

Chapter 6 – How to Build

Placement of Ingredients

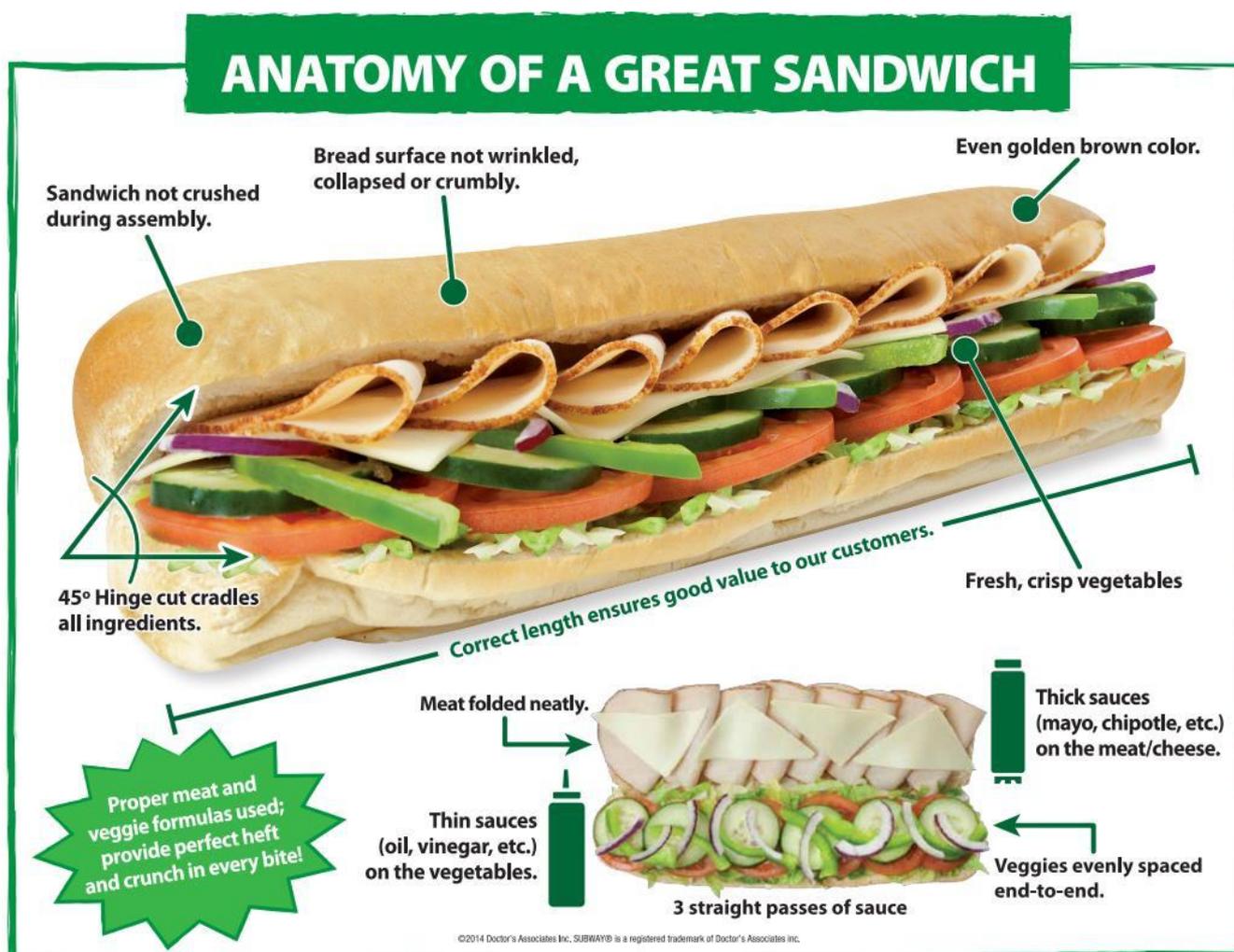


Location: Always place the meat and cheese on the top half of the bread.

Sequence: Place meat then cheese on top half bread.

Quantity: Amount of meat and cheese depends on the kind of sandwich ordered.

Arrangement: Depends on what kind of sandwich you are building.



Control your portioning

All employees should be careful about how much they place in a sub or salad. You should always ensure you follow the 'How to Build; charts below. These formulas have been created to provide the best tasting subs for our customers as well as allowing the company to control food costs and prevent food waste. Extra ingredients can make the sandwich unappealing and difficult to eat, but more importantly, they can add to your food costs and negatively affect your store's profitability. You should only add extra salad and sauce when the customer asks for it.



Example

The number of olives in a 6" sub is 3. In this picture the customer complained as they got a lot more. The manager was also unhappy as the extra 15 olives cause an increase in food costs and 'missing' olives on the inventory.



Do this:



Not that:



Subs – How to Build

Footlong

Top Half

- Footlong amount of meat
- 4 slices of cheese or 28g shredded
- Toast if requested
- 3 passes of sauce if requested



Bottom

Half

- Lettuce (28g)
- 6 tomato wheels
- 6 cucumber
- 6 gherkins
- 6 green peppers
- 6 olives

- Onion (14g)
- 6 jalapenos
- 14g sweetcorn
- Salt/pepper if requested

6-inch & Wrap

Top Half

- 6-inch amount of meat
- 2 slices of cheese or 14g shredded
- Toast if requested
- 3 passes of sauce if requested



Bottom Half

- Lettuce (14g)
- 3 tomato wheels
- 3 cucumber
- 3 gherkins

- 3 green peppers
- 3 olives Onion (7g)
- 3 jalapenos
- 7g sweetcorn

- Salt/pepper if requested

Salad Bowl

- 6" amount of meat
- 2 slices of cheese or 28g shredded
- Toast if requested



- Lettuce (85g)
- 6 tomato wheels
- 6 cucumber
- 6 gherkins
- 6 peppers
- 6 olives
- Onion (14g)
- 6 jalapenos
- 14g sweetcorn
- Sauce if requested
- Salt/pepper if requested



Ask all customers if they would like to add extra meat!

Kid Pak

Top Half

- Kids mini amount of meat
- 1 slices of cheese or 14g shredded
- Toast if requested



Bottom Half

- Lettuce (14g)
- 2 tomato wheels
- 2 cucumber
- 2 gherkins
- 2 green peppers
- 2 olives
- Onion (3g)
- 2 jalapenos
- 3g sweetcorn
- 3 passes of sauce
- Salt/pepper if requested



When you serve a kids pak you should ensure you serve it as a meal deal with the kids pak drink, snack and marketing materials.

Snacks



- Empty 1 bag of Lightly Salted Doritos into a nacho box.
- Add 60g of the Taco Beef salsa mix onto the nachos.
- Add 28g Monterey Jack cheese on top of the taco beef salsa mix.
- Toast on 1 x 6" Steak setting (20 seconds)
- Place nachos inside the nacho box and add 3 x Jalapenos if required.



- From the hot well, place 6 hash browns onto a folded deli paper.
 - Toast on Toast Bread & Cheese (20 Seconds)
 - Remove from the toaster and place into a nacho box.
 - Add two lines of one sauce onto the hash browns.
- (For chilled - Place 6 hash browns onto the wave basket.
Toast on 1 x Footlong Beef Patty setting then follow stages 3 and 4.)



Platter

A customer may order a platter and your manager will show you how to make these. A platter is made up of 4 Footlong subs and should be made with fresh bread and ingredients.

Fresh bread used; golden brown in colour

Veggies: evenly spaced end-to-end

Careful presentation promotes good value to customers.

Proper meat and veggie formulas provide perfect heft and crunch in every

Bread surface not wrinkled, collapsed or crumbly

Portions displayed attractively in slots

Fresh veggies used



Hot Drinks

You will be trained on how to use the store's coffee machine to produce the perfect coffee and hot drinks. Every store's coffee machines are different so below are the basics to making great coffee but ask your trainer to demonstrate how to use your store's machine.

Double Shot

Used for an espresso, cappuccino, mocha, and other milk based products

1. Add ground espresso to the filter basket of the single handle. Pull the lever of the doser twice so shots of coffee drops into the double filter handle
2. Even the ground espresso with your finger
3. Tamp the shot – The goal with the tamp is to place an even amount of pressure onto the shot.
4. Place the group handle into the machine
5. Place the cup under the handle
6. Press the espresso shot button on your coffee machine



There should be a nice layer of crema on top of the espresso and should last for 3-5 minutes if not longer.

The Americano/Black Coffee

Traditionally the Americano is a double espresso shot with hot water.

1. Press the hot water button on your machine and fill the cup with 3/4s of hot water
2. Make a double espresso shot
3. Pour the double espresso on top of the hot water – the cream should sit on top of the water
4. Serve with milk if requested by the customer (this makes it a white coffee)



The Latte – steamed milk

1. If flavoured latte – add a squirt of flavoured syrup into the bottom of the cup
2. Make a single espresso shot and pour it into the small cup (use a double espresso for a large latte)
3. Fill the small jug to between 1/3 to 1/2 full with fresh cold milk – **you will be doubling the size of the milk, so never fill more than 1/2**
4. Release steam from the steaming wand for two seconds to eliminate any residual water
5. Insert the nozzle of the steam wand just under the surface of the milk
6. Fully open the steam valve
7. As the milk takes in air, you will hear an intermittent hissing sound. Continue lowering the jug in one motion, so the tip of the steam wand is just under the surface of the milk. Tilt the jug on an angle so the milk spins in a circular motion.
8. When the milk temperature reaches 65-68°C, turn the steam arm off and remove the jug from the steam wand. Do not exceed these temperatures as the milk will burn and the drink will lose its sweetness.
9. Wipe the steam wand clean with a damp cloth
10. Spin the milk in the jug around to make sure the foam is mixed with the milk
11. Pour the milk into the cup with the single espresso.

Technique – place the tip of the jug on the lip of the coffee cup and slowly pour the milk into the cup as you near the top of the cup you can make some hand movements to create latte art if you wish.



When using milk left over from the last drink, always add fresh milk (remember not to exceed the 1/3 - ½ full rule). You must add fresh milk to regenerate the protein content that creates foam

The Cappuccino – frothed milk

1. Make a double espresso shot and pour it into the small cup
2. Fill the large stainless-steel jug to 1/3 full - **you will be tripling the size of the milk, so never fill more than 1/3**
3. Release steam from the steaming wand for two seconds to eliminate any residual water
4. Insert the tip of the steam wand just under the surface of the milk
5. Fully open the steam valve
6. To properly froth the milk, the steam wand needs to be just under the surface of the milk and you should hear a bit of a ticking noise
7. Keep the nozzle towards the top of the milk to start with, this gets more air into the milk to make it expand. As the milk stretches lower the jug so that the nozzle stays 1-2cm below the surface. When the milk reaches 60°C lower the wand towards the bottom of the jug and warm the milk to 65-68°C
8. Turn the steam arm off and remove the jug from the steam wand. Do not exceed these temperatures as the milk will burn and the drink will lose its sweetness.
9. Wipe the steam wand clean with a damp cloth
10. Tap the jug on a work surface several times to break up any large bubbles, and swirl the jug in a circular motion. After a while it should appear shiny/glossy, this means it's ready to pour.
11. Pour the milk into the cup with the double espresso.

Place the side of the jug on the lip of the coffee cup and slowly pour the milk into the cup. First aiming for the centre, then continuing in a circular motion out toward the rim.



12. Sprinkle chocolate powder on the cappuccino if requested



When using milk left over from the last drink, always add fresh milk (remember not to exceed the ½ full rule). You must add fresh milk to regenerate the protein content that creates foam



Tea

1. Put a cup under the hot water wand
2. Press the hot water button (for some machines you will need to press this twice)
3. Put a tea bag into the cup
4. Put the lid on the cup
5. Give the customer the cup of tea, two portions of milk and explain/ direct them to where the sugar is

Hot Chocolate

1. Place hot chocolate powder into the cup
2. Press the hot water button and add 1/3 hot water and stir
3. Add a small amount of warm milk and stir
4. Once mixed, add more hot water
5. Sprinkle chocolate powder on top

