

Chapter 6 – Baking

Bread is our 'Hero' product and the store should always and serve the freshest possible bread to all customers!

Running out of bread is unacceptable and without the variety of bread we can't provide our customers the choice that they expect and would lead to disappointed customers. Do NOT serve a customer a bread that you would not want to eat yourself, or if dry, misshaped or too small.



A Footlong must be 12 inches long. All bread varieties should be available at all times. Do **not** serve a guest a bread that you would not want to eat yourself, or if dry, misshaped or too small. The shelf life of bread is 8 hours.

Baking Delivery

Great Bread starts with the delivery. You should always check the box when it is delivered and be on the lookout for tell-tale signs of "bad" boxes of bread such as:

- Crushed boxes or boxes with visible wet marks.
- NOT hearing the breadsticks rattling around when you shake the box of frozen breadsticks. (Baking Certification Training Manual)
- Place bread cartons into the freezer immediately upon receiving
- Product must be stored in the freezer at a temperature of -18°C or below
- Rotate bread using FIFO method (First in – First Out)

Bread Preparation

1 – Beginning of the Day

- Check baking planner page and prepare yourself to bake what is in the bake 1 column.

2 – First preparation of Bread

- Prepare the first load of bread that gets placed into the Proofer. Ensure it contains all 5 varieties (Italian, Hearty, Herbs & Cheese, Wholegrain & Honey oat).
- Place bread into the proofer, 6 trays at a time with 5 dough sticks on each tray with a 20-minute gap so then all the bread doesn't proof at the same time.
- After 20 minutes, remove bread and spray, coat and score.
- Once your first batch of bread is prepped then you can prepare bread as normal to what you will use in your store.
- Once the first batch of bread is proofed and baked and has cooled down and ready to use, then you should discard the old bread as we only want to sell the freshest available bread available to our customers.

Each time staff remove breadsticks from the box, they need to record how many breadsticks remain on the box.

3 – During the Day

Each store should be baking bread a minimum of twice a day (if store opens until 6pm) or a minimum of 3 bakes per day if store opens past 6pm. Use the Hourly Bread Usage Report to select the correct number of breads for the store (Ask your trainer).

4 – End of Day

At the end of the trading day or near to the end of the trading, bread should be transferred into the airtight bread holding cupboard. (Bread oven must be cooled down and cleaned and Proofer must be dried out and clean).

Common Proofing Problems

Over-proofing	Under-proofing
If dough is over-proofing the bubbles will begin to form on the outside of the product. This will cause dough to collapse when baked and bread to have brown spots. It will be dry and lack taste resulting in an inferior product.	Under proofed dough is undersized and will not rise to the proper size in the oven. Bread will be light in colour, rubbery, and taste sour. This is caused by the gases and being allowed to escape from the dough while it is being baked.
Too Much heat	Too Little heat
When the temperature in the proofer is too high, the yeast will be activated prematurely and the dough will start to bake too soon. The baked bread will have a crust like shell and it will have big holes' inside	This causes yeast to react very slowly increasing proofing time
Too Much humidity	Too Little humidity
Too much humidity will cause the dough to become heavy with excess moisture. This will increase proof time and /or prevent the dough from rising adequately. Water spots will form on the pan above and drip onto the bread below creating brown spots on the baked bread	Too little humidity will cause the product to get dry and have a skin as well as cause improper rising. Proofing time will be extended and a flaky, crumbly crust will occur in the baked bread or the bread will become very hard.

Common Baking

Heat too low	Heat too high
When the product is baked at a low temperature it will take longer to bake, it will not colour and it will dry out	When the product is baked at a high temperature, it will bake on the outside but not on the inside. It may also collapse when it is pulled from the oven
Not in oven long enough	In oven too long
When the product is removed from the oven too soon, the bread is small, light in colour and will wrinkle and collapse.	When the product is removed from the oven the bread will be dark in colour, hard, crusty and will crumble when cut.

Bread Usage

As a Shift Leader you should know how to use the bread usage chart. This document informs you of bread used by each day based on the previous week's sale. This is a working document so should have writing on it to highlight that it is being used and the document can be used at any time of any day to highlight whether you have too much or too little bread.

Hourly Bread Usage Report - This document should also be used to highlight what bread is needed at different times throughout the day. All Store Managers should print the Hourly Bread Usage Report weekly and place in a clear plastic wallet and have it on display in the Back of House.

The Bread Usage report details how many Footlong breads that you have sold by each hour of each day, so therefore by counting what bread that you have physically have in store at any particular time of day, you can always calculate what bread you will need.

Bread baking times & bread panning

Each store should be baking bread a minimum of twice a day (if store opens until 6pm) or a minimum of 3 bakes per day if store opens past 9 pm. The first bread bake should be completed by 10 am. Once the peak rush period is over, you must review the breads and bake again for the afternoon. Review again at 6pm.

Bread should be baked in the morning to last up until 4pm ready for review at 2pm after the lunch rush. Bread quantities should last 2pm – 8pm for the second bake (or close depending on what time you close).

After lunch (2 - 3pm) you should review bread usage chart and bake more bread. You will need to count what bread you have and minus this from what bread you will need until close plus bake an extra 15 for the following morning. (Look at sales from 3pm until close, this will give you the number of breads that you need. Minus off stock that you have at 3pm and this will indicate how many breads you need, then plus 15).

Bread Baking Schedule

It's important to verify that all old bread is discarded at 10am or 2 hours of the store opening, and only new, fresh-baked bread is being served to customers after that time. Remember to check that all day-old bread is discarded or used by 10am or earlier. DO NOT continue to serve yesterday's bread once there is fresh bread to serve.



The Shift Leader is responsible to review and ensure there is enough bread on their shift and for the handover for the next shift.

You need to follow the Bread Baking Schedule for your store and that you NEVER run out of bread on your shift and you leave sufficient for the next. To have no bread means we have no business! This will result in performance and disciplinary action.



Giant Subs

As well platters a guest may order a Giant Sub. Giant subs are great for large gatherings of people; meetings, parties, picnics even events such as football matches.

They have an impressively strong visual impact and are a perfect addition to your menu. As a Shift Leader you should know what a Giant Sub is in case you need to help create one in the future!

BRAIDING

1	2	3	4	5
Stretch four retarded bread sticks to 23". Lift up ends #2 #4	Move #4 under #2 drape to the left and down. Release both.	Renumber the bread sticks so they appear as 1-4 again. Lift ends of (new) #2 #4	Move #4 under #2 and drape to the left. Release both. Continue braiding to the end	When end is reached, press sticks together and fold under slightly. Repeat process with other half of bread.

Prepare and bake braided breads as directed.

Prepare base.

Cut braids horizontally
Place breads onto base and remove tops.

Add requested vegetables to bottom half of bread according to formula.

Add cheese (if requested) and meats according to formula.
Return tops of bread.

Wrap sub.
Wrap onto base.
Place into carrier.

Label and refrigerate until pick-up or delivery.