:

1. Keep refrigeration doors/drawers closed after initial temperatures are taken and food is transferred
2. Turn off breakers to large equipment including HVAC units
3. Discontinue use of any gas-powered equipment if exhaust hood and make-up air systems stop working. Shut off so gas doesn't build up.
4. Turn off all POS stations
5. When power restored, turn on breakers one at a time to avoid overloading the circuits
6. Ensure all equipment is operating properly: lighting, refrigeration (41° F or below), hand washing sinks, water supply, hot water heaters, toilets, and dish washing machines
7. Clean and sanitize all food contact surfaces, utensils, and equipment before use.

Power/POS Outage Emergency Kit Checklist

- Full list of menu prices (including sides)
- Printed Tax Table (for all states except Oregon)
- Guest checks (for receipts)
- Calculator (battery-operated or solar)
- Pens
- Flashlights

Power Company Information:

- Power company name:
- Power company phone #:
- Account number:

POS Outages when Power is Still On

1. Pull out emergency kit and the Stand-Alone Credit Card Terminal
2. Place copy of menu prices/tax rates at all terminals and at cashier stand
3. Give each server a Guest Check pad and a small calculator
4. Give kitchen heads up that tickets will be hand-written.
5. Assign someone who is trained to be on expo (note – this person will hand the tickets to the cooks after clarifying that a) the handwritten checks are legible, and b) that everything necessary for the cooks to cook the food is on there (i.e., egg preference, if toast rather than biscuit, etc.), and c) that the table number is on the ticket.
6. Servers will take orders as usual, but will write out orders more long-hand (get as close as possible to what is in the POS for descriptions)
7. Server keeps original ticket, and gives carbon copy to expo/cook (note – if no one is assigned expo, do assign one person, such as the wheel person, to be the only one that gets tickets)
8. Before dropping ticket to the Guest, add prices to all entrées and beverages. Using the calculator, add up all prices, and add the tax in (at applicable restaurants), then a grand total
9. When the Guest goes to pay:
 - a. Cashier will note on the ticket whether it is a cash, credit, or gift card payment (CA or CC)
 - b. If cash, use the calculator to determine the change due, and count back the change to the Guest. Write CA on ticket and place under cash drawer.
 - c. If credit card, follow manual credit card procedures for power/internet outage. Write CC on the ticket or staple ticket to manual credit card slip.
 - d. If gift card, use manual credit card procedures and mark “GC” on the slip.
10. When POS is back up
 - e. Go back to normal procedures.
 - f. Inform the kitchen and cashier that the POS is working again.
11. At end of day
 - g. Take all manual tickets and enter the tickets as they were written. Compare the totals the server/cashier noted on the ticket, and if POS price is different, adjust to match what the Guest actually paid using Manager Comp
 - h. Close out all tickets in Micros. Note if it was paid in cash or credit card.
 - i. Balance the tills as normal once all tickets are rung in and cashed out. Make sure to note on daily reports how long the POS was down.

Payment Logistics Stand-Alone Credit Card Terminal (A920)

When to use the stand-alone credit card terminal:

- Power is out.
- Micros is down.
- Internet is down.

When the stand-alone credit card terminal will NOT work:

- If Payment Logistics has a global outage, let your Operations Manager know as soon as this happens and we can help determine if it is global.
- If Payment Logistics is down let any Guests coming in know that the credit card system is not working but they are welcome to use your ATM and we will comp the fee they are charged.
 - If you do not have an ATM:
 - We will no longer be writing down Guest's credit card numbers if the system isn't working. Comp the meal for those Guests.

How to use the stand-alone credit card terminal:

- Keep the terminal plugged in between uses.
- When in use keep the terminal at the cash register only.
 - Do not allow it to be taken to tables unless there are extenuating circumstances.
 - The Guest will need to be present at the terminal to process their card.
- Turn on the power by holding down the power button on the right side of the terminal.
- Tap Sale
- Input amount of sale.
- Place unit on front desk in front of Guest so they can answer the tip question.
 - If the Guest does not want to leave a tip on their card press confirm or go to proceed to the next step.
- Guest may then tap, insert or if they don't have a chip swipe their card.
- Guest will then be prompted to sign on the screen using their finger.
- Answer the Guest receipt question.
- You are now ready to process the next card.
- To close the Guest check in Micros:
 - Pick up the check using the cashier card/number.
 - Enter the total amount including tip.
 - Press 'Offline CC' and verify the tip is correct.
 - Press 'Enter/OK' to finalize the check.

- The charge tip will populate on the server reports.
- Once the issue is resolved and you are processing credit cards normally again you will need to batch the transactions processed on the stand-alone terminal.
 - Tap FUNC
 - Tap Batch
 - Tap Batch Close
 - Tap YES
 - Enter password – today’s date (mmddyyyy)
 - Place the receipt from the batch close and the stand-alone receipts with the credit card slips for the day.
- Plug the terminal back into power.
- If you forget to batch the transactions and the terminal is on it will automatically batch at 3am.
 - When an “auto batch” is performed the unit may not print a receipt.
 - You can login to paygisticx and check the batch for the date in question to ensure that the batch went through.

To see the transactions on the Paygisticx Gateway:

- Login using your restaurant credentials.
- Under ‘User’ all stand-alone transactions will be listed as A920...
 - The other option is to sort by ‘Inv #’. Transactions processed through the stand-alone terminal will not have an invoice number and this field will be blank.

FUNC:

- When using the ‘Function’ key there are some commands that may require a password the password will always be today’s date (mmddyyyy).

Note:

- If at anytime you need to go back during a transaction or anything else, swipe down on the top of the screen. This will pop up menus at the top and bottom of the screen. At the bottom there is a back arrow. Pressing that arrow will cancel a transaction that has not yet been processed. It will also take you back to previous screens if you are in a menu.

Fire, Flood, and Earthquake Safety

Fire, floods, and earthquakes can happen without notice, creating panic among employees and Guests. Staying calm is best, panic will only cause more harm. In an emergency:

- Stop what you are doing
- Assess the situation
- You or the shift leader takes the lead
- If there is a fire:
 - If small enough, use fire extinguishers that are nearby or pulling ANSUL
 - If not small enough to contain easily, call 911
- Turn off all equipment
- Lock the safe (if safe to do so)
- Lock the cash drawer (if safe to do so)
- Escort Guests out and away from a fire
- Have Guests seek cover in the restaurant in the event of an earthquake or tornado
- Lock the door behind you and wait for an emergency team to respond
- Do not stop to retrieve personal belongings
- Call the Regional Manager or Home Office as soon as possible to report the incident
- Allow Guests and team members in to retrieve personal items only when emergency responders say it is safe to do so

Interruption of Water Service

If Scheduled:

PIC:

- Fill up sinks to prepare for a three-sink cleaning (wash, rinse, sanitize)
- Work with Home Office to get agreement with a bottled water supplier
- Have disposable gloves and hand sanitizer on hand for use after washing hands with an alternative water source (i.e. gravity flow handwashing set up)
- Have supply of commercially manufactured ice.
- Purchase 2-liters of soda as fountain drinks will be unavailable
- Use single service items (to-go utensils, cups, and plates)
- Determine if toilets will flush with or without an alternate supply of potable water that can be dumped into the toilet
- Prepare an “emergency menu” in advance with recipes for food items that require no water (or minimal bottled water) to prepare

Food:

- Use emergency menu or only serve pre-packaged food when no alternative handwashing facility is available
- Discontinue use of fountain drinks

Equipment:

- If possible, set up an alternative handwashing facility:
 - Using commercially bottled water in a clean, sanitized container, set up a gravity flow handwash station. Think large water containers with a spigot that allows water to flow over one’s hand into a catch bucket
 - Ensure that hand soap, disposable towels, and a waste receptacle is available by the alternative handwash station
 - Empty the catch bucket into an operational drain such as a mop sink or toilet
 - Wash hands after emptying the catch bucket and before returning to food handling operations
 - Do not touch ready-to-eat food with bare hands. Use a fresh pair of gloves before touching any food
- **If unable to set up alternative handwashing facility, food preparation must cease and only pre-packaged food may be served, and gloves must be worn.**

Interruption of Water Service

If Unscheduled

- Check water shut off valve for the building (someone may have turned it off)
 - If off, turn back on
- If valve is open but still no water, immediately suspend food preparation
 - If food is in process, finish up and serve.
 - No more tickets going into kitchen until water turned back on.
- **Notify Regional Manager of situation**

When Water is Restored

- Run all faucets for 10 minutes or until water runs clear (don't stress if water is discolored at first)
- Notify Regional Manager of total down time

Hot Water Goes Out

- Call Regional Manager
- Check water heater:
 - Check breaker (if electric)
 - Check pilot light (if gas)
 - Turn back on if off
- If possible, set up an alternative handwashing facility:
 - Using boiled water (at least 120 degrees) in a sanitized container, set up a gravity flow handwash station. Think large water containers with a spigot that allows water to flow over one's hand into a catch bucket
 - Ensure that hand soap, disposable towels, and a waste receptacle is available by the alternative handwash station
 - Empty the catch bucket into an operational drain such as a mop sink or toilet
 - Wash hands after emptying the catch bucket and before returning to food handling operations
 - Do not touch ready-to-eat food with bare hands. Use a fresh pair of gloves before touching any food
- **If unable to set up alternative handwashing facility, food preparation must cease and only pre-packaged food may be served, and gloves must be worn.**
- Check clean dish level – is there enough to operate with and for how long?
 - Dish Machine
 - Run a cycle to verify 180 degrees
 - Slow down rack cycles to allow booster to get water back up to temp.
 - If cycle does not hit temp, wait 15 minutes and re-run rack checking temps.
 - If dish machine does not hit temperature at all, set up 3- sink method (Wash, rinse, sanitize, air-dry)
 - Ensure water is at least 120 degrees in wash sink by adding boiling water
 - Middle sink should be clear rinse water and at least 120 degrees
 - Last sink should be the chlorine-based (bleach) and test at 50ppm
 - All dishes must be air-dried
- Stay in touch with Regional Manager

Robberies

- Do not try to be a hero.
- Cooperate with the offender(s) so they will leave as quickly as possible unless it is unsafe to do so (i.e. if they try to take you to another location).
- Never chase the offender.
- Stand still and do not make any sudden movements.
- Speak only when spoken to. Answer questions honestly (e.g. "I'll get you the money but I need to put an order into the register to get the drawer to open.")
- Communicate your actions (e.g. "I am opening the cash drawer now.")
- Stay out of the offender's personal space and keep your hands visible.
- Place the money on the counter and take a step back.
- Carefully observe his characteristics without staring at him directly. Make a mental note of the following so you can help the police with an identification of the suspect:
 - Accents
 - Knowledge of restaurant layout
 - Use of restaurant terminology
 - Possession of restaurant keys
 - Height, weight, eye color, approximate age, skin color, clothing, visible tattoos or other distinguishing characteristics

After a Robbery

- Call 911 after the robber leaves
- Lock the doors and assign one person to stand by each door in case Guests need to leave
- Alert the Regional Manager of the situation
- Use a paper bag to cover anything the robber may have touched without gloves to preserve fingerprints
- Ask any witnesses to please stay until the police get there. If they must leave, ask them to please leave their name or phone number in case the police need to speak with them. If they refuse, just allow them to leave but make a note of the person's description and time they left.
- Once allowed by the police, perform a shift change to balance the till to account for any money missing, clean up any mess made from the processing of the scene, and re-open for business
- Give the police any footage they request, and make another copy for the Home Office to keep
- Remind all team members that this is an active investigation, and to not talk about the incident with anyone other than the GM or the police as this could hinder the investigation.
- Refer all media inquiries to the Home Office

Complaints of Foodborne Illness or Guest injuries/accidents

Reassure

- Let the Guest know you take the complaint very seriously.
- Reassure the Guest that you will be investigating the incident immediately.

Inform

- Inform the Guest that the safety of our Guests is our #1 concern.
- Tell the Guest that our safety documentation is up to date and no other reports of illness have been reported (if that is the case).
- Ask permission to write down details that will help you investigate the incident

Inquire

- Guest's name, contact information, date and time of visit
- How many members in the party?
- Which foods were eaten and by whom? (for complaints of food illness only)
- Has the Guest received medical attention? If they want to seek medical attention, inform the Guest that you are not authorized to accept liability, however you will be forwarding the Guest incident report to our insurance company.
- Once information is received, tell the Guest, "Thank you. I will report this to the Home office and we will investigate. I hope you feel better soon."

Notify

- Send the Guest Incident report to the Home Office (all instances), and follow up with a call to the Regional Manager or Director of Operations (serious incidents and complaints of food illness)

Avoid

- Steer clear of admitting fault or words that imply it is our fault
- Avoid promising any course of action. Let the Guest know we take this seriously and we will investigate.
- Do not argue. Simply get the facts.
- Do not offer to pay for treatment. Let them know that our insurance company makes those decisions – we do not decide any payments at the restaurant level.
- Stay away from making guesses or hypothesizing with the Guest.
- Do not administer treatment other than lifesaving techniques for which you have been trained. Please allow the injured person to choose the treatment desired. Do, however, offer first aid supplies to the Guest if needed.

Responding to Media Inquiries

- Only designated Home Office employees can represent the brand
- If a member of the media attempts to film in the location:
 - Politely but firmly decline the request letting them know it would be disruptive, and our Guests have not given permission to be filmed
 - Tell them, “We refer all media inquiries to the Home Office. You can reach the Home Office at 503-252-1485”.
- You can only prevent media from filming on your private property
- Contact the Home Office immediately (either Regional Manager or Vice President)
- Instruct all employees they are not permitted to talk with media, and to refer media inquiries to the Home Office
- If members of the media call the restaurant, politely refer them to the Home Office

Things to avoid

- If a camera crew shows up and wants to film, they are required by law to ask permission since it is private property. In these cases:
 - Do not try to block the crew from filming by putting your hands over the camera
 - Never tell a camera crew or a reporter “No comment”, or “Please leave”
 - This action could be shown on the news and appear to be extremely evasive
 - Instead, say “Filming on our property is disruptive and neither our Guests nor our team members have given their permission to be filmed”

Extreme Heat

- Ensure thermostats are not set below 72 (anything lower will actually freeze the coils on the AC unit)
- Ice all cold drawers and cold wells on cooks like and server aisle. Do this early if you know it's going to be a hot day.
- Pans less full. The top half of the pan heats up the most as the air hits it, so only fill ½ to ¾ of normal fill.
- Spray cooling fins on fans periodically with cool water if older fans (newer fans won't need)
- Take care of the team. Have on hand:
 - Cooling fans – preferably the kind that generate cool air
 - Cooling towels or snap towels
 - Gatorade or other cooled beverages for the team kept in the walk-in
 - Otter Pops in the freezer for the team
 - Arrange for small breaks more often to step off the line and into the walk-in if needed
 - Bagged ice. Some ice machines struggle in hot weather. Add bagged ice to freezer pull and bag up during the slower days for use during hotter/busier days

Extreme Cold

- Ensure water to swamp cooler is off or pipes will freeze
- Disconnect any outside hoses and bring inside
- Close any external air dampers that let air into upper crawl spaces so pipes don't freeze
- Set all faucets and hand sinks to a slight drip over night
- Adjust thermostats that are set to turn off heat at night to continue heating building overnight.
- Have the following on hand:
 - Ice melt for walkways
 - Snow shovel
 - Small heaters for the cook's line in case the BOH heat can't keep up.
- Post a notice to the team to allow for extra time getting to and from work.
- Keep a bit more inventory on hand during winter storm periods in case delivery trucks can't get to you.
- Post caution signs if needed. Keep an eye out for ice/snow sliding off roof.
- Make sure all walkways are shoveled and have ice melt on them before opening for the day, and keep them clear during the day.

Emergency Restaurant Procedures

