GIVING FEEDBACK FROM THE OVEN

Last Modified on: 6/23/17

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.