GIVING FEEDBACK FROM THE OVEN

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Part of “**CONTROLLING FOOD COST**” Procedure

This procedure is about controlling food costs by giving specific candid feedback as an oven tender to a Team Member working on the makeline.

* **Step 1**: Pull the product from the oven conveyor and get into a box as fast as possible.
* **Step 2**: Analyze the quality of the product and answer the following questions:
  + Is it a pizza? If so was the pizza:
    - Golden brown?
    - Cooked completely through?
    - Free of a gum line?
    - Covered in toppings spread evenly and completely to the edge?
    - Covered in toppings that have all the correct portions?
    - Sauced correctly and with the correct portion of sauce?
    - Free of bubbles?
    - Round with an even edge all the way around?
    - Made the way the customer ordered it?
    - IF you answered NO to any of the above questions decide if a remake is needed. If yes, order a remake.
  + Is it Topperstix? If so were the Topperstix:
    - Golden brown?
    - Cooked completely through?
    - Free of a gum line?
    - Covered in toppings spread evenly and completely to the edge?
    - Covered in toppings that have all the correct portions?
    - Free of bubbles?
    - Round with an even edge all the way around?
    - Made the way the customer ordered it?
    - IF you answered NO to any of the above questions decide if a remake is needed. If yes, order a remake.
  + Is it wings? If so were the wings:
    - Cooked completely?
    - The correct number?
    - IF you answered NO to any of the above questions decide if a remake is needed. If yes, order a remake.
* **Step 3:** If you answered NO to one of the questions in Step 2 bring the pizza maker over to the cut table and show them the issue. Explain why the product is not a 10.
  + Be specific in your feedback.
  + Ask them how they think the issue could be corrected
  + Explain and/or show how to correct the issue.
* **Step 4:** If you answered YES to all the questions in Step 2 make sure to give feedback to the pizza maker.
  + Be specific in your feedback
  + Explain what was great about their pizza!
* **Step 5:** Repeat Steps 2 through 4 on a minimum of every 10th product that comes out of the oven and on any product that needs to be remade.