



Station Code  
BFT-GUI-2016A

Updated  
Jan/2016

# Buffet

## Station Guide

# 12

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TRAINING VIDEO



This training material contains standards and procedures for the Shakey's system that relate to the Shakey's brand, specifically the quality of the products that the public associates with the Shakey's brand, other content is in the nature of advice and suggestion as to operations. You should consult with the Manager on Duty or the Franchise owner if you have questions about restaurant operations. For training use only. All Rights Reserved © 2016 Shakey's USA, Inc







## Buffet Station Guide

Station Code  
BFT-GUI-2016A

### Description of Work

A **Buffet Attendant** is a very important crew member that provides our guests with the highest quality in Bunch of Lunch™ buffet according to the Shakey's® standards, Consistency and Speed. Secondary responsibilities include proper maintenance and cleaning of the station and performing other duties as assigned. May also assist the Pizza Cook or Fry Cook.

#### Essential Duties and Responsibilities:

- Meet with Manager-In-Charge to discuss any Special Events.
- Coordinates and performs daily food preparation for the buffet and salad bar.
- Coordinates and perform closing procedures for breaking down and cleaning the prep area.
- Set up and restocking the buffet line and salad bar.
- Maintain cleanliness and sanitation work area standards. Complies with ServeSafe practices with regards to personal cleanliness and food handling.



# Buffet Station Guide

Station Code  
BFT-GUI-2016A

## Tools for Preparing and Maintaining Work Area



**Sani-Bucket**  
Quaternary and Bleach



**Towel for Sani-bucket**  
Always keep towels in sanitizer solution before cleaning your tools and maketable



**Sanitizing Wipes**  
Use to sanitize thermometers



**Thermometers**  
To check the temperature of ingredients and buffet line.  
To check the temperature of cooler and walk-in.



**Large Deep Dish Pan**  
Use to bake chicken in the oven.



**Pot with 4 Inserts**  
Place on the stove with boiling water to heat Veggies, Pasta and Corn.



**Timer**  
Used when cooking specific items.  
(Pasta, Vegetables, Corn, etc.)



**1 oz Dispensing Pump for oil**



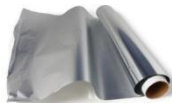
**Pots**  
To prepare Mashed Potatoes, Pasta or Gravy



**Stainless Steel Insert Pans (Buffet Line)**  
Use to maintain the temperature of cooked food on buffet line



**Whisk**  
To stir Gravy and Mashed Potatoes



**Aluminum Foil**  
To cover food



**Tongs**  
Use to serve: Mojo<sup>®</sup>s Potatoes, Fried Chicken, Baked Chicken, Garlic Bread, Vegetables



**Serving Spoon**  
Use to serve: Gravy, Pasta Sauce, Mashed Potatoes, Rice



**Slotted Spoon**  
Use to serve: any vegetables



**Pie Server/ Spatula**  
Use to serve: Thin Pizza, Pan Pizza, Dessert Pizza



**Pasta spoon**  
Use to Serve: Pasta



## Buffet Station Guide

Station Code  
BFT-GUI-2016A



**Full-Size Stainless Steel Perforated Insert Pan**  
Recommended to drain pasta on prep sink area



**Graduated Container (jar)**  
Use to measure water



**Utility Cart**  
**Important:** Use a Utility Cart or ask for help when you need to carry **20 lbs** or more



**Aluminum Pan**  
Use to store thin pizza backups during buffet hours, under refrigeration.



**Food Prep Labels**  
Use to label and store pre-cook food



**Can Opener**  
Use to open cans (Important: use the Cut Safe Gloves)



**Food Handler Gloves**  
Always use food handlers gloves when handling food



**Hot Pads Gloves**  
Use while serving the buffet



**Cut Safe Gloves**  
Wear when you use a knife or open cans



**Pizza Rack**  
To hold pre-made pizza for the day



**Scale**  
Use to measure ingredients



**Cake Stand (optional)**  
To place dessert pizza



# Buffet Station Guide

Station Code  
BFT-GUI-2016A

## Rice

**Important:** Before preparing Rice make sure that there is no pre made rice in the walk-in. **Remember first In, first out (FIFO).** To use previous rice from last buffet, just add water as necessary and place into the oven.



**Shelf Time on the line:** 60 min  
Remaining product is only good for 24 hours after refrigeration.

One Package	
Ingredients	Measurement
Rice and Pilaf mix 30.25 oz.	1
Pilaf Seasoning Pack	1
Oil Blend (oz.)	2 oz.
Water (8 cups)	2 qts.
Tools	
Full-Size Stainless Steel Insert Pan (8.5 qts)	1
Large whisk	1
Aluminum Foil	

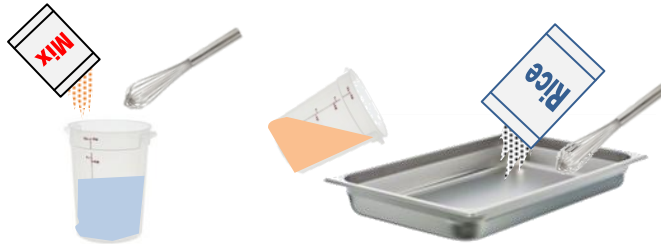
✓ **TIP:** For best results stir the Seasoning in water before mixing in the Rice.

### PREPARATION INSTRUCTIONS

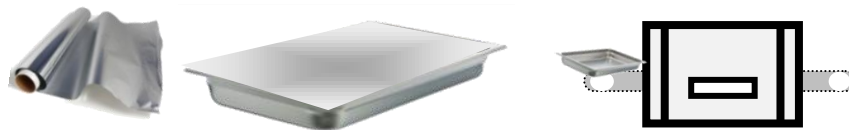
1. Bring 8 cups of water and 2 oz. of oil.


**Important:** If you are preparing 2 portions just use double the ingredients.

2. Stir in one Rice Pilaf Mix and one Seasoning Pack



3. Cover tightly with aluminum foil and place into the **conveyor oven** at 475 - 500 °F for about 20 minutes until the water has been absorbed.
  - a. This time may vary depending on the type of oven you have



4. If you use a **deck oven** cook about 30min. until the water has been absorbed.
5. Carefully, using hot pad gloves  to prevent burns, take rice out from oven. Change the product container and keep on warmer cabinet.
6. To place Rice on buffet, just add the amount needed into an Insert Pan.



# Buffet Station Guide

Station Code  
BFT-GUI-2016A

## Baked Chicken


**Important:** Before preparing Baked Chicken make sure to use the raw Chicken according with the FIFO storage method, **remember first In, first out.**



**Pre-seasoned uncooked** chicken shelf time is good for only for 24 hours in refrigeration.  
**Shelf Time on the line:** 120 min  
**Any remaining product, after buffet has closed, needs to be discarded.**

One Buffet Portion	
Ingredients	Measurement
Leg and Thigh Raw Chicken. (pieces)	16 pcs.
Chicken Seasoning	2 oz
Tools	
Large Deep Dish Pan	1
Aluminum Foil	

### PREPARATION INSTRUCTIONS


Use Food Handle Gloves  place chicken pieces in a Deep Dish Pan.

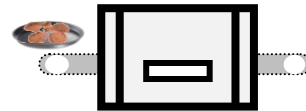
1. Add seasoning by hand.




2. Cover and bake at 475-500°F for about 20min.



3. Carefully using hot pad gloves  to prevent burns remove from oven, and place again, uncovered, into the conveyor oven for about 20 mins at the same temperature. Bake chicken must reach a temperature of >165°F. **Cooking time may take longer depending on oven temperature.**



4. If you are using a deck oven bake until the temp is >165°F.

5. Carefully, using hot pad gloves  to prevent burns, take out from oven if ready (if necessary return to cook). Change the product container and keep on warmer cabinet.

**Important:** Cover, label, and keep the baked chicken into the warmer cabinet until use.

6. Refill any baked chicken when necessary.



# Buffet Station Guide

Station Code  
BFT-GUI-2016A

## Mashed Potatoes

**Important:** Before preparing Mash Potatoes make sure there is no pre made Mashed Potatoes in the walk-in. **Remember first In, first out (FIFO).**



**Shelf Time on the line:** 120 min  
Product is only good for 24 hours after refrigeration.

One Buffet Portion	
Ingredients	Measurement
Boiling Water (gallon)	1 gallon
Mashed Potatoes Instant Mix 26 oz (package)	1 package
<b>Parsley</b> (oz.) optional	1 oz.
Tools	
Medium Pot	1
Large whisk	1


✓ **TIP:** For best results make sure the water is boiling before adding the mix.

### PREPARATION INSTRUCTIONS

**Important:** Be careful when adding any ingredients to boiling water; keep your face away from the steam.

1. Measure 1 gallon water into a pot and place it on stove until boiling.
2. Add one pouch of Mash Potatoes Mix, all at once, using a whisk to distribute evenly.



3. Carefully, using hot pad gloves  to prevent burns place into the warmer cabinet, cover and let stand for 1 minute, stir again with Wisk.
4. The temp reaches of Mashed Potatoes must be >165°F

**Important:** Cover, label, and keep the Mashed Potatoes in the warmer cabinet until use.





# Buffet Station Guide

Station Code  
BFT-GUI-2016A

## Gravy



**Shelf Time on the line:** 120 min  
**Any remaining product, after buffet has closed, needs to be discarded.**


Instant Gravy Mix	
Ingredients	Measurement
Water	1 gallon
Gravy Instant Mix 12 oz.	1 package
Tools	
Small Pot	1
Large Whisk	1

✓ **TIP:** For best results make sure the water is boiling before add the mix.

### PREPARATION INSTRUCTIONS

1. Gradually whisk contents of package of 1 gallon of boiling water.
2. Add one pouch of Gravy Instant Mix, using a whisk to distribute evenly.



3. Carefully, using hot pad gloves  to prevent burns, remove from heat and pour into serving container on buffet line.
4. Gravy temperature must reach >165°F

**Important:** Cover, label, and keep Gravy into the warmer cabinet until use.

## Pasta

Before preparing Pasta make sure there is no pre made Pasta in the walk-in. **Remember first In, first out (FIFO).**



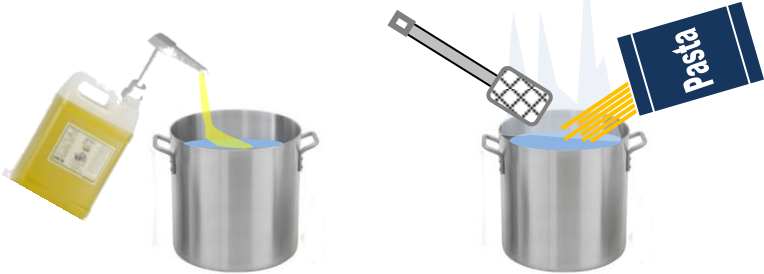
**Shelf Time on the line:** 60 min  
**Cooked** product its only good for 72 hours in walk-in.  
**Remainder product, for the day, needs to be discarded when closing buffet line.**

Pasta Recipe	
Ingredients	Measurement
Pasta (10 lb package)	5 lb
Boiling Water	5 gallons
Oil Blend	1 oz per 1 lb of pasta.
Salt	1 oz
Tools	
Large Pot	1

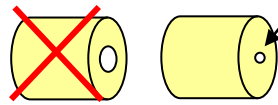
✓ **TIP:** One pound uncooked pasta equals 2 ¼ pounds, remember to use a large pot.

### PREPARATION INSTRUCTIONS

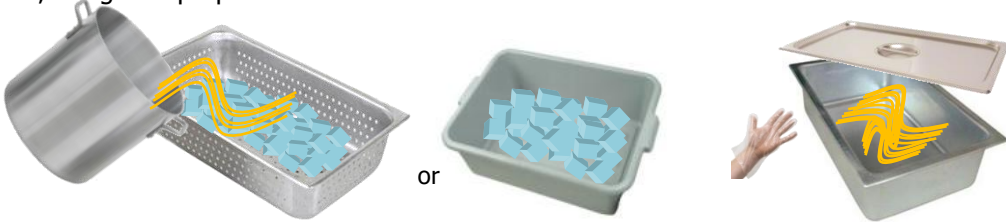
1. Place a pot with 1 gallon of water and boil.
2. Add 5 lbs of pasta and 1 oz. of salt.
3. Add 2 oz. oil blend to pasta to prevent pasta from sticking.



**The pasta should be slightly "al dente";** al-dente means that it offers some resistance "to the teeth" when you bite into it. Check the pasta core.



4. Cook pasta for 6-8 minutes, stirring occasionally (3-5 times during the cooking process). Make sure stir on the bottom of the pot.
5. Carefully, using hot pad gloves to prevent burns, remove from heat and using a Utility Cart, bring it to prep sink area. Make sure sink is cleaned and sanitized.



6. Pour cooked pasta into a colander (Sanitized Perforated Dip Dish Pan or Bustub with ¼ of ice) and rinse with cold water until temperature of pasta is 40 °F to stop the cooking process and remove excess starch.
7. Drain and using Food Handle Gloves place the cooked drain Pasta into a Stainless Steel Pan.
8. Cover the container and Store in walk-in at 40 °F, add oil if necessary to prevent sticking.
9. To reheat bring a large pot with 4 inserts (china cap) of water to a boil
10. Place pasta in pot with 4 inserts for up to 2 minutes.
11. Strain water and place on insert on buffet line.
12. Use a Pastry Brush to spread oil evenly on Pasta Insert Pan especially on edges.





# Buffet Station Guide

Station Code  
BFT-GUI-2016A

## Pasta Sauce



**Shelf Time on the line:** 30 min  
Remaining product is only good for 24 hours after refrigeration.

Pasta Sauce	
Ingredients	Measurement
Pasta Sauce (Tuscan Tomato and Herbs) 28 oz. (can)	1 can
Beef Crumbs (oz.) optional	4 oz.
Tools	
Stainless Steel Insert Pan	1
Large whisk or Spoon	1
Aluminum Foil	

### PREPARATION INSTRUCTIONS

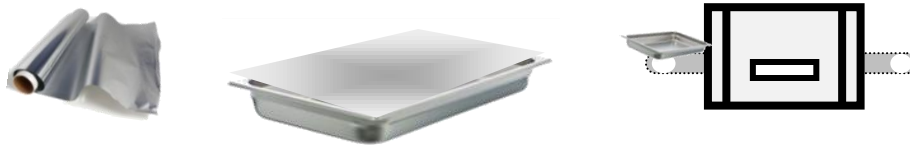
1. Add one can of Pasta Sauce into the large insert pan.

**Tip:** Do not overfill the pan.



**Important:** If you use Beef Crumbs, add and stir with whisk or spoon.

2. Cover tightly with aluminum foil and place into the oven at temp has reached 165 °F



3. Carefully, using hot pad gloves to prevent burns remove from oven and place on buffet line.



# Buffet Station Guide

Station Code  
BFT-GUI-2016A

## Vegetables



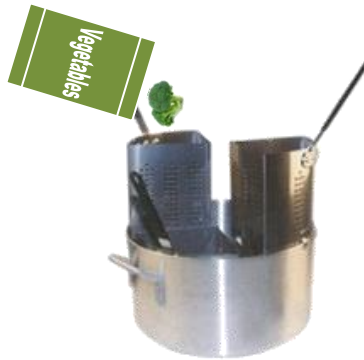
**Shelf Time on the line:** 60 min


**Remaining product needs to be discarded after it has been sitting on the buffet.**

One Buffet Portion	
Ingredients	Measurement
Vegetables (fresh or frozen)	1 package (2lbs)
Boiling Water	2.5 gallons
Tools	
Large Pot with Inserts (China Cap)	1

### PREPARATION INSTRUCTIONS

1. Bring large Pot with inserts of water to a boil.
2. Place vegetables in china cap and insert into water for **2 ½ -3 minutes**/until the temp is 165°F.



3. Carefully, using hot pad gloves  to prevent burns, remove from heat and fill Vegetables on buffet, just place the amount needed in an Insert Pan.



# Buffet Station Guide

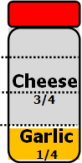
Station Code  
BFT-GUI-2016A

## Garlic Bread



**Shelf Time on the line: 40 min**  
**Remaining product needs to be discarded.**

One Buffet Portion	
Ingredients/Tools	Measurement
Medium Pan Pizza (pre-cooked)	1
Garlic Spread (oz.)	2 oz.
Parmesan Garlic Mix (oz.)	2 oz.



- ✓ **Garlic Parmesan Mix** is the blend of  $\frac{3}{4}$  of Parmesan Cheese and  $\frac{1}{4}$  Garlic & Parsley, that is 3 oz of Cheese by each 1 oz of Garlic.
- ✓ **TIP:** Pre-cooking bread gives the dough the opportunity to rise and deliver a fluffy, delicious garlic bread.

### PREPARATION INSTRUCTIONS

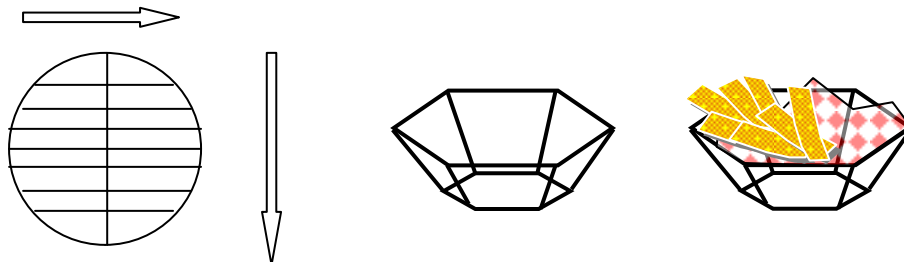
#### PRE-MAKE

1. Place medium pan pizza dough on conveyer to begin cooking process.
2. Pull medium pan pizza dough out of the oven window at half-way point of cooking (3-4 min. approx. depending of the oven you have)
3. If you use a Deck Oven, put pan pizza dough out of oven when lightly brown (7-10 minutes).
4. Cool, label and cover with large pan dough lid and place in walk-in.

**Important:** Cover, label and store the prepared pan pizza bread in refrigeration at 40°F until use. Shelf life is only good for the day. Toss any remaining pan pizza bread at closing.

#### MAKE A PORTION

1. Remove pan from walk-in.
2. Flip dough in pan using a pizza spatula.
3. Place 2 oz. of garlic spread in center of pan pizza bread.
4. Using pizza spatula spread the garlic spread all the way to the edges of the dough.
5. Sprinkle evenly Garlic Parmesan Mix (2 oz.)
6. Place the garlic bread back onto the oven, through the window and continue the cooking process. (3min. approx. depending of the oven you have) until golden brown.
7. If you use a Deck Oven, Place the garlic bread back onto the oven and continue the cooking process. Take garlic bread out of oven when lightly brown (2-3 minutes) until golden brown.
8. Remove from the oven when done and cut per instructions.
9. Cut garlic bread in 1" strips across (7 cuts)
10. Cut strips in two.
11. **Place whole** in a black basket with red/white checked paper.
12. Place on buffet line.





## Buffet Station Guide

Station Code  
BFT-GUI-2016A

### Preparing the Buffet

You can follow the below timeline to approximate the start time for each item on the buffet line but the order of prep and time may vary depending of the restaurant:

**Tip 1:** Make sure you have a well-organized back-up supply of insert pans and smallware (tongs, pie serving, serving spoons, pizza trays, etc.)

**Tip 2:** Use the same tools and follow the same routine every day you prepare the buffet.

**Tip 3:** Be careful when adding any ingredients to boiling water, keep your face away from the steam. Remember the steam on stove and Buffet line and hot liquids may cause burns.

#### Minutes

**0:00**

Fill Serving Line area of the buffet bar with water.

**0:10**

Turn on warmer cabinet at 170°F, turn on ovens (adjust time).

**0:12**

Check the walk-in for any pre-cooked food that may have been left from the previous buffet.

**0:15**

Place 2 pots with water on stove, wait for water to boil to prepare **Mashed Potatoes** and **Gravy**, follow the recipe and procedures accordingly.

**0:25**

Start cooking procedure for **Rice** and **Pasta Sauce**

**0:40**

When the water is boiling, gradually add and stir appropriate amount to prepare the **Mashed Potatoes** and **Gravy**, if necessary change the product container and keep on warmer cabinet.

**0:45**

Carefully, using hot pads, to prevent burns on each hand, take out the **Pasta Sauce** check the temp and check the **Rice**, take out if ready (If necessary return to cook). If necessary change the product container and keep on warmer cabinet.

**0:50**

**Using Food handler gloves** place into a Deep Dish Pan with Silicone Sheet 16 pieces of leg and thigh chicken and sprinkle Bake Chicken Seasoning evenly. Cover with aluminum foil and baked for approximately 20minutes uncover and bake for an additional 20 minutes. Follow the recipe **Baked Chicken** procedure contents on this guide.

**1:00**

**Turn on Fryers.** Place water in a large Pot to cook Pasta, add **oil blend** and place on stove until boiling.

**1:20**

Start cooking the bread you will need for lunch time, do not forget pre-cook pan dough for **Garlic Bread** and medium pan dough for **Dessert Pizza**.

**1:25**

Make the **Fried Chicken** (leg and thigh) 2-4 Baskets depending on the traffic of the restaurant.

**1:30**

Take out the **Baked chicken** from the oven and check the temperature (>165°F) and place in warmer, in quarter size inserts pans.

**1:35**

Prepare the **Garlic Bread** and **Dessert Pizza**.




# Buffet Station Guide

Station Code  
BFT-GUI-2016A

**1:40**

**Check to see if** the Buffet Line is working and clean and sanitized, turn on the Food Heat Lamps, replace broken Lamps (before placing food) and check that the steam area is heating.

**1:45**

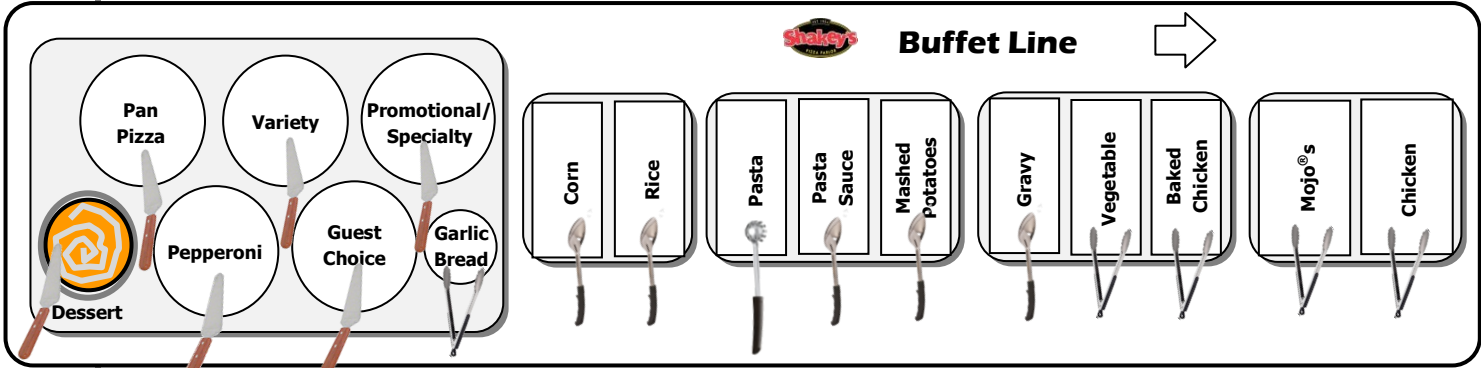
Using hot pad gloves,  to prevent burns, to fill each product on the buffet and place appropriate utensil.

**1:50**

Check each item's temperature.

### Linear Flow

1. The Buffet Station should highlight pizza in the beginning and chicken towards the end.
2. To prepare for revenue periods, utensils should easily accessible.



**Note:** The flow may vary depending on the distribution of the bar.



# Buffet Station Guide

Station Code  
BFT-GUI-2016A

## Buffet Set-Up and Maintenance

The key to a successful buffet is to focus on buffet management during the meal period.

During lunch, no time should be wasted in getting, prepping, portioning, cooking or serving products.

**Important: Focus on the pizza.** If you have a large line of guests place a 1 topping pizza into the oven (pepperoni, ham, sausage etc.) per 4-5 guest.

Double check that there is no prepared food in the walk-in or warmer cabinet before you start cooking any additional items. **Remember first in, first out (FIFO)**



**Shelf life:** May vary depending on the type of food.

### Basic Rules of the Buffet

Things you should never do	Things you should always do
<ul style="list-style-type: none"> <li>✗ Let product levels go below half full.</li> <li>✗ Leave any product on the line that is not fresh.</li> <li>✗ Reuse any utensil that has fallen on the floor.</li> <li>✗ Mix utensils or insert pans with other types of food.</li> <li>✗ Send any product to the line which is below the proper temperature &gt;140°F. (Remember the line of the buffet will only keep the food temperature, it does not heat up the food)</li> <li>✗ Forget a special order from guests (special pizza, chicken, sauce etc.)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Make sure product is stocked according to business needs.</li> <li>✓ Verify all product on line is the freshest available.</li> <li>✓ All utensils must be clean and sanitized. There is not a 10 seconds rule at Shakey's®.</li> <li>✓ Make sure each product on the line has their own utensils or insert pans.</li> <li>✓ Make sure all product is at the proper temperature.</li> <li>✓ Say excuse me when adding more product to the buffet line.</li> <li>✓ Keep your eye out for guest who may need assistance.</li> </ul>



# Buffet Station Guide

Station Code  
BFT-GUI-2016A

## Maintaining the Buffet

Stay on top of the buffet by making sure that every 10 minutes you:

Product	Shelf Time on the Line

**Use Hot Pad Gloves** every time you refill a product on the buffet, place utensils and clean the line.

1. Make sure each product on the buffet line is stocked correctly.
2. Place utensil handles toward customers.



**Remember:** Do not over fill the insert pans, this may result in the food not keeping at the correct temperature and result in bad quality of product, which will need to be thrown out. **Excess of food increases the cost of buffet.**

3. Check the temperature with sanitized thermometer (**>140°F**).
4. Restock all inserts that are less than half full.
5. Use a **Hot Pad Glove** in one hand and a spatula to change insert pans on the line.
6. Check shelf life of all items and remove/replace as needed.
7. Change each insert pan and server utensils **as need it** to continue the quality of the product.
8. Stir each product every **10-15 minutes or when needed** to conserve the temperature and consistency. This will ensure proper quality of product.
9. Consolidate partial (same crust type) pizzas.
10. Turn chicken pieces bone side down.
11. Wipe spills on line.
12. Keep floor and sneeze guards clean.
13. "Refresh" or replace any items that are not visually appealing.
14. Have a sanitizer bucket with clean towels available.
15. Use a rubber spatulas to clean the sides of insert pans.

## How to Refill the Buffet and Pizza



# Buffet Station Guide

**Station Code**  
BFT-GUI-2016A

- ✓ Remove Insert Pans Using hot pad gloves to prevent burns.
- ✓ Remember the steam may cause burns to you and guests, let the steam escape before you remove insert pans and say "excuse me".
- ✓ When refilling chicken and Mojo®s make sure you do not place new food on top of old food. (Remember FIFO: First In First Out) and change the Insert Pan and Gird.
- ✓ Replace all insert pans that do not visually look good.
- ✓ Clean the sides of insert pans and throw away access food from the insert pan.
- ✓ Check temperature the temperature of the food on the line to make sure we are in compliance.

Pasta Sauce, Mojo®, Garlic Bread	30 Minutes
Rice, Corn, Vegetables, Fried Chicken, Pasta	60 Minutes
Baked Chicken, Mash Potatoes, Gravy	120 Minutes



### Pizza

- ✓ Using a spatula always consolidate partial (same crust type) pizzas.
- ✓ Throw away the fall pizza from tray.
- ✓ Remove/change dirty or empty trays, also replace spatulas.
- ✓ Place the previous pizzas on the front of buffet. (FIFO: First In First Out) To maintain a fresh buffet.
- ✓ Remove trays to Clean and Sanitize the heat table/line.

Front of the House

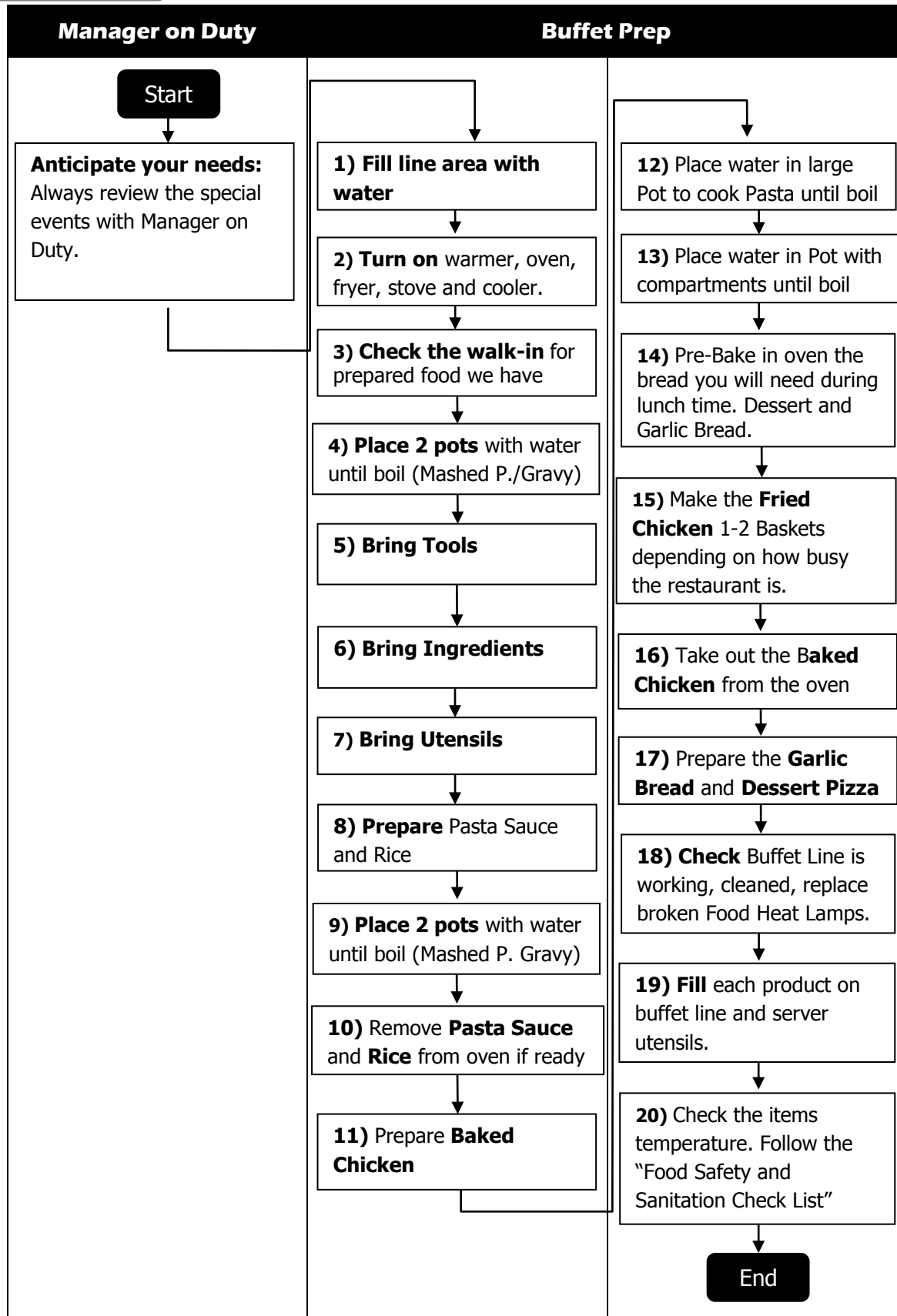


No	Product	Shelf Time on the Line
1	Thin Crust Pizza	15 min
2	Pan Crust Pizza	15 min
3	Dessert Pizza	30 min



# Buffet Station Guide

Station Code  
BFT-GUI-2016A



## Buffet Closing

✓ **TIP:** Wait until the last guest has been served before turning off heat lamps. TSL can go to inform them that "The buffet will be closing".

**Important:** Follow the shelf life of each product.

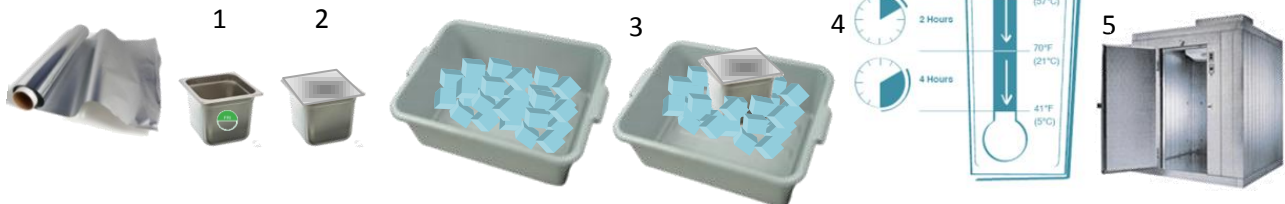
1. Turn off buffet.
2. Remove all products from the buffet line, using hot pad gloves to prevent burns.
3. Follow proper procedures for cooling products that can be held according to shelf-life.
4. Drain water from the units and wipe buffet clean.

**Important:** Never store food warm/hot food in the walk-in. Follow the proper procedures for chilling products that can be held over to the next buffet.

**Cooling Food Procedure:**

use the "Ice Water Bath" method for cooling down hot/warm food without affecting the quality of product; stir food frequently to cool it faster and more evenly.

Buffet Closing Product		Shelf Time in walk-in
1	Rice	24 hrs
2	Baked Chicken	Discard
3	Mashed Potatoes	24 hrs
4	Gravy	Discard
5	Pasta Sauce	48 hrs
6	Corn	Discard
7	Pasta	Discard
8	Vegetables	Discard
9	Fried Chicken	Discard
10	Mojo®s	Discard
11	Garlic Bread	Discard
12	Thin Crust Pizza	Discard
13	Pan Crust Pizza	Discard
14	Dessert Pizza	Discard



1. Label
2. Cover
3. Place into a sanitized bustub with ice
4. Wait until the temp is 70°F.
5. Store in walk-in

Food must be cooled from 135°F to 70°F (50°C to 21°C) within 2 hours. And from 70°F to 41°F (21°C to 5°C)

**All items should be reheated only one time before being discard.**



# Buffet

## Station Guide



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