[COMPANY LOGO]

Emergency Temporary Kitchen Closure

Last Updated: 22/01/2024

Employee Responsible: All Supervisors

Purpose:

To inform the responsible personnel of the proper steps to take in the rare case of an emergency kitchen closure with a maximum closure time of 48 hours.

Review Procedure:

This procedure document should be reviewed (and updated if necessary) by the **Regional Supervisor** at least **Once Every 2 Months** or immediately after any physical operational procedure steps have been changed at any point.

Procedure Outline

Pre-Closure Procedure Steps

1. Closure Decision
2. Informing Employees
3. Informing Customers
4. Arranging Supplier Deliveries
5. Food Inventory Management

During Closure Procedure Steps

1. Inspect Kitchen
2. Receive & Store Scheduled Deliveries

First Day Post Closure Procedure Steps

1. Updating the Storefront
2. Staff Meeting
3. Kitchen Review

Pre-Closure:

Closure Decision

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Purpose: To come to an official decision on whether or not said kitchen location should halt operations and the duration of the closure.

Goal: An official kitchen location closure decision will be made to begin taking the next steps of action in properly closing the kitchen for the decided period of time.

Procedure:

1. The satellite kitchen supervisor will contact the regional supervisor and commissary supervisor by phone to inform them of the issue leading the kitchen supervisor to believe that temporary closure is necessary.
2. The supervisors will discuss the situation while trying to decide on other solutions that may be more appropriate for the situation.
3. If no alternative solutions have been found to be feasible, the supervisors will decide to officially halt operations of said kitchen location.
4. The supervisors will decide on the total duration of time that the kitchen operations will be shut down for.
5. The supervisors will review the kitchen closure plan and what each supervisor will be incharge.

Informing Employees

Purpose: To inform the scheduled employees of the changes caused by the temporary closure of the kitchen.

Goal: All scheduled employees will be well informed of the closure, the duration of closure, and any changes regarding their work shift schedule.

Procedure:

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1. Contact each employee who is scheduled to work during the closure period by phone to notify them of the closure, the decided duration of time that the kitchen will be closed, and when he/she will be expected to begin work next.
2. Inform the employee during the phone call that salary pay will not be affected by the closure, and allow any questions to the employee.

3. Once all employees have been properly notified, sign into the scheduling app to manually update the shifts of each employee accordingly.

Informing Customers

Purpose: To ensure that app users may not place orders for the decided closure period.

Goal: All public customers of (Company Name) will be informed that they may not place orders for the decided closure period.

Procedure:

1. Sign in to the app storefront admin panel
2. Change the business hours for all brands to "Closed" to ensure that no customers may place orders at this time.
3. Save all changes.
4. Sign in through the user app using a smartphone and check that all storefronts have been closed to the user's view and no orders may be placed during this time.
5. Notify the regional supervisor once the storefront closure has been done.

Arranging Supplier Deliveries

Purpose: To inform necessary suppliers of the temporary closure, and to arrange delivery times according to the time that the supervisor will be present in the kitchen.

Goal: All suppliers arriving during the closure period will be informed of the closure, and the supervisor will be present during scheduled delivery times to receive/store items.

Procedure:

1. Record all suppliers scheduled to deliver to the kitchen during the closure period
2. Contact each supplier by phone informing them of the closure and arrange a delivery time which is close to the delivery time of other suppliers on said day.
3. Inform the supplier that the supervisor will be the only staff present in the kitchen during this time, so to call the supervisor's phone number when the delivery has arrived.

Food Inventory Management

Purpose: To ensure that all perishable items are stored properly during the closure period, and all items required for the resuming day of service are prepared and available.

Goal: All perishable items will be safe and available to utilize once the kitchen operations resume.

Procedure:

1. Sign in to the inventory management system.
2. Review the expiration date of all prepared and non prepared food items.
3. Create a list of all items that must be disposed of prior to the start of the first resumed service.
4. Record all of the items that must be prepared and set-up prior to the start of the first resumed service.
5. Contact the commissary supervisor to inform him of all the items that the commissary cooks must prepare, and the items to dispose of prior to the first service day back.

<u>During Closure:</u>

Kitchen Inspection

Purpose: To ensure that the kitchen is readily prepared for the satellite kitchen staff to resume work in.

Goal: The kitchen will be set-up properly and ready to be utilized by the kitchen staff once operations resume.

Procedure:

1. Arrive to the kitchen 1 hour prior to the first scheduled inventory delivery time.
2. Turn on the kitchen lights.
3. Inspect all food items on the kitchen line to ensure that no items have expired.
4. Record any spoiled items and discard to ensure that they are not utilized during the first resumed service.
5. Once discarded, place the dirty storage containers/pans on the dirty dish table.
6. Locate the back-up items for all spoiled items in their designated back-up storage location.
7. For all discarded items that lack proper back-up inventory, record and inform the commissary supervisor to prepare and replace the items in their designated line set-up location

Receive & Store Kitchen Deliveries

Purpose: To ensure that all scheduled deliveries are properly received and stored during the temporary closure period.

Goal: All scheduled deliveries will be properly received and stored during the temporary closure period.

Procedure:

1. Review all scheduled delivery order times and plan to be present in the kitchen during these delivery times.

2. Follow the order receival/storage procedure accordingly once the deliveries arrive to the kitchen.
3. Clean up the kitchen and review all stations one final time before properly closing the kitchen and exiting.

First Day Post Closure:

Updating the Storefront

Purpose: To ensure that app users are able to place orders once business hours begin.

Goal: All public customers can view and place orders on the app once business hours begin.

Procedure:

6. Sign in to the app storefront admin panel
7. Change the business hours for all brands to "Open" to ensure that all customers may place orders once normal business hours begin.
8. Save all changes.
9. Sign in through the user app using a smartphone and check that all storefronts have been re-opened to the user's view and orders may be placed once service hours begin.
10. Notify the regional supervisor once the storefront closure has been done.

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Staff Meeting

Purpose: To update staff on any changes that may have been made, and discuss operations moving forward.

Goal: Staff will be updated on all information necessary regarding the closure and operations moving forward.

Procedure:

1. Once the entire staff has arrived to the worksite on the first day back post closure, the supervisor will gather the staff around the expeditor table for a brief meeting (5-10 minutes)
2. The supervisor will explain why the closure occurred, what has changed as a result of the closure, and all important information that the staff must know moving forward.
3. The supervisor will also ask all cooks to pay close attentions to items with old preparation dates and look for items that may be spoiled.
4. The supervisor will allow the staff time to ask any questions that have not been answered during the first part of the meeting.

Kitchen Review

Purpose: To ensure that all stations are set-up according to the set checklists and food inventory quantities are up to par

Goal: All operating stations will be set-up properly according to station set-up checklists

Procedure:

1. As the cooks are preparing their stations in accordance with the station set-up checklists, supervise all stations and ensure no items are missing or spoiled.
2. Follow the "per-service station checklist" to review and approve all stations as usual.
3. Hold the standard pre-service staff meeting to ensure all cooks are ready for the following service.

Monitoring

The regional supervisor will be responsible for ensuring that all the kitchen closure steps are executed as documented and that no inventory issues arise during the closure.

SIGNATURES

Signatures from employees and management to confirm that they have read and understand procedures.

Staff Member Name	Signature	Date

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