

HIDEAWAY PIZZA®

Sand Room Opening Procedures

The Sand Room is where most salads, appetizers, sandwiches, pastas, desserts, and kid's menu items are prepared. Some stores do prepare pastas and kid's menu pastas in the pizza make area. The sand room can be challenging, and team members working this area are expected to perform multiple detailed tasks that require excellent time management skills.

Opening Procedures

The process of opening the Sand Room is time consuming, on the average it takes about 1½ - 2 hours. You must be ready for business when the store opens. First thing in the morning, you will receive a prep list from a manager; it should be finished as soon as possible, at least by mid-afternoon. After all the prep is concluded and the lunch period is over, the kitchen will go through the process of shift changing, which requires that all areas of the kitchen be cleaned, organized, setup and ready for the evening shift.

Exhaust System

- Turn on the exhaust and return air system over the fryer and steam table area

Gas Fryer

- Check to make sure the pilot light is on
- Before turning the burners on - fill oil to the marked "full" level. **Do not overfill!**
- Turn the pilot to the "ON" position
- Turn the thermostat lever to 350°F

Electric Crock pot

- Make sure the crock pot is plugged in
- Turn the temperature control to medium
- Add water to the pot under the pot insert
- Fill the electric crock-pot container $\frac{3}{4}$ full of **hot** (preheated to 165°F) red sauce or marinara sauce. Hot sauces must be heated to 165°F before holding in the crock pot.
- If the sauce becomes too thick from evaporation, add a little water
- Always cover product with a lid

Table Top Steam Table (if applicable)

- Begin by filling water wells until it touches the bottom of the pans
- Turn on by setting temperature control dial on “LOW” to “MEDIUM” heat
- Place 1/3 or 1/6 pans in water wells
- Hot sauces must be heated to 165°F before holding in the steam table
- Place serving ladles or spoodles in pans
- Always cover product with a lid

Note: Don't serve burned sauces; it should all be bright red. Only re-heat enough sauce to make it through your shift. We want to avoid burning sauces and throwing sauces out. We can always re-heat more sauce after lunch.

Refrigerated Prep Tables

- Always make sure the make tables are running at 40°F or below.
- These are part of temperature log, but always pay attention to food on tops of tables and listen for the running fans/motors when you are getting something from the refrigerated

Sand Room Operations

- The Sandwich Room normally has two people during lunch and dinner rushes, stationed in different areas. They are defined as HOT and COLD side.
- The Salad Make Table will contain all Salad ingredients. Make sure it is fully stocked before and after the lunch rush.
- Cold side prepares salads & desserts for the most part. Desserts can be handled by either position. This may vary some depending on volume and store location.
- Hot side prepares sandwiches, appetizers, kid's menu items, and pastas. At some locations, pastas are made in the pizza make area.
- **Both hot & cold stations should help each other out as much as possible. It's a team effort!**
- **Timing** is extremely important!
- Our pizza ovens are set for approximately a 6-minute cook time. Sand side operations will require you to base most of your timing within this 6-minute countdown.
- We must get all entrees out of the kitchen at the appropriate time, whether it's a sandwich, pasta, or salad. Most sand side entrees will need to be timed to go out with a pizza, these items should be entered by a server communicating “w/Make” on the ticket.
- You must communicate w/ the make side! They will inform you when a pizza gets loaded, then you know you have 6-minutes to time your food out.
- When you have an entrée that doesn't have a pizza you will need to get the entrée out as quickly as possible with everything else from sand side. The server should communicate “w/Sand” on the ticket.

- If a server doesn't specify w/ Make or w/ Sand you should always ask them, and you can ask the AKM if there is pizza on that ticket.
 - A good rule of thumb is to look at the guest count on ticket, if there are 6 guests and 1 sandwich it is probably w/ make; don't make food too early, it sits on the counter & gets old.
 - We would rather take the time to ask on the front end of things versus having to remake the food, in turn making the Guest's wait longer and wasting product.
- For Dine-in orders the BOH identifies & communicates tickets by using the table #.
- For To-go orders the BOH identifies & communicates tickets by using the Guest's NAME.
- The table # and Guest's NAME will be printed on the ticket. (see examples on next page)
- A lot of the success of sand side operations is based on knowing cook times so you can start w/ the item that takes the longest and work your way to quicker items. Executing this properly, will ensure all food orders hit the counter at the correct time.
- While your entrees are cooking, you need to be anticipating plating or to-go container needs; for example, if you have a sandwich in the oven you can go ahead and get your plate/styro and side items ready and then you just have to cut the sandwich, plate it and you're finished.

Ticket Times

- **Dinner time**

The general rule is appetizers go out first, and then 5 minutes later salads are sent out. The entrees should follow 5-10 minutes later. If the ticket with the sandwich or pasta also has a pizza on it, coordinate with the Make Room so that the entrees go out together! Communication with the pizza makers, sand side, and the puller is vital.
- **Lunch time**

The goal is salads on the counter in 2 minutes, most appetizers should be out in at least 5 minutes or less, and all pizzas, pastas, entrée salads, or anything designated w/ **Make** on the counter in 10 minutes or less.
- Ready times and promised times all refer to times that to-go food needs to be ready & are printed at the top of the tickets.
- Our normal to-go times are 20 minutes, but during busy rushes that time can reach up to an hour. You must have your order ready as close to those times as possible.

Dine- In ticket

*** Make ***
 #57 3:18 PM

 Server: Austin N

 Table 61

 1 Small Hand Tossed
 BIG
 1 PALF LUX

 Also at: Sand

 *** Sand ***
 1 FPICK
 RAN
 SPEC SAUCE

Pick-Up ticket

Rusty Shackelford
 *** Make ***
 Pick Up
 #56 3:14 PM

 Server: Phone U

 Rusty Shackelford
 854-741-2589

 1 Small Hand Tossed
 PALOOZA
 1 Small Hand Tossed
 BYO
 P
 1 Ready In
 30 Minutes
 1 Vehicle
 Information
 Cadillac
 Hatchback
 Brown

 Also at: Salad, Sand

 *** Sand ***
 1 FM
 RAN
 RED
 1 Ready In
 30 Minutes
 1 Vehicle
 Information
 Cadillac
 Hatchback
 Brown

 *** Salad ***
 1 Small JAB
 RAN
 WITH MAKE