

Operational Execution Manual

Key of Authority

FE - Franchisee

GM - General Manager

AM - Assistant Manager

SM - Shift Manager

SL - Shift Leader

Prior to opening your franchise

Franchises must Apply for several Licenses before operating there store. They must research if any other license is need to operate in your Jurisdiction. WiYnE Will not be responsible if you are under licensed.

You must also have all appropriate health inspections and obtain a Certificate of Occupancy.

You must apply for:(FE)

[Milk License](#)

[Tobacco License](#)

[Food Establishment License](#)

[Retail Motor Fuel License](#)

[Lottery Permit](#)

Insurance (FE)

You must apply for insurance prior to operating your store(where applicable)

(a) **Worker's Compensation Insurance** - prescribed by law in the state in which the store is located and Employer's Liability Insurance with \$100,000/\$500,000/\$100,000 minimum limit. If the state in which the store is located allows the option of not carrying Worker's Compensation Insurance, and Franchisee chooses to exercise that option,

Franchisee shall nonetheless carry and maintain other insurance for with coverage and limits as approved by WiYnE Fill ME Up™. (State Agency)

(b) **Commercial General Liability Insurance & Business Property Coverage** - in a form approved by WiYnE Fill ME Up™ with a limit of \$5,000,000 per occurrence/\$5,000,000 aggregate. (Geico)

(c) **Rental Insurance** (Geico)

(d) **Umbrella Insurance** - for excess liability (Geico)

(e) **Environmental Insurance** - Storage Tank Liability Insurance (TankGuard®) (Travelers)

(f) **Commercial Auto Liability** - Full Coverage - Lowest Copay, Highest Health, Medical and Damage Coverage (Geico)

Franchisee is also responsible for (as applicable) **(FE / GM)**

Property Tax
Common Area Maintenance Charges
Merchant association dues
Utility Deposits & Charges
Security Service fees
Cash Handling fees for Guarda
Surveillance Fees
Armed Security Guard Fees

Compliance (FE / GM / AM / SM)

Please Print Posters and hang them in the kitchen next to the other compliance posters

Employer Posting Requirements (FE / GM / AM / SM)

- [EEO-1 Survey](#)
- [FCRA Compliance Checklist](#)
- [Fair Labor Standards Act Compliance Checklist](#)
- [Compliance Checklist: Federal Employment Laws \(POSTERS\)](#)

- [Basics for Handling Food Safety Posters](#)
- [**** ALL Federal Labor Law](#) (POSTERS)
 - EEOC - Equal Employment Opportunity
 - Anti-Discrimination Notice
 - Withholding Status
 - Payday Notice
 - USERRA - Uniformed Services Employment and Reemployment Rights Act
 - FMLA - Family Medical Leave Act
 - Federal Minimum Wage
 - Employee Polygraph Protection Act
 - OSHA - Occupational Safety and Health Act
 - Consolidated Omnibus Budget Reconciliation Act (COBRA)
- [ADA Compliance Checklist](#) - BUILDING REQUIREMENTS
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Americans with Disabilities Act

WYnE complies with the American with Disabilities Act, (ADA), the provisions of Section 504 of the Rehabilitation Act of 1973 and any all statues regulations or laws that prohibit discrimination against individuals with disabilities and will make reasonable accommodations upon request on the [ADA Accommodation Request Form](#).

Please read and familiarize yourself with our [Persons With Disabilities Policy](#).

Interviewing (FE / GM / AM / SM)

When conducting an interview please use this [Interview Form](#).

All interviewers must read, acknowledge and attach a copy of the [The The Dos and Don'ts of Conducting a Job Interview Form](#) to the [Interview Form](#). Both must be held in the employees file. If there is not a [Dos and Don'ts of Conducting a Job Interview Form](#) signed, dated and attached to the employees [Interview Form](#), the interviewer may receive disciplinarian action or reprimand upto and including termination for lack of compliance with this provision.

When Hiring

All General Managers and Franchisees should familiarize themselves with [Prohibited Employment Policies/Practices by the EEOC](#)

Hiring and Firing (FE / GM / AM)

Forms that need to be filled out by every POTENTIAL TEAM MEMBER

- A-4 (State Tax Form as applicable for your state)
- [Job Application](#)
- [I-9 Form](#) - Birth Certificate, Social Security Card and License or State ID Needed
- [W-4](#)
- [Background Check Authorization](#)
- [Drug Screening Testing Consent Form](#)
- [Direct Deposit Authorization Form](#)
- [Employee Handbook W/ Receipt](#)
- [Reference Check Authorization Form](#)
- [ACH Authorization Form](#)
- [Alien Change of Address Form](#)
- [Name and Address Change](#)
- [Candidate Selection Form](#)
- [Visa Checklist](#)

Must be Reported before 1st day of work (Find appropriate for for your state)

[New Hire Reporting Form](#)

After all appropriate documents have been completed and handed in and the decision to hire a potential team member has been made there are several other task that must be completed in order hire that team member. All employees must be reported to the state that they have been hired by your company. A [New Hire Reporting Form](#) (Franchisee Must Find the Appropriate New Hire Form For Your State) must be completed for every new employee you hire and forwarded to the appropriate state authority on the 1st day the new hires works. It is the responsibility of the Franchisee or General Manager to comply with this requirement and to acquire the proper form needed for their state in particularly. If the Franchisee or the General Manager does not comply with this provision your franchise may be fined by the appropriate state authorities.

Upon termination or resignation of that employee the General Manager or Assistant Manager must complete a [Employee Termination Form](#) and an [Employee Termination Checklist](#).

Human Resources (FE / GM / AM)

- [Request Off Form](#)

- [Shift Swap Form](#)
- [Time Adjustment](#)
- [Travel Reimbursement Procedures](#)
- [Overtime Approval Request Form](#)
- [Temporary Disability Form \(Maternity Leave\)](#) [Form DS-1] NJ
- [Leave Benefits](#)

Leave (FE / GM / AM)

FMLA

Federal Forms - ([ALL FMLA FORMS](#))

- [Form WH-380-E](#) - Certification of Health Care Provider for Employee's Serious Health Condition
- [Form WH-380-F](#) - Certification of Health Care Provider for Family Member's Serious Health Condition
- [Form WH-381](#) - Notice of Eligibility and Rights & Responsibilities
- [Form WH-382](#) - Designation Notice
- [Form WH-384](#) - Certification of Qualifying Exigency For Military Family Leave
- [Form WH-385](#) - Certification for Serious Injury or Illness of Covered Servicemember -- for Military Family Leave
- [Form WH-385-V](#) - Certification for Serious Injury or Illness of a Veteran for Military Caregiver Leave

Discipline (FE / GM / AM / SM)

- [Evaluation, Managerial/Confidential Employee Guidelines.pdf](#)
- [Employee Notice Of Discipline](#)
- [Final Written Warning Letter Guidelines](#)
- [Severance Plan \(EXECUTIVES ONLY\)](#)
- [Violent Incident Report](#)
- [Performance review process.](#)
- [Self Appraisal Form \(Word\)](#)
- [Formal Performance Evaluation Form](#)

Workers Compensation Insurance (FE / GM / AM)

- Every franchisee must enroll in a workers compensation insurance plan where applicable with the appropriate state agency.
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- [State by State - Workers Compensation Form List](#) - (CONTAINS LIST ONLY MUST FIND ACTUAL FORMS)

Insurance (FE / GM)

All franchisees must offer Voluntary Group health benefits to all employees. The benefits that need to be offered are Health, Vision and Dental. General Manager and Assistant manager are responsible for enrolling every employee in a plan. Enrollment Forms will be provided by the Insurance Company.

The Approved plan for Health and Dental is the

Health - [Aetna - ElectChoice - NJ Gold EPO 500D EMB](#)

Dental - [United Health Care - Premier Plus](#)

Vision - [Aetna or United Health Care](#)

Orientation (FE / GM / AM)

On the Orientation day the Manager should be handed a paper copy the following:

First Day

- Provide employee with [Employee Handbook](#)

Policies

- [Sexual Harassment Policy](#)
 - [Complaint Form](#)
 - [Policy Acknowledgement Receipt](#)
- Time and Leave Reporting
 - [FMLA / Leaves of Absence](#)
 - [Vacation and Sick leave](#)
 - [Holidays](#)
- [Overtime](#)
 - [Overtime Approval Request Form](#)
- [Performance Reviews](#)
- [Dress Code](#)
- [Personal conduct standards](#)
- [Progressive disciplinary actions](#)
- [Security](#)*****
- [Confidentiality](#)
- [Health and Safety Policy](#)
- [Emergency and Critical Incident Policy and Procedure](#)*****

- [Workplace Violence Incident form](#)
- [Workplace Visitors Policy](#)
- [Email and Internet Use Policy](#)
- [Whistleblower Policy](#)
- [Persons with Disabilities Policy](#)
- [Solicitation and Distribution Policy](#)
- [Speak up and Non retaliation Policy](#)
- [Records Management Policy](#)
- [Supplier Code of Conduct](#)
- [Substance Abuse and Drug Free Workplace Policy](#)
- Employee Benefits Enrollment (Responsibility of Franchisee)

Manager also signed an acknowledgment receipt for all of the policies they have been given. Here is the [COMPANY POLICIES RECEIPT AND ACKNOWLEDGEMENT FORM](#).

Labor Cost Tracking (FE / GM / AM / SM)

Please use [Labor Cost Sheet](#) to Log Hours on Paper and the [Labor Cost Tracking Form](#) to submit labor cost and to upload Labor Cost Sheet and Electronically. All labor cost sheets must be kept on file for 3 years

Meals (FE / GM / AM / SM / SL)

Meal and Rest Periods

Every Employee is entitled up to \$5 worth of free food every shift with no rollover. Every meal must be logged by the Shift Leader on the [Employees Meal Log](#). Every employee is entitled to a hr break and 2 ten minute breaks.

Employee Positions

The following are the positions for each location.

- [General Manager](#) / Franchise Owner
- [Assistant Manager](#)
- [Shift Manager](#)
- [Shift Leader](#)
- [Gas Attendants \(NJ / OR\)](#)
- [Crew Member](#)
- [Door to Door Direct Marketer](#)
- Armed Security Guard

The [Operational Employee Compensation Plan](#) contains the shift break down and wage for each employee.

Managerial Systems (FE / GM / AM / SM)

- QSR Mobile App Systems
 - Scheduling Employees - **QSROnline Scheduling**
 - Employee Management - **QSROnline Managing**
 - Breakfast/Lunch/Dinner System Breakdown Sales Breakdown - **Mirus Mobile**
 - Food Prep - **CrunchTime Kitchen Sync**
 - Multi Location Sales, Food, and Labor Cost Reporting - **CrunchTime Impact**
 - Inventory Counting with Barcode Scanner - **CrunchTime Counter**
 - Receiving System - **CrunchTime Reconciler**
 - Line Check Software - Multi Stations - **Restaurant Magic**
 - Mobile Online Ordering - **Splickit**
 - Employee HR Self Service - **ADP Mobile Solutions**
 - Loyalty Points System - **Punchh Tech**
 - Customer Order Fulfillment Time Tracking Display - ConnectSmart Display Client
 - Document Capture App - **IBM Datacap**
 - Photograph Receipts, Track Mileage, and Create Expense Reports - Smart Receipts

EMPLOYEE SCHEDULING AND SHIFT PLANNING

Developing the Schedule (FE / GM / AM / SM)

- When Developing the schedule all shift positions and stations must be covered in accordance with the [Operational Employee Compensation Plan](#). There must be at least 2 per diem employees per position.
- The schedule shall be created and distributed to employees on a mobile device thru the mobile app QSROnline Scheduling.

Schedules

General Manager and Assistant Managers

Please Use the Following Form for [Weekly Employee Shift Schedule](#)

The General Manager and the Assistant Manager are responsible for the schedule. The schedule must be done at least 5 weeks in advance. All employees are to receive a copy of

Per Diem Employees shall be scheduled to come in 1 half our prior to when the current shift goes to the wellness center or study and per diems will be the designated drivers to drop off / pick up employees

Department : Shift 1 : 08.00 – 16.00
Week Period : Shift 2 : 16.00 – 00.00
Shift 3 : 00.00 – 08.00

[illegible]

New Hire Checklist for Managers and Assistant Managers (FE / GM / AM / SM)

Prior to the New Employee's First Day

- _____ Send welcome letter confirming reporting time, date, and place.
- _____ Send memo to coworkers announcing new employee's arrival date and duties.
- _____ Make a "who to call" list for the new employee.
- _____ Prepare work area/desk; remove signs of previous employee.
- _____ Assemble written materials to provide to the employee (see upcoming list).
- _____ Order Supplies, if necessary.
- _____ Order Business Cards, if necessary.
- _____ Order telephone, if necessary.
- _____ Consider selecting a "buddy" or mentor for the new employee.
- _____ Coordinate a meaningful first work assignment for the new employee
- _____ Prepare job standards.
- _____ Arrange for lunch with appropriate person for the first day
- _____ Schedule necessary training
- _____ Reaffirm that all necessary hr documentation has been completed
- _____ Review other checklists

First-Day Activities for the New Employee

- _____ Receive a genuine welcome by the supervisor / manager.
- _____ Receive an enthusiastic introduction to coworkers.
- _____ Complete a tour of the building, the work area and location of the rest rooms.
- _____ Receive an overview of the task they will be responsible for
- _____ Review the dress code.
- _____ Receive a job description, outline of duties, and performance expectations.

- _____ Be assigned and meet with a “buddy.”
- _____ Complete any outstanding forms.
- _____ Discuss how to report an absence, sickness or late arrival.
- _____ Review the normal work hours, schedules, lunch times and break times.
- _____ Review the smoking policy and point out designated smoking area.
- _____ Receive information regarding where to park, types of permits, costs, etc.
- _____ Identify how to get supplies and who is authorized to get them for you.
- _____ Discuss safety procedures, first aid and emergency procedures
- _____ Obtain and deliver keys, locker, pass codes etc
- _____ Complete an initial work assignment.
- _____ Learn how to operate the phone system, voice mail and any telephone procedures.
- _____ Review emergency security procedures.
- _____ Identify where to get help if they have a problem

Written Materials for the New Employee

- _____ Organization history
- _____ Mission statement
- _____ Vision Statement
- _____ Written procedural/operations manual as it applies to there job
- _____ Copy of the dress code policy
- _____ Facility map
- _____ List of key people
- _____ Organizational charts
- _____ Safety and emergency procedures
- _____ Job description that applies to there job
- _____ Telephone directory, telephone-equipment operation manual
- _____ Sample forms (Performance Appraisal, HR Forms)

Topics to Cover with the New Employee During the First Week

- _____ Paycheck schedule and related procedures (i.e. time sheets; time cards etc.)
- _____ Overtime availability
- _____ Holidays, vacation, float days and leave policies
- _____ Job-related skill training including operation of copy machine, fax, etc.
- _____ Computer Training
- _____ Travel policies and expense reporting
- _____ Expectations of confidentiality
- _____ Quality programs or standards
- _____ Probationary Period
- _____ Performance review
- _____ Discipline process
- _____ Causes for termination
- _____ Personal calls and visitors

Recruitment (FE / GM / AM / SM)

All General Managers and Franchisees should familiarize themselves with [Prohibited Employment Policies/Practices by the EEOC](#)

Child Labor Requirement In States Where FDD is **NOT** required to be filed or registered

1. Alabama

a. Record Keeping

- i. Each employer must keep on premises an Employee Information Form, Proof of Age, and Time Records showing the number of hours worked each day, starting and ending times, and break times for each employee 18 years of age and younger. Acceptable Proof of Age: A Copy of a birth certificate, driver's license, or identification card issued by a federal, state, or local government agency provided the ID card includes the employee's name and date of birth. Employers who chose not to use the Employee Information Form must keep a separate file for each employee 18 and younger which includes the following information: The employee's name, address, telephone number, date of birth, date of hire, proof of age, school of attendance, and time records.

b. [Apply for a Child Labor Certificate](#)

c. [Renew your Child Labor Certificate](#)

d. [Employee Information Form](#)

e. [Alabama Child Labor Law Poster \(English\)](#) / [Alabama Child Labor Law Poster \(Spanish\)](#)

f. [Alabama Child Labor Law Statutes](#)

g. [Child Labor Law Pamphlet](#)****

2. Alaska

a. [Youth Work Permit](#)

b. [HOURS OF WORK RESTRICTIONS](#)

c. [Alaska Child Labor Poster](#)

3. Arizona

- a. [Work permits are not required in the State of Arizona. Is permission from the youth's parents required or helpful? Permission from the youths' parents is not a requirement nor does it allow youths to work in violation of Arizona's Youth Employment Law](#)

4. Arkansas

- a. In most cases, a child must be at least fourteen to be employed in the workforce. In order to employ a child under 16, the employer must [obtain a work permit](#) from the Arkansas Department of Labor.
- b. [Limitations on the Hours](#)
- c. [ARKANSAS APPLICATION FOR EMPLOYMENT OF A MINOR](#)

5. Colorado

- a. Coverage, [Exemptions, Work Hours and Requirements](#)
- b. [Youth Employment Law Fact Sheet](#)
- c. [Youth Law Exemption Request Form](#)
- d. [Poster](#)
- e. Age Certification / Work Permit
 - i. [Work permits are not required by Colorado law.](#) Any employer desiring proof of the age of any minor employee or prospective employee may **require the minor to submit an age certificate**. Age certificates are **issued by or under the authority of the school superintendent of the district or county** in which the applicant resides. **School Release Permits** Any minor fourteen or fifteen years of age who wishes to work on school days during school hours shall first secure a school release permit. Such permit is issued only by the school district superintendent, his agent, or some other person designated by the board of education.

6. Delaware

- a. [CHILD LABOR WORK PERMIT - Application](#)
- b. [Requirements](#)
- c. [ADMINISTRATIVE RULES RELATING TO CHILD LABOR](#)
- d. [DELAWARE CHILD LABOR LAW](#)
- e. [Teen Rights Poster](#)

7. Georgia

- a. [Minor](#) - Allows a minor to start a work permit online. A user social security number or parent's alien certification number and date of birth are required
 - [Work Permit - Minor's Instructions for the Online System](#)
 - [Employer](#) - Allows employers to enter a minor's job information online. Employer telephone number is required.
 - [Work Permit - Employer's Instructions for the Online System](#)

8. Idaho

- a. Work permits are not required in the State of Idaho

9. Iowa

- a. [A Guide for Employers about Iowa Child Labor Law](#)
- b. [Time and hours](#)
- C.** [Iowa Child Labor Permit Instructions](#)
- d. [Iowa Child Labor Permit Application](#)

10. Kansas

- a. While some states require working minors to provide their employers with an age certification document, this is not required for minors who wish to work in Kansas.
- b. [Child Labor Law Kansas FFA SAE Fact Sheet](#)

11. Louisiana

- a. Louisiana state law **requires child employment certificates for youth under age 18**. Employment certificates are **provided by the school system** and are easy to obtain. A parent and the potential employer must sign the paperwork to complete the process.
- b. [Application to Employ Minors Form](#) (PDF) (Required)
 - i. Give the form to your prospective employer to complete.
 - ii. After it's filled out, have a parent or legal guardian sign it.
 - iii. Take the completed form along with [proof](#) of age to your school or school board office to apply for an employment certificate.
 - iv. Be aware that certain hourly restrictions do exist. Discuss these restrictions with the issuing officer and/or refer to our informational booklet which is available upon request.
 - v. Bring the original employment certificate to your new employer

12. Massachusetts

- a. [Employment Permit Application for 14 through 17 Year-Olds](#)
- b. [Complete summary of the Massachusetts laws regulating child labor](#)
- c. [Youth Permit Process](#)
- d. [The Massachusetts Guide for Working Teens](#)

13. Mississippi

- a. Employment Certificates, also known as Work Permits, are mandatory in Mississippi for minors under 16 in mills, canneries, workshops, factories. The certificate must be acquired by the minor and presented to their employer to verify their ability to work before they are hired.
- b. While some states require working minors to provide their employers with an age certification document, this is not required for minors who wish to work in Mississippi. Employers are expected to identify minors whom they employ and ensure that their employment is in compliance with all Federal and state child labor restrictions.

14. Missouri

- a. Work certificates are required for children 14 to 15 years of age before they start employment at any job (other than in the entertainment industry) during the school year. Work certificates are required regardless of where a child attends school (public school, private school, charter school, home school). Work certificates must be issued by either (1) the public school superintendent of the school district in which the child resides, (2) the chief executive officer of the charter school that the child attends, (3) the public or private school principal of the school that the child attends, (4) the designee of any of these school officials, or (5) if the child is home-schooled, a parent of the child. The issuing officer may decline to issue a work certificate if he or she is not satisfied that employment will serve the best interest of the child. The public superintendent of the school district in which the child resides may revoke a work certificate issued by a public or private school principal, if that is deemed to be in the best interest of the child.
- b. Requests for work certificates must be presented by the child in person to one of the individuals identified above as having authority to issue a work. The following information will also be required at that time:
 - i. A statement of intention to employ signed by the prospective employer setting forth the specific nature of the occupation in which he intends to employ the child and the exact hours of the day, the number of hours per day, and the days per week during which the child is to be employed.
 - ii. Written consent of the child's parent, legal custodian, or guardian, or, if deemed necessary by the issuing officer, the child must be accompanied by his or her parent, legal custodian, or guardian. (For home-schooled children, a parent's signature on the work certificate will fulfill this requirement.)
 - iii. Proof of the child's age (birth certificate or other evidence)
- c. Additionally, the following information may be required by the issuing officer:
 - i. A certificate from the principal of the school that the child attends setting out the child's grades.
 - ii. A certificate from a physician that has personally examined the child stating that the child is in good mental and physical health and is capable of performing labor without injury to his health and mental development.
- d. [CERTIFICATE TO EMPLOY A CHILD 14 OR 15 YEARS OF AGE DURING SCHOOL TERM](#)
- e. [CERTIFICATE TO EMPLOY A CHILD 14 OR 15 YEARS OF AGE DURING NON-SCHOOL TERM](#)

15. Montana

- a. [Montana's Child Labor Law Reference Guide](#)
- b. Age certification is mandatory for employment in Montana for minors 16 and over: in hazardous occupations, provided optionally in other occupations. Proper

proof-of-age documentation must be must be acquired by the minor and presented to their employer to verify their age before they are hired.

- c. Employment Certificates, also known as Work Permits, are not required in order for minors to work under Montana law. Employers are still responsible for ensuring that they comply with all Montana child labor restrictions and regulations.

16. Nevada

- a. While some states require working minors to provide their employers with an age certification document, this is not required for minors who wish to work in Nevada.

17. New Hampshire

- a. [PARENTAL PERMISSION FOR THE EMPLOYMENT OF YOUTH AGE 16 OR 17](#)
- b. [EMPLOYER'S REQUEST FOR CHILD LABOR](#)
- c. [IMPORTANT INFORMATION FOR EMPLOYERS OF MINORS](#)

18. New Jersey

- a. NJ - [A300 employment certification form](#)
- b. **Physician's Certification** – The minor then must have a physical or obtain a doctor's note. The school district is responsible for performing the physical examination at no cost to the minor. A school physical (including a sports physical) performed during freshman year is good for all four year of high school (unless the school district policy specifies more frequent physicals).
- c. If the minor's parent/guardian prefers their child to be examined by a doctor other than the one employed by the school district, they may do so at their own expense. A minor is not required to obtain a physical if the parent/guardian objects (in writing) based on their religious beliefs and practices.
- d. **Parent/Guardian Authorization** – The parent/guardian must indicate his/her authorization of the minor's employment as specified in the employment information section.
- e. **Proof of Age** – If the school does not have a copy on file, the minor may be asked to provide a birth certificate, passport, baptismal certificate or other identification documentation to the School Issuing Officer.
- f. **School Record/Issuing Officer Certification** – The minor must bring the completed certification to their school district. A designated school official will review the form and issue the employment certificate only after being satisfied that the working conditions and hours will not interfere with the minor's education or damage the minor's health. The school official may refuse to issue the employment certificate if such refusal would be in the minor's best interest.
- g. [Issuing Officer](#) - Allows authorized Issuing Officers to issue work permits online. A user name and password are required.
- h. [Work Permit - Issuing Officer's Instructions for the Online System](#)

19. New Mexico

- a. [CHILD PERFORMER PRE-AUTHORIZATION CERTIFICATE](#)
 - i. **Rules, Regulations, & Statutes**

20. Ohio

- a. [APPLICATION FOR MINOR WORK PERMIT](#)
 - i. [Processing Minor Work Permits Walkthrough](#)
- b. [PHYSICIAN'S CERTIFICATE FOR MINOR WORK PERMIT](#)
- c. [Fact Sheet](#)

21. Oklahoma

- a. [Oklahoma Work Permit Instruction Guide](#)
- b. [Frequently Asked Questions about Oklahoma Work Permit](#)

22. Oregon

- a. [annual employment certificate](#)
- b. [Employment Of Minors: Questions & Answers](#)

23. Pennsylvania

- a. Each school district is responsible for issuing work permits to all minors who reside in the district including those who attend non-public schools, cyber charter schools, or are participating in a home education program. Contact your school district to find out which building you should go to and what hours the issuing officer is available.
- b. Minors don't need an age certificate, but Pennsylvania state law requires that they have a child employment certificate – in other words, a workers permit. The permit is required until they become legal adults at age 18 and can usually be acquired at the child's school.
- c. [Frequently Asked Questions](#)

24. Tennessee

- a. [Parental/Consent Form](#)
- b. [Working Hours](#)
- c. Not to be confused with the parental/guardian consent form. The state does not require work permits. The minor does need to provide the prospective employer with the proper documentation as proof of age: birth certificate, driver's license, state-issued ID, a copy of their passport, etc.

25. Vermont

- a. [Child Labor Certificate - Vermont Department of Labor](#)
- b. [Important Information for Employers of Minors in the State of Vermont on Federal and State Child Labor Laws](#)

26. West Virginia

- a. [Frequently Asked Questions: Child Labor](#)
- b. What types of permits are required in West Virginia before a minor may accept employment?

- i. **Fourteen and fifteen year olds must obtain a work permit before accepting any type of gainful employment in West Virginia. Age certificates are only required by law when related to junior volunteer firefighting activities but may be required by employers as proof of age for sixteen and seventeen year olds.**

27. Wyoming

- a. [**A Guide to Child Labor Requirements**](#)

Budget (FE / GM)

The books must be balanced. The Income Statement Balance Sheet and Profit and Loss Statement must all balance

Necessary working capital and contingency reserves will be kept at the level of at least 72 months. At least 2% of gross profit goes into the reserve until the goal of the reserve is attained. Use of the contingency reserve shall be kept at a minimum and must be approved by your District Manager.

The budget below is for all fees due to the franchisor, WiYnE, by the franchisee. The fees due are to be deducted from gross income not net income. The 2% Working Capital and Contingency Reserve is managed by the franchisee and shall be kept in an interest bearing savings account. Interest from that account shall be deposited in the account

5% Franchisor Service Fee	5%
5 - 9% Percentage rent	5-9%
2% NRI Advertising	2%
0.5% Public Works	0.5%
1% Research and Development	1%
0.5% Public Events	0.5%
<u>4% Local Advertising</u>	<u>4%</u>
<u>2% Working Capital and Contingency Reserve</u>	<u>2%</u>
20 - 24% Total	

14% - 18 % of Gross Income Shall be budgeted and transferred to franchor through automatic withdrawal from the franchisee's bank accounts as discussed in the franchisee agreement.

If sales seem to run slower on certain days more than other, decrease adjust the number of crewmembers that need to come in or if the shift has already began ask if any one wants to go home. If no-one volunteers send crew members home based on seniority. Newer employees goes first.

If sales seem to peak at certain times adjust the schedule to make sure that per diems staff can come in and cover the slack. I wait time are averaging 4+ minutes you will need to hire a partimer to help during peak time hours.

Deposits

All deposits will be made by Guarda.

Accounting (FE / GM / AM)

All franchisees must consult with accountant of their own volition to set up there accounting. All franchisees must use Quickbooks Advanced Online they must use the QuickBooks Full Service Payroll feature as well as automatically make there tax payments. Access to your accounting system must be granted to the franchisor and your area, district, and regional manager.

Weekly Reports are due on Friday.

Accounting Training

[How to add a new employee to the accounting system](#)

[Quickbooks Tutorials \(106 Videos\)](#)

Wage Garnishment - (FE / GM / AM)

- [NJ - Order to Issue Wage Garnishment](#)
- [Federal Wage Garnishment](#)

Child Support - (FE / GM / AM)

[Child Support Withholding Form](#)

- [Instructions Withholding For Support](#)
- [Notice to Withhold for Health Care Coverage](#)

Lifting Safety (FE / GM / AM / SM / SL)

For lifting safety please visit this link:

<https://ergo-plus.com/wp-content/uploads/WA-Handout-Proper-Lifting-Techniques.pdf>

Kitchen (FE / GM / AM / SM / SL)

A. Product Cycle Checklist:

Some products need to be monitored and discarded during the week to prevent bacteria. The following is a recommended checklist format for discarded food items:

Here is a link to our [Product Cycle Checklist](#):

Name of Item	Date Opened	Date of Expire	Day Checked	Discarded Date

B. The Shelf Life Chart:

Shelf live is the length of time food and other perishable items have before they are unsuitable to eat. Store time and temperature have a cumulative effect on shelf life. Avoid fluctuations of temperatures in and out of freezing levels.

- Frozen Products are stored at 0-10 degrees F
- Refrigerated Products are stored at 34-38 degrees F
- Dry Products are stored at room temperature

Here is a link to our [Daily Refrigerator / Freezer / Storage Room Temperature Log](#)

Storage

Thaw

Item	Time	Temperature Time	Temperature
------	------	------------------	-------------

In the event of a confirmed case of foodborne illness, it is the responsibility of the Restaurant Manager to report a general liability claim which includes

- The number of the restaurant, the time of the incident and the Restaurant Managers name/contact information
- The customer's contact information
- The contact information of all witnesses to the incident
- If a product is involved, the contact information of the supplier
- Information related to the packaging or container if the product is involve

Food Handling & Storage

Receiving (FE / GM / AM / SM)

Recording

Receiving must be tracked thru a mobile device on an app named **CrunchTime Reconciler**. When new inventory, supplies, and equipment is received it must also be logged on the [Electronic Inventory Increase Record](#) and [Paper Inventory Increase Record](#).

Ordering Procedure (FE / GM / AM)

Even though we do not use a Purchase Order Form to purchase supplies from our Suppliers everytime supplies, inventory or equipment is ordered it needs to be tracked and logged **BEFORE THEY ARE ORDERED** on a [Resupply Tracking Form](#) on Paper only. These forms are to be kept on file permanently.

All orders must be purchased by using your purchase card or business debit card, no acceptances. No orders are to be processed by way of bank transfer or cash. All receipts must be kept on file and in order from newest purchase to oldest in accordance with the records retention policy.

Receiving Procedure

Use the [Resupply Tracking Form](#) to verify that items ordered came in

Use Specific Rotation Rules

(Typically FIFO : First In - First Out)

Policy should state exactly where new items are to be stored on shelves in relation to identical items already on hand. (New items go to the left and/or in the back of and/or under old items, for instance.)

Date dry goods (Indelible marker on item, usually)

Receiving must be tracked

When ordered items are received, inventory increases and the ordered items must be tracked and logged on the:

- Receiving System - CrunchTime Reconciler
- [Paper Inventory Increase Record](#)
- [Electronic Inventory Increase Record](#)
- [Resupply Tracking Form](#)

Vendor Management (FE / GM / AM)

- The responsibility of working with vendors with the best services and raw materials
 - Vendors should be assessed on this basis by managers
 - Credit Period
 - Rates
 - Quality
 - Timely Delivery
 - Please fill out the [Franchisee Supplier Assessment](#) only when there has been a change in the latter.

Cleaning & Hazards Checklist (FE / GM / AM / SM / SL)

Sanitation Personnel

Sanitation Personnel is in charge of completing the Food Establishment Self- Inspection Checklist [1\(FOOD ESTABLISHMENT SELF-INSPECTION CHECKLIST\)](#) and [2\(Food Service Manager Self-Inspection Checklist\)](#) every night. Sanitation Personnel is also responsible using the [Restaurant Hazards Checklist](#) to keep the store free of all hazards. All hazards found must be documented on the [Hazard Identification and Control Worksheet](#)

Restaurant Hazards Checklist

1. Check all the hazards below that you believe you have in your restaurant. This checklist doesn't cover every hazard, but will help you think about the most common ones. Use the blank lines to add any hazards that you think are important but are not listed.
2. Decide which **three** you think are the most serious hazards. Circle them.

Hot Stuff

- | | | |
|---|---|--------------------------------------|
| <input type="checkbox"/> Ovens and broilers | <input type="checkbox"/> Grills and stovetops | <input type="checkbox"/> Deep fryers |
| <input type="checkbox"/> Microwave ovens | <input type="checkbox"/> Coffee makers | <input type="checkbox"/> _____ |

Sharp Stuff

- | | | |
|---------------------------------------|---|--|
| <input type="checkbox"/> Knives | <input type="checkbox"/> Power slicers / grinders | <input type="checkbox"/> Food processors |
| <input type="checkbox"/> Broken glass | <input type="checkbox"/> Box cutters / tools | <input type="checkbox"/> _____ |

Slips and Falls

- | | | |
|--|---|--|
| <input type="checkbox"/> Slippery floors | <input type="checkbox"/> Clutter on floors | <input type="checkbox"/> Cluttered exits |
| <input type="checkbox"/> Cords | <input type="checkbox"/> Climbing to reach things | <input type="checkbox"/> _____ |

Ergonomic Hazards

- | | | |
|---|--|--|
| <input type="checkbox"/> Awkward lifting | <input type="checkbox"/> Heavy lifting | <input type="checkbox"/> Awkward bending or reaching |
| <input type="checkbox"/> Repetitive movements | <input type="checkbox"/> Standing for long periods | <input type="checkbox"/> _____ |

Robberies and Assaults

- | | | |
|--|--|---|
| <input type="checkbox"/> Working alone | <input type="checkbox"/> Working late at night | <input type="checkbox"/> Handling large amounts of cash |
| <input type="checkbox"/> Poor visibility from street | <input type="checkbox"/> No alarm system | <input type="checkbox"/> _____ |

Chemicals

- | | | |
|---|--|-------------------------------------|
| <input type="checkbox"/> Dishwashing products | <input type="checkbox"/> Cleaning products | <input type="checkbox"/> Pesticides |
| <input type="checkbox"/> _____ | | |

Other Hazards

- | | |
|--------------------------------|--------------------------------|
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
|--------------------------------|--------------------------------|

Name: _____

Date: _____ / _____ / _____ Employee ID: _____

Signature: _____

Hazard Identification and Control Worksheet

Hazard	Solutions Already in Place	Solutions Needed	First Steps
	Remove the Hazard:		
	Work Practices:		
	Protective Clothing/ Equipment:		
	Remove the Hazard:		
	Work Practices:		
	Protective Clothing/ Equipment:		
	Remove the Hazard:		
	Work Practices:		
	Protective Clothing/ Equipment:		

Name: _____

Date: _____ / _____ / _____ Employee ID: _____

Signature: _____

Customer Accident / Incident Report

(FE / GM / AM / SM / SL)

Please follow the following process in dealing with customer incidents and claims:

1. If the customer appears severely injured, get emergency assistance quickly
2. Be polite and helpful. Assure the customer that the incident will be reported quickly and the matter will be dealt with effectively
3. Do not admit responsibility of the Company in the incident
4. If the incident involves a food product, make every effort to obtain the product keeping it secured in a freezer and marked so that it will not be disposed of
5. Do not discuss the incident with anyone other than the insurance carrier and superiors

Here is a link to the [Customer Accident / Incident Report](#)

Customer Complaint Form

(FE / GM / AM / SM / SL)

In the case that a customer complains Please fill out this [Customer Complaint Form](#)

Customer Complaint Form

PERSONNEL RECORDS

File Retention

- Payroll tax returns 7 years
- Child labor certificates and notices 3 years
- Employment application (from date of termination) 2 years
- Employment eligibility verification (I-9 Form) 3 years
- Help wanted ads and job opening notices 2 years
- Personnel files (from date of termination) 4 years
- Records of job injuries causing loss of work 5 years
- Safety: chemical and toxic exposure records 30 years
- Union agreements and individual employee contracts (from date of termination) 3 years

TAX RECORDS

IRS adjustments	Permanently
Payroll tax returns	7 years
Property basis records	Permanently
Sales and use tax returns	Permanently
Tax return and cancelled checks for tax payments	Permanently

LEGAL DOCUMENTS

Contracts and leases (still in effect)	Permanently
Contracts and leases (expired)	7 years
Employment agreement & applications	7 years
Legal correspondence	Permanently

INSURANCE RECORDS

Accident reports and settled claims	6 years after settlement
Fire inspection and safety reports	7 years
Insurance policies (still in effect)	Permanently
Insurance policies (expired)	7 years

EMPLOYEE BENEFIT PLAN RECORDS

Actuarial reports	Permanently
Allocation and compliance testing	7 years
Brokerage / Trustee Statements supporting investment	7 years
Financial statements	Permanently
General ledger and journals	Permanently
Information returns (Form 5500)	Permanently
Internal Revenue Service/Department of Labor	Permanently
Correspondence	

Participant communications related to distribution, termination and beneficiaries	7 years
Plan and trust agreements	Permanently

ACCOUNTING RECORDS

Auditors' report/Annual financial statement	Permanently
Bank statements and deposit slips	7 years
Cancelled checks:	
• Fixed assets	Permanently
• Taxes (payroll related)	7 years
• Taxes (income)	Permanently
• General	7 years
• Payroll	7 years
Cash disbursements	Permanently
Cash receipts journal	Permanently
Chart of accounts	Permanently
Deeds, mortgages, bills of sale	Permanently
Electronic payment records	7 years
Employee expenses reports	7 years
Fixed asset record (invoices, cancelled checks, Depreciation schedules)	Permanently
Freight bills and bills of lading	7 years
General journal	Permanently
General ledger	Permanently
Inventory listings and tags	7 years
Invoices: sales to customers/credit memo	7 years
Payroll journal	Permanently
Sales reports	7 years
Purchases	7 years
Purchase journal	Permanently
Purchase orders	7 years
Sales or work orders	7 years
Subsidiary ledgers (accounts receivable, accounts payable, equipment)	7 years
Time cards and daily time reports	7 years
Training manuals	Permanently
Trial balance – year end	Permanently

Submit Your Marketing, Advertising or Product Idea

Please be informed that not all submissions will be used or accepted and the company may have campaigns or products planned that may be similar to the idea you are proposing and we in now way will use you idea with consent.

A franchisee or General Manager or other employees may at any time suggest a new product, marketing idea, advertisement idea to the franchisor thru its [Innovation Initiatives](#) form.

Company Events (FE / GM / AM / SM / SL)

[Designated Driver Form](#)

Prior to attending a company event that will be serving liquor or other amenities, where legal, all employees planning to participate in the festivities need to fill out and sign a designated driver form to insure the safety of all employees who attend.

Fitness for Duty Form (FE / GM / AM / SM / SL)

If you are found to be or suspected to be not fit for work. You must visit your doctor and have them fill this out within 48 hrs of the discovery. Here is the form for the [Fitness For Duty Form](#).

Performance Evaluations (FE / GM / AM / SM / SL)

All of WiYnE Employees performance will be evaluated by a superior every 6 months. In order to remain in good standing with the company you must have at least a satisfactory evaluation.

Evaluator Guidelines

Below is the list of the Evaluator Guidelines. When it is time to commence bi-annual performance review these guideline will be used to effectively do so.

- [Evaluation, Managerial/Confidential Employee Guidelines.pdf](#)

Performance Evaluation Process

Call a meeting in the break room.

Tell employee to take his self evaluation.

Then conduct your own evaluation of the employee and formally compare the 2. After each evaluation there should be at least 10 goals written down that each employee must be trying to accomplish. Half of the goals should be written by the employee and the other by the evaluator.

Here is a the

- [performance review process](#).
- [Self Appraisal Form](#)
- [Formal Performance Evaluation Form](#)

Write-offs

(FE / GM / AM / SM / SL)

If inventory becomes obsolete, broken, stolen or spoiled it must be written off. Here at WiYnE we track our write-off expenses.

The accounting for the write off of inventory is to charge the amount to a separate inventory write offs account. This is because management must separately track the amount of inventory write offs over time in order to formulate solutions to reduce this expense.

Write-offs must be tracked twice, on paper and electronically if items are broken, stolen, spoiled or obsolete.

[Paper Write-off Tracking Form](#)

[Electronic Tracking From](#)

Inventory Depletion

When items are **TAKEN** from the storage room they must be recorded on Paper and Electronically, EVERYTIME. Access to inventory will be limited to General Manager, Assistant Manager, Shift Manager and Shift Leader.

[Electronic Inventory Depletion Record](#)

[Paper Inventory Tracking Form](#)

Inventory Increase

When items are **ADDED** to the storage they must be recorded on Paper and Electronically, EVERYTIME.

Electronic Inventory Increase Record

Paper Inventory Increase Record

The General Manager, Shift Manager, Assistant Manager, and / or Team Leader are the only Team Members that will be authorized access to the stock rooms.

Customer Feedback Report (FE / GM / AM / SM / SL)

Date: _____

Time: _____

Customer Name and Contact Information: _____

Customer Feedback on Quality, Service and Cleanliness: _____

Assessment and Action Items: _____

Taste Test Form (FE / GM / AM / SM / SL)

Date: _____ Time: _____

Customer Name and Contact Information:

Please evaluate the product based off the following scale:

1. Loved the product
2. Liked the product
3. Thought the product was fine
4. Disliked the product
5. Extremely disliked the product

Please identify the things you like or loved about the product:

Please identify the things you disliked or extremely disliked about the product:

If this product were available, would you purchase it?

How often would you purchase it?

- a) On a daily basis
- b) On a biweekly basis
- c) On a weekly basis
- d) Once per month
- e) Once every six months
- f) I would not purchase it

What would you be willing to pay for this product?

Do you have any suggestions for improving the product?

Marketing Plan (FE / GM / AM)

What is the potential market for your products?

How large is the customer base in your territory?

What smaller segments are there within that base?

What is your current market share? What should it be?

Who are your present customers in terms of gender, age, education level, occupation and socio economic band?

Which of these will result in the highest percentage of sales?

What three most important factors influence the decision to purchase?

Who else influences the decision to purchase?

What are your strengths versus the competition? What are your weaknesses versus the competition?

What is the image of your restaurant in the marketplace?

Does everything in your franchise consistently represent the image you want to project?

Where do you get new customers? How do you get repeat customers? How price-sensitive is your market?

Does your present strategy support your pricing stratification?

Do hours of operation positively or negatively impact sales? Are adjustments required?

(FE / GM / AM)

**List All Advertising and Marketing Opportunities along with their type
Price and rate**

#	Type	Name	Phone #	Price	Rate
1.	Radio	Hot 97	732-555-5555	\$950	Weekly
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15					
16					
17.					
18.					
19.					
20.					

Types of Advertising

- Direct Advertising
- Print Advertising - Flyers, Posters, Coupon Cards and Books, Grocery Store Receipts
- Publications Advertising - Newspapers (daily, weekly, classified), Magazines
- Media advertising - Radio, TV, Cable, Streaming Services, Social Media, Social Media, Actor Endorsements, Product Placement
- Digital Advertising - Billboards, Video Games, Phone Games, Apps, House Projection
- Public Relations and Community Relations
- Social Networking Initiatives
- Sponsorship - Youth Leagues, Clubs, High School sports, Middle School sports and High School Graduations, Middle School Graduations, and Kindergarten Graduations.
- Sponsorship - For Profit Events, Non Profit Events, Political Campaigns
- Personal Networking, Community Involvement and Key Conference Attendance

Opening

Opening Responsibilities (SM / SL)

Kitchen Policies & Procedures

Opening the Kitchen

Access: General Managers, Assistant Manager, Shift Manager AND SHIFT LEADERS issued keys and alarm codes

Entrance: Employees are to use the employee entrance when entering the building.

Alarms: Follow shut-off procedure

(Have phone number(s) of Alarm Company posted)

Employees must clock in and clock out using the Electronic Device near the employee entrance.

Basic Utilities: Turn On

Lights

Air System

Equipment requiring time to pre-heat:

Proofers

Griddles
Ovens
Grills
Fryers
Steamers
Steam Tables (Bain Marie)
Hot Food Warmers

Unlock Refrigerators and Freezers.

Check Temperatures of units.

Put Keys in proper storage area.

Line and distribute trash bins.

Layout floor mats.

Dish & Pot Washing Equipment: Inspect, assemble, add chemicals, turn on.

Check Hot Appliances for temperatures, odd noises, leaks.

Inspect the whole kitchen area for:

Neatness & cleanliness

Equipment malfunctions

Orderliness

Proper storage practices: food, supplies, tools.

Inspect Food Storage Areas for:

Presence and condition of foods

Proper storage practices: labels, dates, wrapping, location.

Distribute towels and other issued items to stations.

Check phone messages.

Production Pre-Prep

Count current inventories of prepped menu items left from previous shift.

Refer to sales forecast for determining production requirements.

Often a “sales forecast” is just knowing your daily sales pattern and factoring in very unusual weather or special events in your area that may increase or decrease traffic that day. Experience plays a large role.

Write a Prep List: Items, amounts and sequence.

(Each cook should write their own prep list - guided by the chef)

Preparation Procedures

Use established Par Stock Levels of Basic Menu Items and Foundations.

(Often varies by the day of the week and shift.)

“Pull” the items needed to begin cooking... based on the prep lists and log them out on the **Inventory Depletion Form**.

Pull items for the next shift or day, according to expected needs and log them out on the **Inventory Depletion Form**.

Use written recipes for each Menu Item.

Recipes should specify measurements, techniques, holding instructions portion sizes and plating instructions. (Photographs of plated foods are recommended.)

“Firing” Orders:

Treat the servers with courtesy and respect.

Know and Follow the written recipe procedures for cooking and plating.

Get orders done in order as they are received.

Closing (SM / SL)

Closing the Kitchen

Specific tasks for closing differ with each kitchen. As time permits, each station cook should begin closing their respective stations during the last hour of service. Soiled bowls, tools, boards, pans, etc. that are least likely to be needed again should be sent to the pot washer. This reduces an overload in the washing station. As much as is practical, keep bringing dirty items to the potwasher as the breakdown and cleaning progresses rather than dumping all of the soiled cookware on the pot washer at the last minute

As soon as the last order is sent out, all heating equipment should be shut off and wiped down when cool enough at non- 24 hr locations. If your location is 24 hours heating equipment must be turned off when it is no longer needed. It is the current shifts responsibility to clean there stations and the entire kitchen prior to the next shift takes over.

Food should be dealt with before general cleaning tasks commence. All food should be re-packed as necessary. Sanitation (and reducing the need for refrigerated storage space) dictate the details of this re-packing activity. Hot foods should be stored in shallow, wide containers. This speeds up the cooling process. All food should be labeled, dated and sealed. Leftovers should be dated in a way that states when they were first prepared... not just when they were last put away.

If it hasn't already happened, any foods needed for the next shift should be pulled from freezers, logged and/or processed according to the needs of the menu for the next shift or day(s).

Other tasks commonly attended to by cooks in most closing procedures include:

Wash and sanitize the hand tools: knives, special cutters
Unplug, wash and sanitize small appliances.
Wash and sanitize the station fixtures: tables, shelving, cabinets, heat lamps.
Empty, wash and sanitize under-counter line refrigerators.
Re-assemble.
Lock up special tools and keys .
Write any notes for the next shift.
Fill out any production reports, inventory par sheets.
Write additional items on Ordering Sheets.
Turn in the dining room order forms: dupes or print-outs
Make final checks of the coolers and freezers. Write temps on log Sheets or check automated logs for any temperature violations.
Lock all cabinets and coolers. Put the keys in their storage place (no pockets).
Re-Check that all ovens, ranges, grills, etc. are shut off.
Put soiled towels and uniforms in the proper hampers.
Clock out

The dish / pot washer (or night porter) should:

Complete putting away all items after washing and allowing to air-dry.
Breakdown, clean and re-assemble dish machine. Leave open to air-dry.
Wash down walls and shelving all around and under washing area.
Check and refill chemicals as necessary.
Wash and dry slides.
Store cleaning tools: scrapers, squeegees.
Collect all trash receptacles. Empty, wash, leave to air dry. Re-line when dry.
Straighten chemical and cleaning supplies cabinets.
Gather the floor mats, clean and hang to dry.
Sweep and wash floors.
Check laundry bins for correct contents:
Sort as needed. Store in pick-up area.
Reline laundry hamper frames with new laundry bags.
Clock out.

Closing Manager:

This person should make a final inspection of the kitchen.

Double-check that no perishable foods have been left out.

All refrigeration equipment should be checked to be sure that it is on and working and locked.

Any cabinets that should be locked need to be re-checked and the presence of the kitchen keys needs to be verified

All heating equipment should be re-checked to be certain all units are off.

Monitor the general cleanliness and orderliness.

Determine that everyone else has left.

Secure the office and the sales receipts.

Shut off the fans and the lights.

Lock interior doors as needed.

Activate the alarm system.

Exit, checking that the exterior door is secure

If stations are not cleaned up to pay the person in charge of that station needs to be either written up or trained on how to properly clean there station

Fuel Delivery (FE / GM / AM / SM)

Fuel Delivery must be approved or signed for by a manager.

Passive Franchise Management

You must have successfully operated your franchise for 2 years to be able to request you be allowed to passively manage your store(s)

[Passive Franchise Management Request Form](#)

Benevolent Towing Form

Franchisees are limited to 5 benevolent tows for customers a month. Unused tow's cannot be carried over to the next month.

- [Benevolent Customer / Employee Towing Form](#)

Repairs (FE / GM / AM / SM)

Any repairs or installations to the facility or equipment must be signed for by a manger.

Product Purchase List For WiYnE Cafe (FE / GM / AM)

Here is our currently approved Product Purchase List with Production Plan with a List of Approved Suppliers

- [Food](#)
- [Drinks](#)

How 2 Cook (FE / GM / AM / SM / SL)



HOW TO MAKE FRENCH TOAST	HOW 2 MAKE OMLETTES
HOW TO MAKE CREPPE	HOW 2 MAKE BURRITO
HOW 2 MAKE SOFT SHELL TACO	HOW 2 MAKE A QUESADILLA
HOW TO BAKE CINNAMON BUNS	HOW TO MAKE GRITS
HOW TO MAKE A BEEF BURGER	HOW 2 MAKE FRIES
HOW TO MAKE FREAKY FRIES	HOW 2 COOK RICE IN COOKER
HOW TO FRY CHICKEN	HOW TO FILL ICE CREAM
HOW USE FETCO BREWER	HOW USE FETCO BREWER
HOW 2 MAKE FRAPPE	HOW TO CHANGE SODA BOX

Menu and Production Planning



BREAKFAST

1.	FRENCH TOAST - MUST BE PREMADE AND KEPT IN WARMER	
2.	FRENCH TOAST STICKS - MUST BE FRIED AND MADE TO ORDER	
3.	OMLET - MUST BE MADE TO ORDER	
4.	SWEET CREPES - MUST BE MADE TO ORDER	
5.	CHICKEN EGG AND CHEESE BURRITO - SCRAMBLED EGGS MUST BE PREMADE AND KEPT IN WARMER.	
6.	CHICKEN EGG AND CHEESE SOFT SHELL TACO - DICED CHICKEN MUST BE COOKED AND STORED IN THE WARMER. SCRAMBLED EGGS MUST BE PREMADE AND STORED IN WARMER.	
7.	CHICKEN BACON EGG AND CHEESE QUESADILLA - DICED CHICKEN MUST BE COOKED AND STORED IN THE WARMER. SCRAMBLED EGGS MUST BE PREMADE AND KEPT IN WARMER. BACON MUST BE PREBAKED AND STORED IN THE WARMER.	
8.	CINNAMON BUN - MUST BE PREBAKED AND WARMED AND ICED WHEN ORDERED	
9.	GRITS - GRITS MUST BE PREMADE AND KEPT IN WARMER. IF GRITS BECOME COLD OR THICK THEY MUST BE REMADE AND KEPT IN WARMER.	



DINNER

1.	LOZANO - CHICKEN AND BEEF BURGER - CHICKEN AND BEEF MUST BE PRECOOKED AND KEPT IN WARMER	
2.	CHIDITA - CHICKEN BURGER - CHICKEN BURGER MUST BE PRECOOKED AND KEPT IN WARMER.	
3.	Z - BURGER - DELUXE BURGER - BEEF MUST BE PRECOOKED AND KEPT IN WARMER. BROCCOLI MUST BE PRECOOKED AND KEPT IN WARMER.	
4.	PACO - CHICKEN SOFT SHELL TACO - DICED CHICKEN MUST BE COOKED AND STORED IN THE WARMER.	
5.	CHIRITTO - CHICKEN BURRITO - DICED CHICKEN MUST BE COOKED AND STORED IN THE WARMER.	
6.	QUESADITA - CHICKEN AND TUNA QUESADILLA - DICED CHICKEN MUST BE COOKED AND STORED IN THE WARMER. TUNA MUST BE DECANNED AND PLACED IN WARMER.	
7.	FREAKY FRIES - CHICKEN AND TUNA FRIES W/ CHEESE - DICED CHICKEN MUST BE COOKED AND STORED IN THE WARMER. FRIES MUST BE MADE TO ORDER. TUNA MUST BE DECANNED AND PLACED IN WARMER.	
8.	ZURRITO - CHICKEN AND TUNA DELUXE BURRITO - DICED CHICKEN MUST BE PRE COOKED AND KEPT IN WARMER. TUNA MUST BE DECANNED AND PLACED IN WARMER.	
9.	BURDITA - SALMON AND CHICKEN BURGER - SALMON AND CHICKEN MUST BE PRECOOKED AND KEPT IN WARMER.	



VALUE MENU

1.	EMPANADA - MUST BE PREBAKED AND KEPT IN WARMER	
2.	RICE - RICE MUST BE PRE COOKED AND KEPT IN WARMER	
3.	CHICKEN TENDERS - MUST BE PREFRIED, PRESAUCED AND KEPT IN WARMER	
4.	MINI TACO - MUST BE PREBAKED AND KEPT IN WARMER	
5.	NACHOS AND CHEESE - MADE TO ORDER. CHEESE SAUCE MUST BE PREMADE AND KEPT IN WARMER. TORTILLA CHIPS MUST BE KEPT IN WARMER.	
6.	PRETZEL DOG - MUST BE PREBAKED AND KEPT IN WARMER.	



DESERT MENU

1.	CHURROS - MUST BE PREFRIED OR PREBAKED ACCORDING TO THE INSTRUCTIONS ON THE BOX.	
2.	ICE CREAM COOKIE SANDWICH - MADE TO ORDER	
3.	ICE CREAM CHURRO SANDWICH - CHURRO BREAD MUST BE PREBAKED OR PREMADE ACCORDING TO THE INSTRUCTIONS	
4.	ICE CREAM - MUST BE MADE TO ORDER	
5.	COOKIES - MUST BE PREBAKED AND WARMED UPON REQUEST	



DRINKS MENU

1.	HOT COFFEE - MUST BE PRE-BREWED AND MADE TO ORDER	
2.	ICED COFFEE - MUST BE PRE-BREWED AND MADE TO ORDER	
3.	FRAPPUCCINO - MUST BE MADE TO ORDER	
4.	HOT CHOCOLATE - MUST BE MADE TO ORDER	
5.	ICED TEA - MUST BE MADE TO ORDER	
8.	SODA - MUST BE MADE TO ORDER	

Production Planning



BREAKFAST

1.	FRENCH TOAST - MUST BE PREMADE AND KEPT IN WARMER	
2.	FRENCH TOAST STICKS - MUST BE FRIED AND MADE TO ORDER	
3.	OMLET - MUST BE MADE TO ORDER	
4.	SWEET CREPES - MUST BE MADE TO ORDER	
5.	CHICKEN EGG AND CHEESE BURRITO - SCRAMBLED EGGS MUST BE PREMADE AND KEPT IN WARMER.	
6.	CHICKEN EGG AND CHEESE SOFT SHELL TACO - DICED CHICKEN MUST BE COOKED AND STORED IN THE WARMER. SCRAMBLED EGGS MUST BE PREMADE AND STORED IN WARMER.	
7.	CHICKEN BACON EGG AND CHEESE QUESADILLA - DICED CHICKEN MUST BE COOKED AND STORED IN THE WARMER. SCRAMBLED EGGS MUST BE PREMADE AND KEPT IN WARMER. BACON MUST BE PREBAKED AND STORED IN THE WARMER.	
8.	CINNAMON BUN - MUST BE PREBAKED AND WARMED AND ICED WHEN ORDERED	

9.	GRITS - GRITS MUST BE PREMADE AND KEPT IN WARMER. IF GRITS BECOME COLD OR THICK THEY MUST BE REMADE AND KEPT IN WARMER.	
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DINNER

1.	LOZANO - CHICKEN AND BEEF BURGER - CHICKEN AND BEEF MUST BE PRECOOKED AND KEPT IN WARMER	
2.	CHIDITA - CHICKEN BURGER - CHICKEN BURGER MUST BE PRECOOKED AND KEPT IN WARMER.	
3.	Z - BURGER - DELUXE BURGER - BEEF MUST BE PRECOOKED AND KEPT IN WARMER. BROCCOLI MUST BE PRECOOKED AND KEPT IN WARMER.	
4.	PACO - CHICKEN SOFT SHELL TACO - DICED CHICKEN MUST BE COOKED AND STORED IN THE WARMER.	
5.	CHIRITTO - CHICKEN BURRITO - DICED CHICKEN MUST BE COOKED AND STORED IN THE WARMER.	
6.	QUESADITA - CHICKEN AND TUNA QUESADILLA - DICED CHICKEN MUST BE COOKED AND STORED IN THE WARMER. TUNA MUST BE DECANNED AND PLACED IN WARMER.	
7.	FREAKY FRIES - CHICKEN AND TUNA FRIES W/ CHEESE - DICED CHICKEN MUST BE COOKED AND STORED IN THE WARMER. FRIES MUST BE MADE TO ORDER. TUNA MUST BE DECANNED AND PLACED IN WARMER.	
8.	ZURRITO - CHICKEN AND TUNA DELUXE BURRITO - DICED CHICKEN MUST BE PRE COOKED AND KEPT IN WARMER. TUNA MUST BE DECANNED AND PLACED IN WARMER.	

9.	BURDITA - SALMON AND CHICKEN BURGER - SALMON AND CHICKEN MUST BE PRECOOKED AND KEPT IN WARMER.	
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VALUE MENU

1.	EMPANADA - MUST BE PREBAKED AND KEPT IN WARMER	
2.	RICE - RICE MUST BE PRE COOKED AND KEPT IN WARMER	
3.	CHICKEN TENDERS - MUST BE PREFRIED, PRESAUCE AND KEPT IN WARMER	
4.	MINI TACO - MUST BE PREBAKED AND KEPT IN WARMER	
5.	NACHOS AND CHEESE - MADE TO ORDER. CHEESE SAUCE MUST BE PREMADE AND KEPT IN WARMER. TORTILLA CHIPS MUST BE KEPT IN WARMER.	
6.	PRETZEL DOG - MUST BE PREBAKED AND KEPT IN WARMER.	



DESERT MENU

1.	CHURROS - MUST BE PREFRIED OR PREBAKED ACCORDING TO THE INSTRUCTIONS ON THE BOX.	
2.	ICE CREAM COOKIE SANDWICH - MADE TO ORDER	
3.	ICE CREAM CHURRO SANDWICH - CHURRO BREAD MUST BE PREBAKED OR PREMADE ACCORDING TO THE INSTRUCTIONS	
4.	ICE CREAM - MUST BE MADE TO ORDER	
5.	COOKIES - MUST BE PREBAKED AND WARMED UPON REQUEST	



DRINKS MENU

1.	HOT COFFEE - MUST BE PRE-BREWED AND MADE TO ORDER	
2.	ICED COFFEE - MUST BE PRE-BREWED AND MADE TO ORDER	
3.	FRAPPUCCINO - MUST BE MADE TO ORDER	
4.	HOT CHOCOLATE - MUST BE MADE TO ORDER	
5.	ICED TEA - MUST BE MADE TO ORDER	
8.	SODA - MUST BE MADE TO ORDER	

Equipment and Tools



FRENCH TOAST

- Avantco EG36N 36" Electric Countertop Griddle - 208/240V, 7488W-10080W



OMELETTES

- Nemco 6311-2-240 Electric Countertop Raised Hot Plate with 4 Solid Burners - 240V
- 8" Non-Stick Omelette Pan with Lid



CREPPE

- Carnival King CM16DBL 16" Dual Crepe Maker - 208/240V



BURRITO

- Garland XPE36 36" Electric Griddle - Dual Sided with Three Platens
- Hatco HDW-2R2 Freestanding Split Four Drawer Warmer - 1290W
- Waring WDG300T Panini Sandwich Grill with Two Grooved Plates, Two Smooth Plates, and Timer - 17" x 9 1/4" Cooking Surface - 240V, 3120W



SOFT SHELL TACO

- Garland XPE36 36" Electric Griddle - Dual Sided with Three Platens
- Hatco HDW-2R2 Freestanding Split Four Drawer Warmer - 1290W
- Waring WDG300T Panini Sandwich Grill with Two Grooved Plates, Two Smooth Plates, and Timer - 17" x 9 1/4" Cooking Surface - 240V, 3120W



BURRITO

- Garland XPE36 36" Electric Griddle - Dual Sided with Three Platens
- Hatco HDW-2R2 Freestanding Split Four Drawer Warmer - 1290W
- Waring WDG300T Panini Sandwich Grill with Two Grooved Plates, Two Smooth Plates, and Timer - 17" x 9 1/4" Cooking Surface - 240V, 3120W



CINNAMON BUNS

- **Bakers Pride BCO-E2 Cyclone Series Double Deck Full Size Electric Convection Oven - 220-240V, 1 Phase, 21 kW**



GRITS

- **Nemco 6311-2-240 Electric Countertop Raised Hot Plate with 4 Solid Burners - 240V**
- **Vigor 20 Qt. Heavy-Duty Stainless Steel Aluminum-Clad Stock Pot with Cover**



BEEF BURGER

- **Garland XPE36 36" Electric Griddle - Dual Sided with Three Platens**
- **Hatco HDW-2R2 Freestanding Split Four Drawer Warmer - 1290W**



FRIES

- **Frymaster RE14BLC-SD 50 lb. High Efficiency Electric Floor - Fryer with Computer Magic Controls and Basket Lifts - 240V, 3 Phase, 14 KW**



FREAKY FRIES

- Frymaster RE14BLC-SD 50 lb. High Efficiency Electric Floor - Fryer with Computer Magic Controls and Basket Lifts - 240V, 3 Phase, 14 KW



ICE CREAM

- Spaceman 6235AH Soft Serve Ice Cream Machine with Air Pump and 2 Hoppers - 208/230V



FRIED CHICKEN

- Frymaster RE14BLC-SD 50 lb. High Efficiency Electric Floor - Fryer with Computer Magic Controls and Basket Lifts - 240V, 3 Phase, 14 KW



COFFEE

- Fetco CBS-52H-15 C52026 Stainless Steel Twin Automatic Coffee Brewer - 120/208-240V



FRAPPE

- Multiplex Blend in Cup



SODA

- Servend 2705520 MDH-302 12 Valve Sanitary Lever Countertop Ice/Beverage Dispenser with 300 lb. Ice Storage and Internal Carbonator

