

How to Close a Subway Restaurant



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Introduction

Are you a new employee hired to close our subway restaurant, or a current employee about to take over some closing shifts? Afraid you will forget what you need to do, how to do something, or stressed you could lose track of time and will try to cram everything in late resulting in a bad close? When I first began working at our restaurant, I was a terrible closer. I myself could not remember every closing task, I would do tasks improperly, and I was always cramming stuff in late. Our subway employees who close the restaurant must work by themselves for a majority of their shift, resulting in a stressful work environment, which is why I had trouble when I started working here. That is why I have created a manual to help you succeed where I failed, by taking you through the closing process. In the following pages this manual will take you through suggested times of when to complete every task needed for a successful close, explain how to do certain tasks, and inform you of what supplies each task needs.

Chapter One: Suggested Times



In this chapter, subway employees will learn how to manage their time.

Pre-Closing Tasks

Every subway closer learns to manage their time differently. Employees have created a schedule for themselves to make sure they complete all the necessary tasks in a reasonable amount of time.

Schedule of tasks

I have created the schedule below to help you manage your time.

Note: Most closers start their shifts between 5-5:30 P.M. and the store closes at 11 P.M. You do not have to follow the schedule below exactly it is just here to help you.

5-6:30

- Stock Chips
- Clean Oven
- Clean Pooper
- Clean Microwave
- Clean Bathrooms
- Stock Retarder

6:30-8

- Clean Tables
- Take Trash to Dumpster
- Clean around Soda Area

8-10

- Break Down Bain
- Clean Bain
- Sweep
- Mop
- Dishes

10-11:30

- Put Bain Back Up
- Wash Utensils
- Check Bathrooms One More Time
- Clock Out
- Turn on Alarm
- Lock Front Door

Note: The store closes at 11 P.M. and if you follow this list then you should be done by 11:30 at the latest. However, this is subject to change depending on unforeseeable events.

Chapter Two: Cleaning Tasks



In this chapter, subway employees will learn how to take down the bain and clean it, as well as cleaning the oven and poofer.

Cleaning

Cleaning is something every employee must do. Everyday cleaning tasks are easy and you do not need instructions on how to complete them. However, some tasks in our restaurant require certain ways of being completed.

Cleaning Oven

To clean the oven you will need to have multi-purpose cleaner, oven cleaner, and either a white washcloth or paper towels.

Step One: Remove all of the oven racks. (See Figure One)



Figure One- Oven racks removed.

Step Two: Turn oven to 150 degrees.

Warning: Do not turn oven higher than 150 degrees with oven cleaner inside.

Step Three: Spray the oven cleaner on the sides, bottom, and back of the oven. (See Figure Two)



Figure Two- Oven cleaner

Step Four: Wait five minutes for spray to soak in oven.

Step Five: Turn off oven.

Step Six: Wipe off the oven cleaner.

Caution: Oven may be warm.

Step Seven: Spray Multi-Purpose cleaner on the oven windows. (See Figure Three)



Figure Three- Multi-purpose cleaner

Step Eight: Wipe off the windows.

Step Nine: Put oven racks back in the oven and close door. (See Figure Four)



Figure Four- Clean oven

Cleaning Poofers

To clean the poofer you will need multi-purpose cleaner, and a white washcloth or paper towels.

Step One: Remove all of the poofer racks. (See Figure Five)



Figure Five- Poofer racks removed

Step Two: Spray multi-purpose cleaner on the bottom and sides of the poofer.

Step Three: Wipe off multi- purpose cleaner.

Step Four: Wipe out any remaining crumbs.

Step Five: Spray multi-purpose cleaner on the poofer's windows.

Step Six: Wipe off Windows.

Step Seven: Spray multi-purpose on any dirty spots on outside of poofer.

Step Eight: Wipe off those spots.

Step Nine: Put racks back inside the poofer. (See Figure Six)



Figure Six- Cleaned poofer

Taking Down Bain

To take down the bain you do not need anything, though I do suggest you get the cart so you will not have to make multiple trips.



Figure Seven- Bain

Step One: Take all the food out of bain. (See Figure Seven)

Step Two (optional): Bring the cart over.

Step Three: Take down the white boards. (See Figure Eight shown as 'A' on next page)

Step Four: Take them back to the Sink.

Step Five: Take off the food holders. (See Figure Eight shown as 'B' on next page)

Step Six: Take the food holders back to the sink.

Step Seven: Take off the six metal section dividers.

Step Eight: Take the metal sections back to the sink. (See Figure Eight shown as 'C')

Note: You can complete steps four, six, and eight at the same time using a cart.

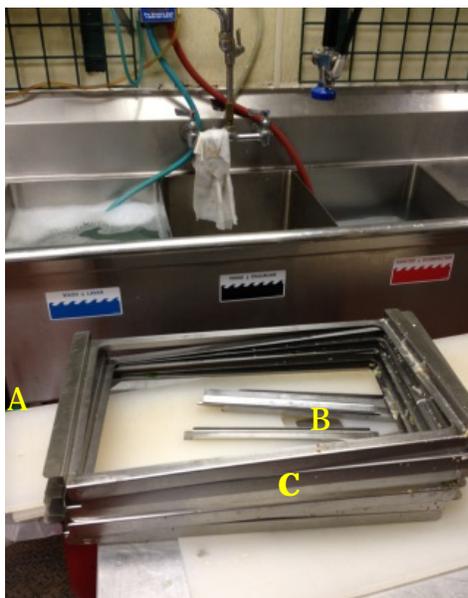


Figure Eight- Bain parts in dish area.

Cleaning the Bain

You will clean the parts of the bain in the sink. To clean the bain area all you need is a washcloth to wipe everything down.

Step One: Put all of the bain parts into the wash area of the sink.

Step Two: Scrub the white boards.

Step Three: Place the White boards up to dry off.

Step Four: Wash off the metal section dividers.

Step Five: Set them up to dry.

Step Six: Rinse off your food holders.

Step Seven: Set them up to dry.

Step Eight: Wipe down the area where the boards go.

Step Nine: Make sure all the ice in bain area has melted.

Step Ten: Wipe down the inside of the bain removing all food. (See Figure Nine)



Figure Nine- Inside of bain

Step Eleven: Put all the bain parts back up. (See Figure Ten)



Figure Ten- Bain cleaned and put back

Chapter Three: Bread Tasks



In this chapter, subway employees will learn the steps on how to prepare bread, and how to do a bread count.

Bread

Bread is a very important part of every subway store. At our store, we must make sure we maintain a high bread count in our bread ovens and in our retarder.

Preparing Bread

At our store, we must prepare bread for our morning staff. The bread must sit in the retarder overnight so that it thaws out before morning.

Step One: Decide how much wheat and white bread you will need to prepare.

Note: The amount of bread you prepare will vary depending on how much bread left in the two bread ovens. (See Figure Eleven)



Figure Eleven- Bread Ovens

Step Two: Get a box of white bread from the freezer. (See Figure Twelve)

Note: Wheat bread is on the left side of the freezer and white is on the Right side of the freezer.



Figure Twelve- White bread in freezer.

Step Three: Put bread sheets in bread pans.

Step Four: Put four bread sticks in bread sheets. (See Figure Thirteen)



Figure Thirteen- Bread in bread sheets.

Step Five: Put the full bread sheets and pans in the retarder. (See Figure Fourteen)



Figure Fourteen- Retarder.

Step Six: Repeat steps two through five until retarder is full with the right amount of prepared bread. (See Figure Fifteen)



Figure Fifteen- Full Retarder.

Step Seven: Repeat steps two through six for wheat bread.

Bread Count

Near the end of every night, you will need to count all the bread. Our store must make sure none of the bread has gone missing.

Step One: Count all the breadboxes in the freezer. (See Figure Twelve page sixteen)

Step Two: Take the amount of breadboxes you counted and multiply it by 70.

Step Three: Count all the bread pans in the retarder. (See Figure Fifteen page seventeen)

Step Four: Multiply the number of bread pans by four.

Step Five: Count the amount of bread in the waste bin. (See Figure Sixteen)



Figure Sixteen- Bread waste bin.

Step Six: Count the amount of bread in the oven, which has the least amount of bread.

Step Seven: Count the amount of bread in the other oven. (See Figure Eleven page fifteen)

Step Eight: Add the totals you got for steps two, four, five, six, and seven.

Note: Most employees will use calculators on their phones to do the multiplication, and will use a sheet of paper to write down all the numbers as they go through.

Step Nine: Click the one-minute cash in button on the computer screen. (See Figure Seventeen circled in yellow)

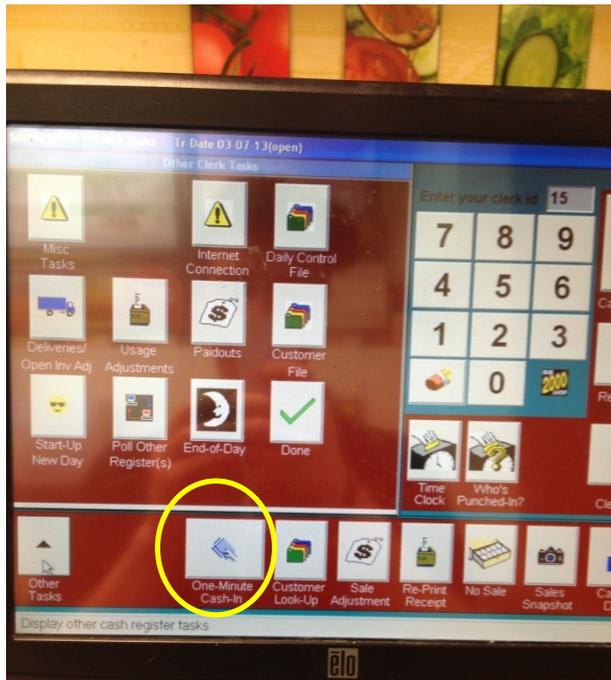
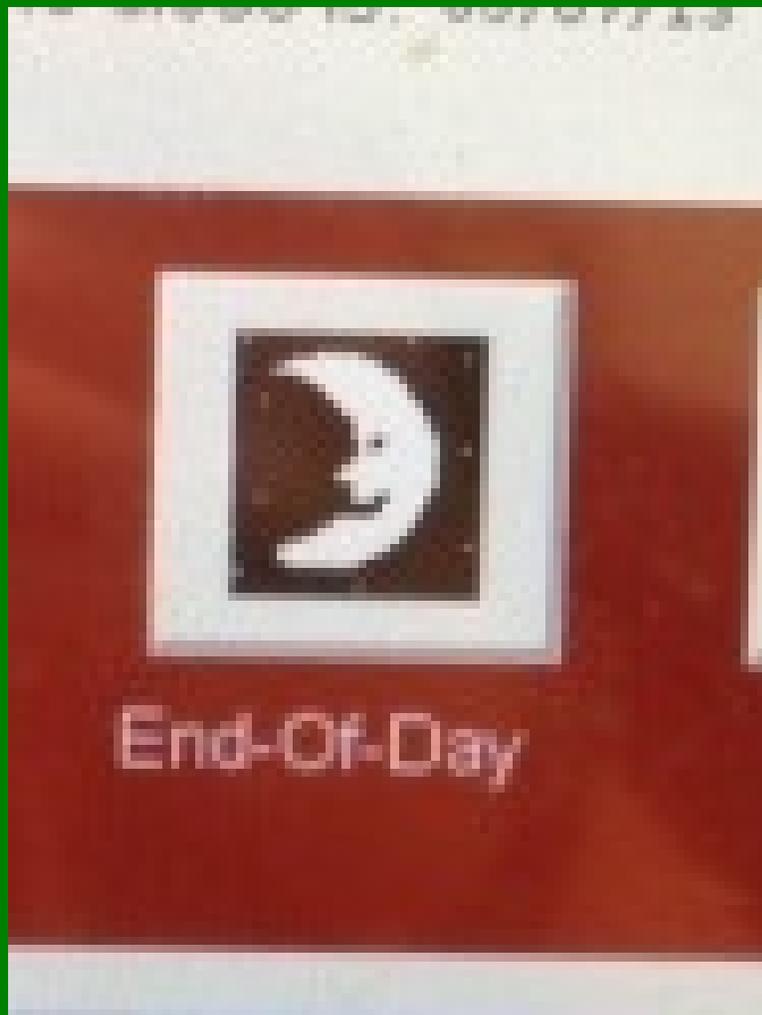


Figure Seventeen- Computer screen

Step Ten: Enter the amount into the computer.

Chapter Four: Closing Tasks



In this chapter, subway employees will learn the final four tasks they must complete before leaving.

Closing Tasks

Right before you leave for the night there are four tasks you must make sure you complete.

Computer Tasks

You must make sure that you clock out, and that you end the day on the subway computer. Ending the day on the computer allows the manager to complete his paperwork and work logs the next day.

Step One: Go to the computer.

Step Two: Type in your employee number.

Step Three: Click the up arrow. (See Figure Eighteen shown as 'A')

Step Four: Click on the end of day button. (See Figure Eighteen shown as 'B')

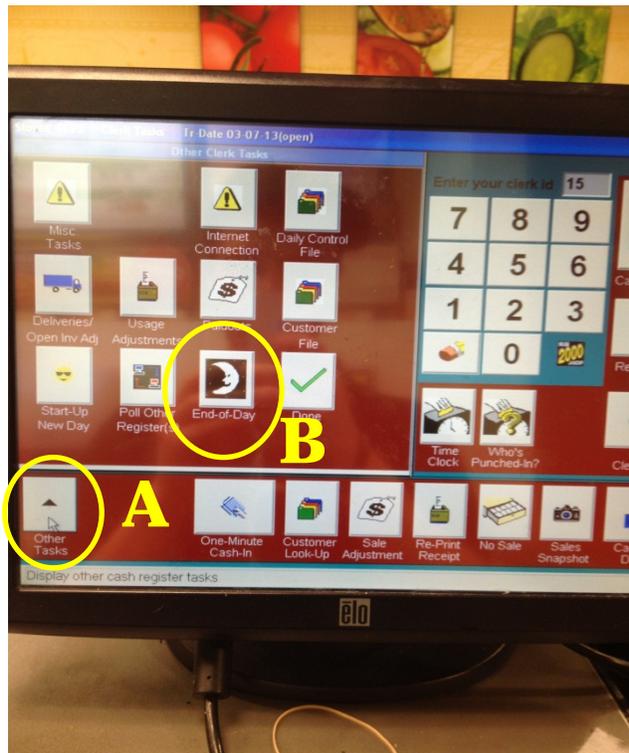


Figure Eighteen- Computer Screen

Step Five: Click the time clock button. (See Figure Nineteen shown as 'A')

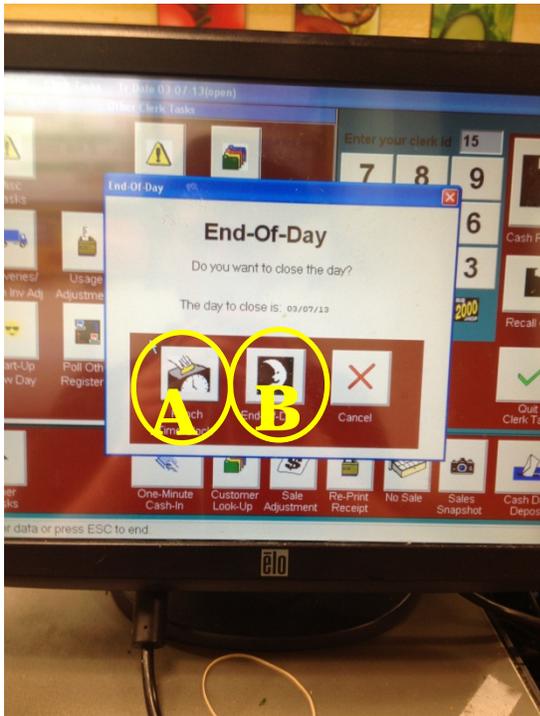


Figure Nineteen- End of day screen.

Step Six: Enter your password to clock out. (See Figure Twenty)

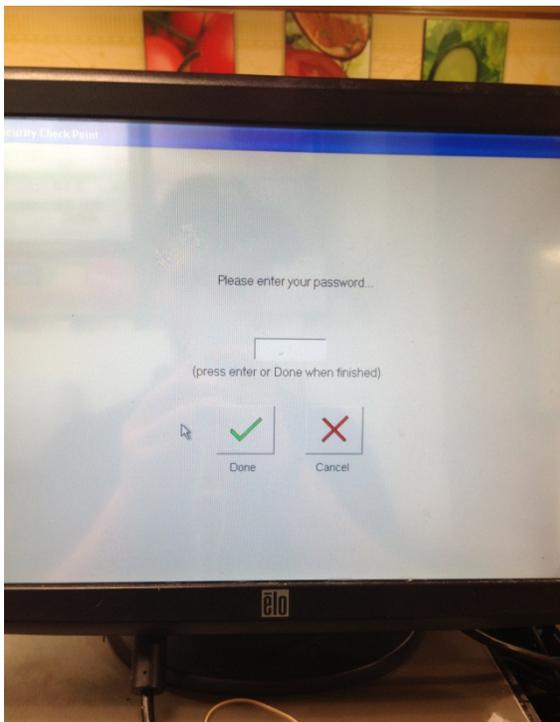


Figure Twenty- Password screen.

Step Seven: Click the end of day button. (See previous page Figure Nineteen shown as 'B')

Note: Make sure you have clocked out first.

Step Eight: Confirm you are ending the day. (See Figure Twenty-One)

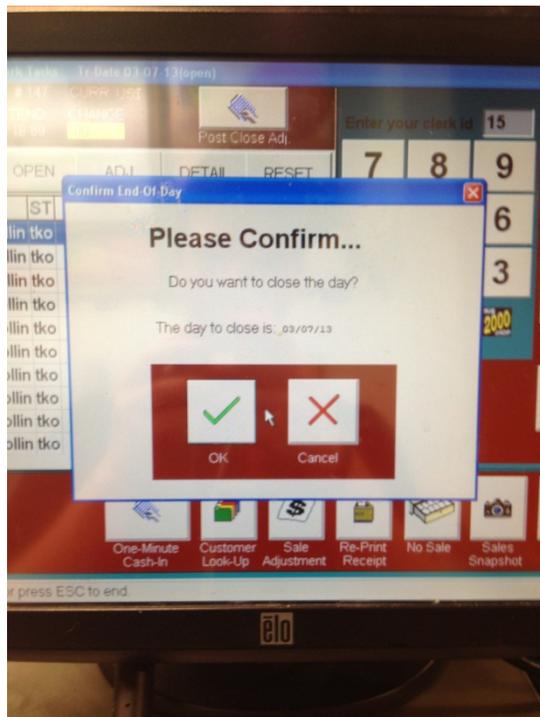


Figure Twenty-One- Confirming end of day.

Alarm and Locking Door

The last two tasks are simple. These are also the two most important because if you do not complete these then the store is at risk of robbery and you will be liable. You will need to know the alarm code the manager has given you, and you will need your Subway door key.

Step One: Check the list and make sure you have completed all your tasks. (See the list in chapter one page Three)

Step Two: Set the alarm. (See Figure Twenty-Two)

Note: After you enter the code, you have about 30 seconds to leave. Therefore, make sure you have all your stuff gathered up beforehand.



Figure Twenty-Two- Alarm.

Step Three: Exit the building.

Step Four: Lock the door. (See Figure Twenty-Three)

Step Five: Check to see if you locked the door properly.



Figure Twenty-Three- Door locked.

Chapter One Fly Page: <http://kathycoddington.com/why-time-management-is-important/>

Chapter Two Fly Page: http://www.123rf.com/photo_4713773_cloud-burst-explosion-with-cleaning-equipment-for-business-or-household.html

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