



# Shakey's Operational Coaching Playbook #1

## Food Safety & Temperature Control

### Purpose

This playbook is a coaching guide to help managers and teams execute food safety consistently and confidently every day.

The goal is simple:

**Protect our guests. Protect the store. Build strong operational habits that stand up to Health Department inspections and represent Shakey's properly.**

This is not about checking boxes.

It's about building habits and awareness, so food safety becomes part of how the store operates naturally.

Managers should use this playbook as a tool to coach, verify, and reinforce standards — not to carry the entire burden alone, but to build ownership across the team.

# Section 1: Temperature Control — Focus on Baked Chicken and Hot Line

## What Proper Execution Looks Like

- Chicken within shelf life — 14 days from kill date
- Cooked to a minimum internal temperature of **165°F**
- Held at **140°F or above** per Shakey's standard
- Proper placement — **meat side up, bone side down**
- Holding equipment working and gauges accurate

## Approved Holding Times

- Fried chicken: **45 minutes**
- Baked chicken: **2 hours**
- Mojos: **25 minutes**

**Fresh is always best.**

### **Note:**

When reheating food, it must reach an internal temperature of **165°F** and may only be reheated **once**.

The reason we place chicken meat side up and bone side down is simple — it protects the meat, helps retain heat, prevents drying, and maintains both safety and quality.

# Section 2: Line Setup — Shared Responsibility

The team setting up the lunch line shares responsibility for verifying temperatures. Managers are responsible for confirming and reinforcing that it was done.

## Key Steps During Setup

- Check internal temperature before placing chicken on the line
- Place chicken and mashed potatoes last on the line to help maintain proper temperature
- Verify holding units are on, heated, and functioning properly

Managers should confirm — not assume.

### **Example Coaching Approach**

“Before we open, did we verify the temps on everything going on the line?”

Follow up with:

“Has it been recorded?”

We all get busy — this keeps everyone accountable and builds awareness.

## **Section 3: Temperature Checks and Logs — Build the Habit**

Temperature checks should be completed at required intervals listed on safety logs, with the first check completed **prior to opening and before any guest is served.**

Temperature logs must be maintained consistently.

- Hard copy logs are acceptable
- Minimum retention is two months
- More can be retained if space allows
- Consistency matters more than format
- Confirm gauges are reading correctly
- Begin temperature logs

Logs protect the store.

They demonstrate operational control and build discipline within the team.

The goal is not just having logs — it's building the habit of verification.

## **Section 4: Sanitizer — Protecting the Food and Work Surfaces**

Sanitizer is one of the most basic — and most important — food safety protections in the store.

### **What Good Execution Looks Like**

- Clean red sanitizer buckets at each station
- Proper sanitizer concentration levels
  - Quaternary sanitizer: **200 PPM**
  - Chlorine (bleach): **100 PPM**
- No more than two towels per bucket
- Towels fully submerged when not in use
- Water clear — not dirty or murky
- Green buckets used only for soap and water

Each station should maintain its own sanitizer bucket.  
The person working the station owns the bucket.  
The manager confirms it during the Figure-8 walk.

Sanitizer water should be changed at minimum every two hours — or sooner if needed.

If using an automatic dispenser, always verify PPM levels at the source.  
**Never assume.**

This protects against cross contamination and demonstrates operational control.

## **Section 5: Food Rotation and Labeling — Simple Discipline That Prevents Violations**

All prepared food must be properly labeled and rotated.

### **What Good Execution Looks Like**

- Labels present and visible
- Best Use By dates facing forward
- Proper front-to-back and left-to-right rotation
- No expired product in use

### **When Putting Away Orders**

- Verify shelf life immediately
- If product shelf life is unacceptable, report it immediately to the manager or supplier
- Do not use questionable products

Managers should verify rotation during figure 8 walk throughs

This protects food quality, safety, and compliance.

## Section 6: Manager Figure-8 walk through The Most Important Daily Habit

The Figure-8 walk through is where real coaching happens.

Managers should use this time to observe, verify, and coach — not just look, but engage.

During Figure-8 passes, managers confirm:

- Temperature checks were completed
- Temperature logs are current
- Chicken properly cooked, held, and placed correctly
- Holding equipment functioning properly
- Sanitizer buckets present and properly maintained
- Food properly labeled and rotated
- Hand washing stations stocked and accessible
- Team members demonstrating awareness

This is not about catching mistakes.

It's about building habits and reinforcing expectations.

Consistent Figure-8 walks throughs prevent violations before they happen.

## Section 7: DOC — Daily Operational Checklists Alignment

**Daily Operational Checklists (DOC)** help ensure stores consistently execute Shakey's operational standards, including food safety practices, temperature control, cleanliness, and product quality.

Everything in this playbook directly supports strong DOC execution.

The daily **Figure-8 walk** should reinforce what is verified through the DOC.

During their walk, managers should ask:

- If the DOC were reviewed right now, would temperature logs be complete?
- Are holding times within standard?
- Do sanitizer buckets register the correct PPM levels?
- Would food rotation and labeling meet company standards?
- Could team members confidently answer basic food safety questions?

The DOC is not something to complete only when reminded.

It should reflect how the restaurant operates every day.

When managers build habits around:

- Verification
- Documentation
- Coaching
- Immediate correction

DOC completion becomes accurate and consistent because operational standards are being maintained throughout the shift.

**Strong daily operations lead to strong DOC performance.**

## **Section 8: Staff Knowledge — The New Inspection Reality**

Health inspectors — and DOC assessments — include team interaction, not just observation.

Team members must know:

- Proper cooking temperatures
- Proper holding temperatures
- Why temperature control matters
- Proper sanitizer procedures

This is where coaching makes the difference.

A confident team reflects strong management and strong operations.

## **Section 9: Key Risk Areas That Require Constant Attention**

Managers must stay consistently focused on:

- Temperature control
- Sanitizer execution
- Temperature logs

- Hand washing stations stocked and accessible
- Food rotation and labeling
- Pest prevention
- Water and plumbing functionality

Some violations now carry severe penalties and can result in immediate closure.

Strong DOC results and strong Health Department inspections both depend on consistent execution in these areas.

Prevention is always easier than correction.

## **Coaching Objective — The End Result**

The goal of this playbook is not perfection.

The goal is consistency.

When managers verify, coach, and reinforce standards daily, the results follow:

- Safer food
- Stronger teams
- Better DOC scores
- Better inspection results
- More confident staff
- Better overall operations

This playbook supports managers in developing strong habits, building accountability, and protecting the store and the brand.

Let's get after it 😊