

Baker
Information
Cards





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Proof Only



PK 1: Breads



We are the Bread Leader!

- Panera's™ Concept Essence is what we want our customers to know about us... we want them to know that **Bread is our Passion, Soul & Expertise!**
- Our company was founded on a culture based on **BREAD** - the freshest, highest quality bread available. The best variety of flavors, the most craveable toppings... and unsurpassed quality!
- At Panera Bread, **we set the standard for Great Bread** --- and we will continue to set the standard even higher!

Why are our Artisan Breads so special?

- No one can duplicate what we do because of our own unique starter. The starter is the base of our bread that contains the ingredients that makes the dough rise. We have kept it simple! The base for our Artisan Breads is flour, water and salt - that's it. There are no preservatives in our bread. The natural bacteria in the dough must be allowed time to ferment to give the bread its great flavor. The bread has to "age" in a cooler for at least 18 hours before it is baked.
- We bake our bread fresh everyday! We use steam injected stone deck ovens that give us great, crispy-crust bread. The heat from the stone deck helps the bread to "spring" (rise quickly), while the steam keeps the dough elastic enough to allow the bread to rise properly. Crisp crust and a moist, springy interior (called "crumb") are signs of great Artisan Bread.
- We do not package our bread in plastic bags (unless the customer requests that we slice it for them). This will make the crust soft - explain this to customers and tell them to slice it right before serving for the highest quality.
- All leftover baked products are donated to charity at the end of the day.
- We are the BREAD EXPERTS! The more you know about our bread, the more our customers will learn to trust your expertise - share your knowledge with them!



Our Artisan Starter

- All the Artisan Breads are made with the same starter!
- We do not use a chemical leavening agent such as baking soda – it is a natural starter that allows the bread to rise. The Artisan starter was created by Mike Marino, formerly our master artisan baker, in 1995.
- He allowed bacteria to form on red grapes and then "fed" the bacteria flour and water; the bacterium creates the flavor - it is the good kind of bacteria!
- During this process fermentation occurs and enhances the flavor of the dough in the same way that fermentation enhances the flavor of fine wines, beers and cheeses.
- Each day our Fresh Dough Facility production crew uses part of the starter to produce the bread for that day. The rest of the starter is fed flour and water and then put back into the refrigerator until the next day! That is why it is called a "perpetual starter."
- It is all-natural - it can't be frozen! Our competitors use processed yeast so that they can freeze their dough!



Sourdough Story

- Although the history of sourdough can be traced back as far as 3,000 years before Christ, the word “sourdough” was first made legend during the colorful days of the California Gold Rush. The famous forty-niners would tote their container of sourdough starter from claim site to claim site. At night, without fail, the miner would protect his sourdough from frigid temperatures by curling up with it in his bedroll.
- Pioneer bakers of the California Gold Rush gave rise to the popularity of sourdough bread; a small group of San Francisco Bay area sourdough bakers have kept the rich tradition of sourdough bread alive.

Our Sourdough Starter

- Panera Bread’s sourdough starter, which we affectionately refer to as “Mother”, was purchased in San Francisco. The starter, or “Mother”, was created in October of 1972. Do the math – how old is she now? She is used in all of the sourdough we produce.
- The “Mother” is actually a large piece of dough that is kept at each Fresh Dough Facility. Each night the “Mother” is brought out and mixed with water and flour to create a sponge. The sponge is allowed to sit at room temperature for 5 hours. After 5 hours, the sponge will have grown in size and half will be cut off and used in all of our sourdough products. The remaining half then becomes the “Mother” and is put back into the cooler for the following day.
- Our sourdough is what we like to refer to as our “signature” product. At Panera Bread, we know sourdough. It is used as the base for our entire line of bagels. Our sourdough recipe was judged **BEST** for **FIVE** consecutive years at the San Francisco Fair & Exposition.



Bread Descriptions

Look at and taste the product as you read the descriptions in order to help you remember them! Refer to Bakery Manuals for more details...

Artisan Breads		
Product Name	Product Description	Product Sizes
Country	The Artisan starter gives this bread a crisp crust and nutty flavor.	Miche, Loaf
Sesame Semolina	True Italian bread, soft yellow in color with the nutty, delicate sweet taste of semolina flour. Topped with sesame seeds.	
Three Cheese	A semolina based bread with 3 Italian cheeses baked into the bread. The 3 cheeses are Parmesan, Romano, and Asiago.	Miche, Loaf, Demi
French	Crisp, slightly blistered crust, with a nutty flavor and wine-like aroma.	Baguette, Miche



Artisan Breads (cont.)		
Product Name	Product Description	Product Sizes
Stone-Milled Rye	Traditional rye made with chopped rye kernels and caraway seeds. It is topped with caraway seeds.	Miche, Loaf
Whole Grain	Whole Grains are grains kept in their natural state and are minimally refined or processed. Excessively refining or processing grains strips away most of their nutrients and fibers. Higher in nutrients and fiber than other breads, our whole grain breads are healthier for our customers. Made with wheat flour, rye, wheat and a grain mix mainly consisting of whole wheat, rye meal, corn meal and oats, and topped with oats.	Miche, Loaf, Baguette
Three Seed	Sesame, poppy and fennel seeds create a sweet, nutty, anise (pronounced an' is; tastes like licorice) flavored bread.	Demi
Sourdough Breads		
Sourdough	Dark orange-brown in color, with a thick, blistered and shiny crust and strong sour taste & aroma. Sourdough comes in many shapes and sizes.	XL Loaf Loaf, Soup Bowl, Rolls
Asiago Cheese	Sourdough bread mixed with chunks of Asiago cheese and topped with grated Asiago cheese. Asiago is an Italian cheese with a sweet, nutty, very pronounced flavor.	Loaf, Demi
Pan Breads		
Honey Wheat	Honey, molasses and Artisan starter create a smooth texture, fluffy, wheat taste, semi-sweet. Topped with cracked wheat.	Pan Loaf
All-Natural White Bread	An all-natural white bread enriched with butter giving it a classic thin crust and a light crumb. The crumb is soft, white, and chewy - great for sandwiches.	
Cinnamon Raisin	An egg based dough studded with cinnamon coated raisins and cinnamon chips, then topped with cinnamon crunch topping and powdered sugar.	



Specialty Breads		
Product Name	Product Description	Product Sizes
Focaccia	A traditional Italian flatbread topped with olive oil and sea salt.	Round, flat
Asiago Focaccia	A traditional Italian flatbread topped with olive oil and Asiago cheese.	Round, flat
Ciabatta	This flat, oval-shaped loaf has a delicate flavor and soft texture. The cell structure is open and irregular.	14" length
Holiday Bread	<i>Limited time only product-</i> Our sweet egg dough mixed with honey, golden raisins, whole cranberries and semi-sweet chocolate chips, filled with chopped apples and cinnamon sugar and topped with Panera crumb topping and drizzled with white icing.	Free hand loaf
Chocolate Pecan Babka	Enriched bread swirled with Callebaut chocolate filled and toasted pecans, then topped with all-natural white icing.	Paper cup mold
Cranberry Walnut Pantone	<i>Limited time only product-</i> Enriched sweet bread flavored with whole eggs and butter with whole dried cranberries, walnuts and candied orange, topped with powdered sugar.	Paper cup mold
Strawberry Hot Cross Buns	<i>Limited time only product-</i> A rich egg dough filled with strawberries and candied orange peel topped with a string icing cross.	Free hand loaf
Tomato Basil	Sourdough-based tomato bread with flecks of basil, soft interior and sweet-chewy crust topped with Panera crumb topping.	XL Loaf Mold
Irish Soda Bread	<i>Limited time only product-</i> Our version of the traditional Irish Bread flavored with buttermilk, currants, and a touch of caraway seeds. A rich golden crust evenly across the loaf. Currants on the surface visible but not burned. The crumb is moist with an even distribution of fruit and seeds then topped with sugar.	Free hand loaf
Non-Artisan Bakery-Cafe Breads*		
Three Seed Sourdough	Sesame, poppy and fennel seeds create a sweet, nutty, anise (pronounced an' is; tastes like licorice) flavored bread.	Demi

*These breads are baked only at Non-Artisan bakery-cafes. Non-Artisan bakery-cafes bake all of the other breads listed except the Artisan breads. For more information discuss with your trainer or refer to the Baker's Manual.



PK 2: Bagels



Why are our bagels so Great?

At Panera™, we use part of our Sourdough Mother to give our bagels their unique flavor! Because our bagels are made fresh everyday - it allows us to use fresh ingredients. For example, we don't use frozen blueberry bits - we use fresh blueberries!

The steam injection during baking sets the crust of the bagel, which is what creates the dense, chewy crumb in our bagels. Our bagels also have character! Some are pinched and some have toppings. One thing that is the same though - they all taste GREAT!

Another reason our bagels rise above the rest is the special care we as bakers provide while baking bagels everyday! We are true craftspeople! We have been through intense training in the craft of baking and take great pride in the quality of all of our baked goods!

Bagel descriptions

Savory Bagels

- **Plain bagel** – An un-topped savory sourdough-based bagel. This sourdough base is the starting point for all our great bagels.
- **Asiago Cheese bagel** – a customer favorite - mixed with chunks of Asiago cheese, pinched and topped with grated Asiago cheese.
- **Everything bagel** - sourdough-based bagel topped with garlic, toasted onion, kosher salt, poppy seeds, and sesame seeds.
- **Sesame seed bagel** - sourdough-based bagel topped with sesame seeds.
- **Whole Grain bagel** - mixed with 9 grains and topped with oats.

Sweet Bagels

- **Blueberry bagel** – mixed with wild & cultured sweet blueberries.
- **Cinnamon Crunch bagel** – one of our top sellers! - sweetened with vanilla and cinnamon chips, brown sugar, and honey. Pinched and topped with a crunchy, cinnamon-sugar topping.
- **Chocolate Rotator...** - each Celebration, we will rotate in a different chocolate flavored bagel. Watch for product spec sheets and update your Baker's Manual.



Featured Bagel

Featured bagels with different flavors and toppings will change throughout the year at each Celebration. Sometimes it is a returning favorite that we already have in the bagel line up! Sometimes we introduce a brand new bagel. Watch for product spec sheets and update your Bakery Manuals.



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PK 3: Sweets

Lots of Sweets to taste and learn about!

While Panera™ is the Bread Leader - we do sweets in a great way, too! Sample them so that you can tell our customers how great they are!

Brownie	
Product Name	Product Description
Double Fudge Brownie	Chewy, fudgy dark chocolate profile brownie made with rich cocoa and chocolate chunks and topped with a rich chocolate icing.
Cookies	
Chocolate Chipper	Traditional chocolate chip cookie made with semi-sweet chocolate chips. Also available as a Petite Cookie.
Oatmeal Raisin	Traditional oatmeal cookie filled with plump dark raisins and a hint of cinnamon and honey. Also available as a Petite Cookie.
Shortbread	Slightly sweet English tea cookie. Also available as a Petite Cookie.
Candy Cookie	This is a sugar dough cookie topped with multi-colored mini chocolate candies.
Seasonal/Rotator Cookies	
Chocolate Duet with Walnuts	Chocolate cookie packed with walnuts, semi-sweet chocolate and bits of white chocolate. Also available as a Petite Cookie.
Toffee Nut Chip Cookie	This is a rich, all butter cookie, made with pieces of English toffee and chunks of brazil nuts.
Peanut Butter Cookie	Peanut butter cookie made with honey sweetened peanut butter, peanut chips, and toffee pieces then topped with sugar.
Iced Cookies	Various shapes of Shortbread cookies (Heart, Egg, Flower, and Pumpkin) iced and topped according to the season.
Scones	
Orange	A cream scone flavored with orange zest finished with a natural sweet orange frosting. Also available as Mini Scone.
Strawberries & Cream	Filled with sweet dried strawberries, white chocolate chips, and strawberry flavored bits, this scone is tender and moist all day just like our blueberry and orange scone. Also available as Mini Scone.
Cinnamon Chip	A buttery whole-wheat scone (traditional Scottish tea biscuit) studded with cinnamon chips and topped with cinnamon and sugar.
Wild Blueberry	A traditional scone filled with blueberries and baked with a cream wash and powdered sugar. Also available as Mini Scone.



Artisan Pastries	
Cheese Pastry	High quality pastry dough topped with cream cheese and accented with a cinnamon topping.
Cherry	High quality pastry dough filled with a vanilla Pastry Cream and topped with a premium cherry topping, then striped with white icing.
Chocolate	High quality pastry dough wrapped around a pair of semi-sweet chocolate batons.
Fresh Fruit	Our high quality laminated pastry baked to a golden brown color. It is topped with pastry cream, fresh strawberries, blueberries, and pineapple then finished off with a glaze and dusted with powdered sugar.
Pecan Braid	High quality pastry dough filled with a pecan filling, topped with a pecan half and finished with a white icing glaze.
Egg Soufflé	High quality pastry dough filled with an egg mixture: <ul style="list-style-type: none"> ▪ Four Cheese - white cheddar, Romano, parmesan, and Neufchatel ▪ Spinach/Bacon – topped with Asiago cheese and a piece of bacon. ▪ Spinach/Artichoke – topped with Asiago cheese. ▪ Ham & Swiss – laced with a mixture of ham and Swiss cheese, topped with a piece of ham.
Muffins and Muffies	
Wild Blueberry	A traditional blueberry muffin containing blueberries and flavored lightly with buttermilk and lemon zest. Topped with turbinado sugar.
Pumpkin	Pumpkin flavored muffin/muffie topped with streusel and powdered sugar.
Chocolate Chip	A moist vanilla muffin batter containing mini chocolate chips. It has a moist cake-like texture. Offered as a muffie only.
Cornbread	Our interpretation of a familiar corn muffie with milled corn and just the right amount of sugar. Offered as a muffie only.
Carrot Cake with Walnuts	A moist cake, sweetened with raisins, pineapple, carrots, coconut, and walnuts then filled with cream cheese filling and topped with cream cheese icing then decorated with a carrot piece.
Cranberry Orange	A tangy cranberry muffin flavored with orange zest and topped with turbinado sugar.
Apple Crunch	A delectable muffin filled with cinnamon chips, fresh apple pieces, and topped with cinnamon crunch topping. It has a moist cake-like interior with golden brown edges and a round dome.



Specialty Items	
Product Name	Product Description
Butter Croissant	Traditional croissant, light and flaky.
Bear Claw	Made from Danish dough (without the cinnamon sugar) with almond paste filling and topped with sliced almonds, and finished with white icing.
Pastry Ring	Cinnamon Danish dough topped with streusel and various fillings, and finished with white icing.
Pecan Roll	Sweet dough with cinnamon sugar filling topped with caramel and pecans.
Cinnamon Roll	Sweet dough with a cinnamon sugar filling, and finished with white icing.
Cobblestone	Made out of our Cinnamon Raisin bread. Contains raisins, cinnamon, and chunks of apples and topped with streusel and white icing.

* **Note:** All pastries, bear claws, and butter croissants are sprayed with egg wash.





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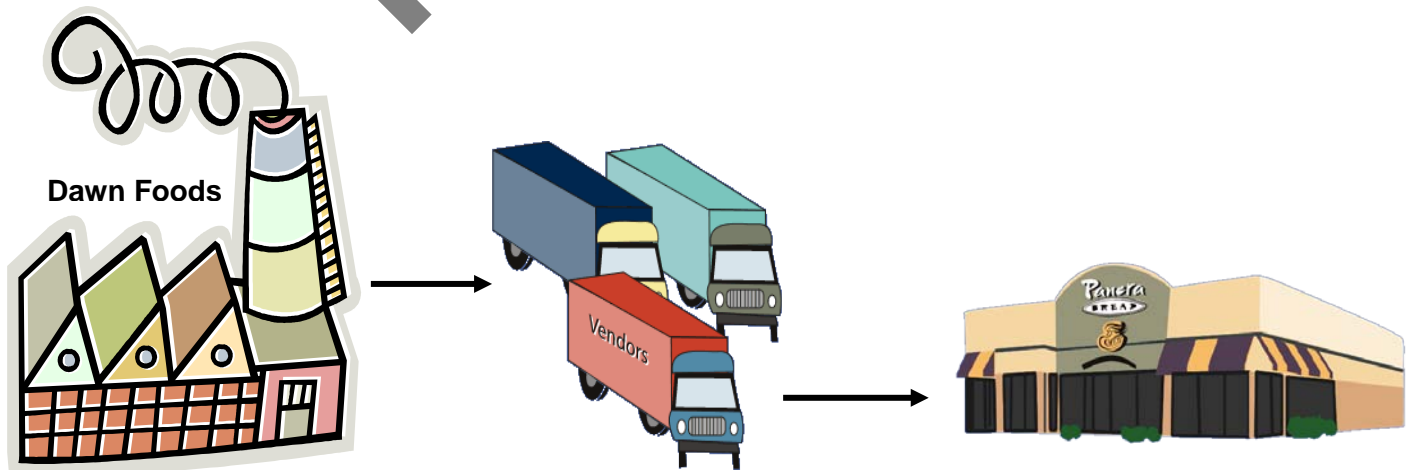


PK 4: Dawn Foods

In 2003, Dawn Foods was contracted to produce our products in order to handle our high volume baking. Dawn Foods produces all of our frozen dough products in a state of the art facility and then ships the products to the individual bakeries via a distributor. With the rapid growth and popularity of our bakery-cafes, this partnership allows us to meet our customer’s needs without sacrificing the product quality for which Panera is known.

Following is a list of many of the products that Dawn Foods prepares and ships to our bakery-cafes:

Sweets	Muffins, Muffies and Cookies	Product Ingredients
Pastry Ring Pastry Blank Pecan Roll Cinnamon Roll Butter Croissant Scones Chocolate Fudge Brownie	Apple Crunch Muffins Chocolate Chip Muffins Pumpkin Muffins Wild Blueberry Muffins Carrot cake with Walnuts Cranberry Orange Muffins Chocolate Chipper Toffee Nut Chip Chocolate Duet w/ Walnuts Oatmeal Raisin Shortbread Cookie Sugar cookies	Panera Crumb Topping Streusel Icings Cobblestone Pecan Smear Pastry Cream Chocolate Batons Cream Cheese Filling Royal Cherry Pie Filling Pecan Filling Apple Filling





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PK 5: Loaf Lingo

Loaf Lingo is a list of baking terms that all bakers should know. These terms and practices form the core of baking craftsmanship. While some of these terms are special to Panera Bread, many are standard to all bakeries.

- Absorption** Usually expressed as a percentage of flour weight, the amount of moisture added to particular flour in order for it to function optimally. The moisture could be water, milk, or a combination of these or other liquid ingredients absorbed by flour.
- Bake Out** The amount of moisture lost during the bake through the process of evaporation, generally 15% of the total weight.
- Blister** A hollow bump with a cavity beneath it that has formed on the surface of the dough during the bake. This is a desired condition especially in Sourdough.
- Bottom Heat** The heat that is transferred to the product from the pan.
- Burping the Oven** Opening the door of the Rack Oven to evacuate the steam.
- Caramelize** To cook sugar over high heat until the sugar becomes a gooey golden brown liquid. This is also, what makes the crust turn brown. The sugar in the crust becomes caramelized as it bakes.
- Crust** The outside layer of the baked product. The crust includes all portions of the product that have undergone browning or substantial dehydration during the bake cycle.
- Crumb** All the dough except for the crust of a baked product.
- Dough** A thick unbaked mixture primarily of flour and liquid combined with a leavener. The elementary source of creating bread.
- Dusting** A light spray or covering.
- Enriched Flour** Wheat flour that has been supplemented with vitamins and minerals to meet FDA specifications.
- Fermentation** The complex series of chemical interactions between yeast and carbohydrates that form alcohol and carbon dioxide, which causes the dough to expand.
- Final Proof** The final proofing stage (moist heat) prior to bake. This stage occurs in the proof box or at room temperature, or a combination of both. This stage could be measured as a percentage of the final size of the product after proofing (i.e. 75% of the final size). This is done to compensate for the drying time or oven spring, or both.
- Flour** A milled grain. Flour may contain the whole grain or have the germ or bran portions removed. Flour comes in many different grind sizes and has varying amounts of protein and starch.



- Focaccia** Traditional Italian flat bread made with olive oil.
- Freezer Burn** The loss of moisture in the frozen product due to the migration of water out of the product. Usually evident in a change of color or texture. The dough may have ice crystals on the surface and may have a gray or whitish appearance.
- Full Proof** The point where a product meets specific final proof size and dough temperature. The product is ready to bake.
- Gluten** The protein in wheat flour that forms a latticework upon the absorption of water. The elastic structure responsible for the peculiar structure of bread dough.
- Grainy** A rough harsh texture.
- Humidity** The amount of water content of the air. As the air temperature raises the amount of moisture it can hold goes up. The actual amount of water in the air is expressed as a percentage.
- Leavening** A substance used to generate gas inside the dough. This substance will create expansion of the loaf, during the proofing cycle. Yeast, baking powder, and baking bicarbonate are the most common leavening agents.
- Loaf Volume** The volume of a loaf of bread, generally described as ideal, over proofed and under proofed. Generally the over or under proof is described as slight, moderate or severe.
- Meal** A very coarse grind of any grain, which adds texture to the dough – i.e. corn meal.
- Molasses** Sweet, dark-colored, heavy syrup made from sugar cane.
- Molding** A professional term for forming the shaped loaf.
- Mother** The sour yeast base dough that provides the souring flavor to our Sourdough products. Half of the Mother dough is saved every day. The other half is incorporated into our breads we bake. The dough that is saved has flour added to it so that the special sour tasting yeast can keep growing for another day.
- Oven Spring** The final rise and setting of the air cells or pockets in yeast breads. When dough is exposed to the high heat of the oven, these air pockets expand and give the bread its light texture.
- Powdered Sugar** White sugar is powdered to give the ability to dissolve instantly. Blended with a bit of cornstarch to prevent lumping, perfect for dusting.
- Proof** A professional term to describe the period of resting time with moist heat allowed for dough to rise.
- Retarded Dough** Dough, which requires fermentation, is slowed by refrigeration. This allows the dough to develop its flavor and for the dough to be held until it is time to bake.



- Retarder** The refrigerated box or room used to slow the production of Carbon Dioxide or Alcohol in a loaf. A Retarder is also used for storage of raw dough during the thawing process. A Retarder is different from a cooler in that it has low velocity fans and high humidity.
- Rice Flour** A flour with a low burn factor used to prevent the sticking of our artisan breads.
- Rising** Also referred to as the fermentation period. Rising is the time given to allow the yeast to multiply and release carbon-dioxide bubbles, which causes the moist dough to rise. The dough is kept at slightly warm temperatures, which are optimal for the growth of yeast.
- Seam** The visible ridge down the side or bottom of the loaf.
- Sponge** A bakery term that refers to a batter used to pre-ferment flour, water, yeast and some minor additives, which help condition or strengthen the flour in the dough. A sponge often resembles pancake batter and is made ahead of time and stored in a refrigerator. It is used to develop a special texture or flavor for dough such as sourdough.
- Steaming** Injecting steam into the oven's baking chamber during the baking process. Aids in forming the thick, glossy crust on properly baked hard-crust breads. Steaming cycles vary depending on the bread. They usually last less than 30 seconds and may happen at different times during the baking cycle.
- Streusel** A German word meaning, "litter" or dust. A mixture of flour, sugar, and butter used as a topping.
- Temperature** The first important step to activate yeast, it is a consideration throughout the entire process of mixing kneading, rising, and baking bread.
- Unleavening** A dough or batter that does not contain an ingredient added for generating gas for proofing. Products such as puff pastry will expand due to water vapor or air pressure.
- Volume** The size the dough reaches when rising, proofing or baking.
- Yeast** A one-celled plant with no chlorophyll that feeds on carbohydrates and sugar to reproduce rapidly to raise bread.
- Yeast dough** Dough that is given volume-using yeast as a leavening agent. Yeast bread goes through the following predictable sequence:
1. Carbon Dioxide gases form from a leavening agent, whether yeast, baking powder, or baking soda.
 2. A mesh network is developed to trap the expanding gases. This occurs by kneading the dough, which develops the protein/gluten structure of the dough.
 3. The starches in the dough become gelatinous at this point. This occurs in the presence of heat, beginning at 150°.
 4. Moisture evaporates during baking through steam. A brown crust formed as moisture evaporates from the surface of the dough and the sugars in the crust caramelize.



Proof Only

SBS 1: Food Safety

Panera's™ goal is to provide our customers and our associates with wholesome, tasty, safe food. We can protect our customers and our associates by preventing food safety errors that could cause an outbreak of food borne illness. Food Safety & Sanitation in our bakery-cafes is very important, and if we do not follow these guidelines, it could lead to making our customers and our associates very ill. Therefore, make sure that your trainer or BTS clarifies any questions you have.

There are three main types of hazards:

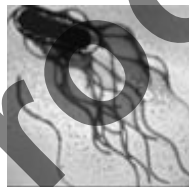
- **Biological Hazards** – Bacteria, viruses, parasites, and fungi. Contamination by bacteria is the greatest threat to food safety.
- **Chemical Hazards** – Pesticides, food additives and preservatives, cleaning supplies, and toxic metals that leach through worn cookware and equipment.
- **Physical Hazards** – Foreign matter - such as dirt, broken glass and dishes, and other objects – which accidentally get into the food.

It is our job to make sure than none of these hazards contaminate our food.

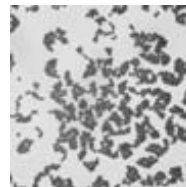
Important Definitions

- **Foodborne Illnesses** are diseases that are carried or transmitted to people by food.
- **Contamination** is the unintended presence of harmful substances or microorganisms in food.
- **Bacteria**, of all microorganisms, are the greatest concern to foodservice managers. Bacteria are living single-celled organisms. Water, wind, insects, plants, animals, and people can carry them. Bacteria survive well on skin and clothes and in human hair, scabs, scars, the mouth, nose, throat and intestines. Once they contaminate human hands, bacteria can end up in the food and cause illnesses.

- **Salmonella** & **Staphylococcus** are two of the highest risk bacteria in bakery-cafes. (Photos courtesy of The Partnership for Food Safety Education)



Salmonella



Staphylococcus

Cross-Contamination is the transfer of harmful substances or microorganisms from one surface or food to another. A few examples are:

- Hands that touch raw foods and then touch cooked or ready-to-eat foods. An example would be touching shredded Asiago cheese and then touching an Egg Soufflé that is already baked without first washing your hands. You are transferring bacteria from the cheese to the egg soufflé.
- Food-contact surfaces that touch raw food are not cleaned and sanitized, and then touch food that is ready-to-eat. An example would be wiping down your table that has cheese on it and then using the same towel to wipe down a tray used to hold bread ready for the bread wall. Without washing the towel first, you are transferring bacteria on the towel from the cheese to the bread.
- If you are in a hurry and wipe your hands on your apron and then start to consolidate products for display without stopping to wash your hands first. You have just transferred the germs found on the front of your apron onto the finished product!

Physical Hazards can be very dangerous to our customers. These come from broken dishes or utensils or objects falling into product and not being accounted for. If you ever drop a foreign object into any food, you must be able to account for all parts of that object or the food cannot be served.

The photo to the right is an object that was found by a customer in a chocolate chip muffie. The object is the spring mechanism from a scoop. The manager who reported this incident said that the baker asked her to order a new scoop because the spring had fallen out of the old one. Apparently, no one thought to look in the pail of batter for the spring.



This dangerous situation is unacceptable. Make sure you are careful with foreign objects around food, and if you lose something make sure you find it!

FIFO Method of Storage

- FIFO = **First In, First Out**
- On each package write the date that the item was received. Use a marker that will be easy to read.
- Place each new item behind like old items, so that old items are used first. This will ensure that we are always serving fresh product.



The Food Temperature Danger Zone

This is the temperature range in which most **bacteria** can grow and reproduce. The temperature range is **40° - 140°F**. This means that we should keep our foods out of this temperature range as much as possible. We can do this by keeping food either refrigerated, or hot most of the time and by minimizing the time our food spends at room temperature (like during prep or transport).

Potentially Hazardous Foods

Although any food can become contaminated, the moist, high-protein foods on which bacteria can grow most easily are classified as potentially hazardous foods. Following is a list of foods that we have in our bakery-cafes that are considered potentially hazardous by the U.S. Public Health Service.

- | | |
|------------------|----------------|
| ▪ Turkey | ▪ Roast Beef |
| ▪ Chicken Breast | ▪ Salami |
| ▪ Chicken Salad | ▪ Oven Roasted |
| ▪ Tuna Salad | ▪ Chicken |
| ▪ Ham | |

Proper Thawing

To properly thaw foods safely, use one of the following methods:

- Remove items from freezer and place them in a refrigerator. This is the safest method of thawing. It takes 2 days for frozen product removed from the freezer to thaw in the refrigerator.
- Place them in a sealed plastic bag, then place them under drinkable running water 70°F or lower. If you choose to use this method, make sure that you are using a clean and sanitized sink. (To sanitize a sink, wipe it down with a clean towel soaked in a properly proportioned sanitizing solution.)



Never thaw food at room temperature or in the microwave! These methods will promote bacteria growth.

Clean vs. Sanitary

- **Clean** means free of visible soil and **sanitary** means free of harmful levels of bacteria – there is a difference! This means clean equipment and utensils **may not** be sanitary.
- For example, a glass may look sparkling clean but may carry harmful bacteria and chemicals. After being washed in boiling water, the same glass may appear cloudy and water-marked, but is sanitary. Therefore, you must make sure that all dishes are either run through the dishwasher or washed using the three-sink dishwashing method.

Proper Handwashing

You should wash your hands before beginning your shift each day and after any breaks. Also wash your hands after doing any of the following things:

- Using the restroom
- Handling raw food
- Touching hair, face, or body
- Sneezing or coughing
- Smoking or chewing tobacco or gum
- Eating or drinking
- Cleaning
- Taking out the garbage
- Touching anything that may contaminate hands

NOTE: Make sure that you always wash your hands before putting on sanitary gloves and change your gloves if they become contaminated for any reason.



Steps to Proper Handwashing

1. Use warm water (as hot as you can stand) to moisten hands.
2. Apply soap.
3. Rub hands (up to the elbow) together for 20 seconds.
4. Rinse thoroughly.
5. Dry using air dryer or paper towel. Never dry your hands on your apron, doing so will simply re-contaminate your hands.

Proper Personal Hygiene

While personal hygiene may be a sensitive subject, it is vital to food safety. Illness can be spread by almost every part of the human body. Bakers should:

- Wash their hair and bathe daily.
- Wear clean clothing on the job.
- Wear hair restraints.
- Wear comfortable closed-toed shoes. Never wear platform, high-heeled, or open-toed shoes.

Sanitized Water Buckets

- You should have sanitized water buckets with clean towels in them placed strategically around the baker's area. They should be easily accessible and away from food.
- Change the sanitized water buckets every 3.5 hours or sooner if needed to maintain concentration.



How To Check Quat Sanitizer Solution

Oasis 146 Multi-Quat Sanitizer

- Test the quat sanitizer solution at room temperature range (65°-75° F), frequently to determine the rate at which the quat is dissipated. Instruct employees to routinely changing the quat sanitizer to keep the solution at 150-400 ppm. Quat solution concentration should be tested with a test strip.
- Oasis 146 Multi-Quat Sanitizer must be set-up at a minimum of 75°F as required in the FDA 2009 Food Code, 4-501.114 (C). The QT-40 Test strip should be used to test the quaternary solution concentration because it has test points 0, 150, 200, 400 and 500 ppm quat. The use range for Oasis 146 is 150-400 ppm quat, so QT-40 has indicators at the upper and lower limit, as well as one indicator above range.
 - 1- Using a thermometer, measure the temperature of the quat sanitizer solution to be tested. The test solution sample must be at room temperature range, 65°-75° F, prior to testing. Cool to 65°-75° F if necessary.
 - 2- Test paper must be clean & dry.
 - 3- Remove 1.5" of test paper.
 - 4- Dip test strip into the quat sanitizer solution, **not foam**, for effective measurement, for 10 seconds. **DO NOT Shake the test strip.**

(*Note: Follow manufacturer's dilution instructions carefully - test strip contact time varies with manufacturer - be sure to read the contact time.)
 - 5- Compare to test strip color to chart on test paper dispenser for quat sanitizer concentration.

Proper Chemical & Cleaning Supply Storage

- All chemicals must be stored on a shelf or in a cabinet that is specifically designated for "chemicals only." This shelf or cabinet must be away from any food prep area.
- When you use a chemical, make sure that you put it back on the chemical shelf as soon as you are finished with it. This will prevent food items from accidentally becoming contaminated.
- Sponges, scrubbing pads, buckets and pails should be cleaned, sanitized and air-dried after each use and stored away from any food prep area.
- Brooms and mops should be stored by hanging them, rather than on their bristles or standing in a bucket.
- You should also remember to keep brooms and mops out of our customers' view and never prop a broom or mop up against the bread wall or bakery table or case.

SBS 2: Safety & Security

We need to provide a safe, secure and injury free workplace for ourselves as well as the managers and associates. We all have a role in keeping the bakery-cafe safe for everyone.

Bakers

- Bakers should be trained and certified on how to operate, clean and handle equipment, and they are required to use all personal safety equipment provided by the company.
- Bakers are encouraged to detect and required to report to their Bakery Market Manager, any hazardous conditions, practices, and behaviors in the work place.
- Bakers are not to engage in any job that is unfamiliar to them or may be hazardous to them or others.

Bakery Market Managers

- BMMs and BTSs set the example by following safe procedures!
- They are to report any injuries promptly per the reporting guidelines.
- They are responsible for instructing all bakers on how to carry out their job duties in the safest manner possible, and identify and correct unsafe conditions and unsafe baker acts. (An "unsafe condition" is any situation that causes, or potentially causes, an injury to a customer or associate.)

The Big Four

The top 4 re-occurring accidents at Panera are **slips & falls, cuts, burns, and back injuries**. Here are tips to preventing "The Big Four" from happening.

 **Slips and falls** are the most common type of accident in our bakery-cafes. Prevent slips and falls by following these tips:

- Maintain clean, dry floors that are free of debris.
- When mopping a floor or cleaning up a spill (either in the front of the house or the back of the house), place a wet floor sign in the area where it will be visible to everyone.
- Keep all aisles free from obstacles that may cause someone to fall. If someone is carrying a tray of product, they might not see the object, and they can fall over it and get hurt (or hurt someone else).
- Clear snow and ice from sidewalks and other high traffic areas.



Cuts occur most often from improper knife use. Prevention is key! Here are some tips:

- Make sure that you use and handle your scoring knife properly.
- Keep it closed except right before use. Close again after use.
- Keep your body and other arm away from your cutting hand and arm.
- PAY ATTENTION!
- Always maintain the quality of the knives utilized. Let your manager know if your scoring knife becomes dull. A dull knife is more dangerous than a sharp knife.
- Don't try to catch a falling knife – it's an unnecessary risk. A knife can be washed and sanitized quickly.

- You are not certified to use the meat slicer. Do not use it under any circumstances. If you do not have any red onions, contact your BTS or BMM for assistance.

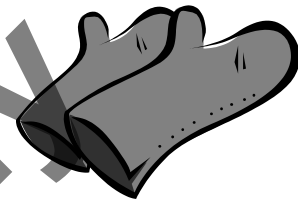
If you cut yourself:

- Clean with an antibacterial cleaner immediately. Apply first aid ointment and bandage.
- Gloves must be worn over the bandaged cut to prevent food contamination.
- If the cut requires more than a band-aid the baker must leave and seek proper medical attention. Notify your BMM of any accidents or incidents that occur!



Burns can be avoided if proper care and attention is given to hot equipment. Here are some things to keep in mind:

- Use care when working with the ovens – **Always use oven mitts!**
- Make sure that you warn others when you are about to open the oven.
- Store hot bakery racks away from the flow of traffic in the bakery-cafe. There should be a designated place for hot racks.



If you burn yourself:

- Minor burns must be treated with burn ointment as soon as possible.
- If the skin is broken or blisters, you must notify your BMM before seeking proper medical attention.
- Burns can become infected easily, so it is important to treat the burn quickly!



Back injuries are usually caused by improper lifting. Follow these tips to properly lift objects and avoid back injuries:

- Feet should be shoulder width apart, back straight with elbows tucked in.
- Get in a crouched position, as close the object as possible. Bend at your knees. Lift with your legs, not your back. Weight should be evenly distributed directly over your legs.
- Lift by straightening your legs. Try to keep a curve in your back. Never twist to lift something.
- To lower the load, bend your knees to lower the object to the floor.
- Store heavier items on lower shelves.
- Ask for help when lifting heavy items.
- Never try to lift a box over your head. Use a safe stepladder (not another box, or a person) to prevent injury.

Support System



The support system should be used any time there is an incident. Review this chain of command with your trainer, BTS or BMM:

- A treatment authorization must be filled out every time there is an accident.
- The BMM must fill out a Supervisor's First Report of Injury form.
- If someone does not want to be treated a Refusal of Treatment form must be filled out and signed.



Chemicals

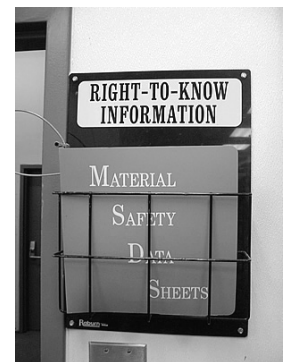
Chemicals may be physical hazards, health hazards, or both. Physical hazards can burn, explode and react to air or water. Health hazards can cause injury or illness. In order to safely handle chemicals, follow these guidelines:

- When using chemicals for cleaning jobs, always read the label carefully. Only use the chemical for the uses listed on the label.
- Store all chemicals in the properly labeled storage area. Never store chemicals over any food storage shelves, or near a food preparation area. Always discard any food items contaminated by chemicals.

Never mix chemicals. Mixing chemicals can create a poisonous material or gas!!!

A **Material Safety Data Sheet** (MSDS for short) is a sheet of paper that gives you detailed information about a chemical. They are intended for use by bakers and associates who work with these chemicals everyday, and should be used to keep everyone safe from exposure. The information contained in a MSDS is as follows:

- The chemical name of a product, the physical hazards of the chemical (such as its potential for explosion or fire), the toxicity of the chemical, and whether it is caustic or irritating.
- The health hazards of the chemical, such as its potential to aggravate certain medical conditions.
- Protective steps during regular use and emergency procedures to follow in case of exposure.
- Emergency procedures to follow in case of spills and leaks.
- Your bakery-cafe should have one MSDS per type of chemical. They should be posted somewhere in the bakery-cafe so that everyone can get to them at any given time. (Ask your manager to show you where the MSDSs are kept in your bakery-cafe.)



Security

At Panera Bread, we truly care about the well being of our bakers, associates and our customers. Bakery-cafes are popular and busy businesses, and the amount of money involved in the business creates the potential for theft. As a safeguard to keep everyone safe from harmful situations, we have set the following guidelines:

- The best way to keep yourself safe is to be **alert** and **aware** of your surroundings. Stop, look, & listen for suspicious behavior.
- **Controlling access** to the bakery-cafe limits the potential for security issues. Admit only authorized persons. If you do not know the person, or you were not aware of the visit, check with your manager (if present) or your BMM before allowing access. Authorized city, county, or state officials must provide valid identification before being allowed on the premises.
- No off-duty associates, associates loitering before or after shifts, friends, relatives, job applicants, etc. should be admitted behind the line.
- Be alert to persons whose behavior is not typical. If you have doubts concerning the intentions of any person, notify your manager (if present) or your BMM.

- Remember that if at any time you feel threatened by anyone, you should get your manager involved and use your best judgment. The goal is to keep you and everyone else safe.
- If you ever find yourself in a threatening position, do what you're asked in a calm & accommodating way.
- Make sure that you only work in well-lit areas. This includes walking to and from your car in the dark. Any dark area should be reported to your manager so that lights may be installed or fixed.



Exits

- All exit signs must be properly lit. Notify your manager if an exit light bulb needs to be replaced.
- All fire exits must stay clear in case of a fire. The footpath to exits must always be free of clutter and debris.



Flashlights

- There should be a working flashlight within reach of bakers at all times.
- All bakers should know the location of the power boxes and procedures for handling a power outage.

Access Control

Backdoor

- Do not open the back door without a manager's supervision or the alarm will sound. A manager must deactivate the alarm before the back door is opened.
- Do not allow back door access to anyone who cannot identify him or herself and give a good reason for the visit. Check with your manager if you are not sure.
- **Never open the back door after dark.**
- End of day product donations should be picked up the following morning. However, if the pick up must occur at night, it must be handled through the front door, not the back door.
- Managers or shift supervisors should supervise any activity that requires opening the back door.

Deliveries

- Don't admit delivery personnel through the back door until you have verified they are authorized and alone. If in doubt, request they go to the front door to prove identity.
- Don't permit delivery personnel to prop open any door during delivery. Do not let convenience to delivery personnel compromise the security of the bakery-cafe.

Before the start of your shift

- Be aware of your surroundings. If you see something suspicious, do not leave your car or enter the building. Immediately go to the nearest off-premise telephone and call the police.
- Once inside, keep all doors and windows locked. Doors can only be unlocked for associates as they arrive. Do not permit anyone other than on-duty personnel in the bakery-cafe.

In Case of Emergency

- In the event of an emergency (fire, earthquake, tornado, bomb threat, etc.) make sure you let your manager (bakery-cafe manager if present or BMM) know ASAP! They have been trained on what to do “in the event of...”
- Make sure that you remain calm and follow your manager’s instructions very well. Listen carefully – during stressful times; directions can easily be misunderstood resulting in an accident.
- Each bakery-cafe is equipped with a first aid kit that should contain various bandages, inhalants, and ointments. It should also contain eye wash equipment; a cold pack, bee-sting swabs, a non-aspirin pain reliever, and a blood clean up kit (to safely clean up blood). These items will help you in case of an emergency.

In the Event of a Robbery

- Try to remain calm.
- Do what the person asks in an accommodating way. Do not argue or hesitate.
- Remember that your well being is more important than any cash loss.
- Give the robber what they want. Do not resist the robber to save money. We can replace the money, but not your life.
- If your bakery-cafe is equipped with a panic alarm which you can get to, press the button and the police will be silently called. Remember though that you should not move to get to the alarm. If you move you will draw attention to yourself. It is perfectly fine to wait until the robbers are gone to call the police.

Asset Protection

The following are components of the Asset Protection program:

Intrusion Alarm System - The system includes a keypad where management and baker codes are entered to set an alarm system. An outside security group monitors the system. Panic buttons in the office, walk-in cooler, and freezer are also monitored by this system.

- Always set the alarm once you are inside and all bakery-cafe associates and managers have left the premises.
- If your bakery-cafe manager has to change the alarm system in any way – they will notify you to let you know.

Closed Circuit Television (CCTV) - CCTV is intended to act as a deterrent to internal and external crimes. The system typically includes 6 cameras, which concentrate on cash handling areas and the back door.



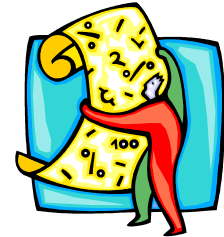
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SBS 3: Pan Up and Special Orders

What is a Pan Up?

A Pan Up is the amount of product the bakery-cafe manager estimates will be needed for a particular day.

The bakery-cafe manager creates the Pan Up on the computer using a sophisticated program that provides the manager with product sales averages for the previous 6 weeks! The manager then reviews those numbers and makes adjustments as necessary.



It is very important that the managers complete the Pan Up properly because:

- If we run out of too many products we won't have anything to sell and sales will suffer as a result.
- We will disappoint our customers if we don't have their favorite item. Unhappy customers are not likely to come back. This is definitely not what we want!
- It is also very difficult for our associates if we consistently run out of products. They have to explain these shortages to our customers and ask them if they would like to try something else.
- The opposite can happen too: if the manager over orders on their Pan Up they will have too many items leftover. This is called excess leftovers. It dramatically affects the food cost of the bakery-cafe.

The manager submits their Pan Up to the Fresh Dough Facility a minimum of 3 days before. Why? Because, as you know, sourdough needs to ferment for three days – so in order for the Fresh Dough Facility to know how much sourdough to prepare to support the market, they need to know how much all of the bakery-cafes are going to be ordering in advance.

So, you can see that a great deal of time and effort goes into the preparation of the Pan Up. It is up to us to follow it exactly!

- The Pan Up sheet will be hanging on the “future orders” board for you when you arrive.
- Your trainer will show you where to find the Pan Up sheet in your bakery-cafe.
- You will use the Pan Up sheet to complete the Pan Up of the actual products.

Types of Pan Ups for Bakers

Bakery-cafes vary in the amount of walk-in space they have for storing products that you have panned up (i.e. rolling racks/cabinets). The bakery-cafes also vary greatly in terms of bake off volumes.

Therefore, there are two types of Pan Up procedures:

1. Standard
2. Reverse

Reverse Pan Up is designed for bakery-cafes with limited space and/or an extremely high volume of baking. Most bakery-cafes will follow the standard Pan Up procedures.



Standard Pan Up

Preceding Day

Pan Up the following:

- Coffee Cakes
- Bear Claws, Cinnamon Rolls, Pecan Rolls and Butter Croissants (shaped)
- All cookies (except Shortbread and Toffee Nut)
- Brownie

Same Day

Pan Up the following:

- Pastry Blanks
- Muffins/Muffies
- Bagels
- Cinnamon Raisin Bread and Cobblestone made
- French, Sourdough, Tomato Basil and Focaccia
- Shortbread and Toffee Nut
- Pan Breads
- Ciabatta
- Soufflés

Reverse Pan Up

Preceding Day

Pan Up the following:

- All cookies (except Shortbread and Toffee Nut)
- Brownie

Same Day

All other items are panned up at the start of the shift.

- Start times vary at each location according to Pan Up procedures.
- Please check with your BTS/BMM to determine the correct start time.

Note: Pan Up procedures will be altered if the bakery-cafe will be closed for a holiday. Ask your BMM for market specification procedures.

Special Orders

Special Orders are orders made by customers, usually in advance. Some orders are large enough to necessitate adding on to the Pan Up to accommodate the order.

Special Orders are placed in a designated area in the bakery-cafe. At the beginning of each shift, check the corresponding day on the “future orders” board to confirm any Special Orders that need to be filled.

If the order(s) are taken after the baker has left, the manager will add the additional items to the Pan Up if it is necessary. Orders must be filled by the time requested.



Example Pan Up Sheet

1 PRODUCTION CHECK

Store: 808996

Processing Date: 06/11/2008

Date Product to be Sold: Sunday, 06/14/2008

8

LEGEND

8 am = 8 4 pm = 18
 9 am = 9 5 pm = 17
 10 am = 10 6 pm = 18
 11 am = 11 7 pm = 19
 12 pm = 12 8 pm = 20
 1 pm = 13 9 pm = 21
 2 pm = 14 10 pm = 22
 3 pm = 16 11 pm = 23

Total Pan up Order	Target Leftover	Actual Leftover	Runout Time	Order Adj	Product	Overnight Bake Sales Open - 2 plus display		9:00 AM Check Sales 10 - 8 plus display		1:00 PM Check Sales 2 - Close plus display		5:00 PM Check Sales 8 - Close plus display	
						PAR	BAKE	PAR	OH	BAKE	PAR	OH	BAKE
FDE Products													
2	0				ARTISAN DEMI 3-CHEESE SEMOLINA	2	0			0			0
4	0				ARTISAN DEMI 3-SEED COUNTRY	4	0			0			0
2	1				ARTISAN LOAF 3-CHEESE SEMOLINA	2	0			0			0
3	1				ARTISAN LOAF COUNTRY	3	0			0			0
3	1				ARTISAN LOAF SEMOLINA SESAME	3	0			0			0
2	1				ARTISAN LOAF STONE MILLED RYE	2	0			0			0
7	1				ARTISAN MICHE 3-CHEESE SEMOLINA	7	0			0			0
8	1				ARTISAN MICHE COUNTRY	8	0			0			0
6	1				ARTISAN MICHE FRENCH	6	0			0			0
6	1				ARTISAN MICHE SESAME SEMOLINA	6	0			0			0
4	1				ARTISAN MICHE STONE MILLED RYE	4	0			0			0
24	3				ASIAGO CHEESE DEMI	24	0			0			0
3	1				ASIAGO LOAF	3	0			0			0
83	6				CIABATTA BREAD (NEW)	83	0			0			0
17	4				CINNAMON RAISIN LOAF	17	0			0			0
39	4				FOCACCIA (NEW)	39	0			0			0

Item	Description	
1	Daily Information	
2	Total Pan Up Quantity	
3	Target Leftover Amount	
4	Actual Leftover Amount	
5	Runout Time	
6	Order Adjustment	Enter total quantity baked throughout the day
7	Overnight Bake	Quantity the baker should bake over night to open the next morning. Note: For non-day bake items, the Total Pan Up equals the Over Night Baked quantity.
8	Product check times	Displays a build to number for the product. Count what is on hand and subtract from the par, bake the difference.

Panup Worksheet Summary for Tuesday, March 30, 2010

Forecasted Sales: \$5,416

This summary by product grouping found on the last page of the Panup is the total value of the Panup as a percentage of the total projected sales.

Category Ordered	Panup Value	Sales Percent
Bread Loafs	\$707.22	13.06%
Individual Bagels	\$517.56	9.56%
Individual Rolls	\$7.15	0.13%
Souffles	\$78.98	1.46%
Sweets	\$665.40	12.29%
Take Home Bakery	\$94.45	1.74%
Total Panup:	\$2,070.76	38.23%

Produce Ordered

Date	Item #	Description	Order Qty
3/30/2010	30910	LETTUCE ROMAINE CHOPPED	3
3/30/2010	1518811	Z-GRAPES - 4 LB	1
3/30/2010	1517771	Z-LETTUCE GREEN LEAF (FDF)	1
3/30/2010	1518771	Z-LETTUCE SPRING MIX (3 LB) FDF	1
3/30/2010	1518741	Z-STRAWBERRIES FRESH - 1 LB	1

In this example, the Panup is a little over \$2,000 and is 38.23% of the forecasted sales of \$5,416

Proof Only

SBS 4: Cleanliness

Keep it Clean!

- Cleanliness shows pride in your work.
- Cleanliness shows respect for your bakery-cafe and your retail partners.
- Cleanliness is non-negotiable in that you are responsible for serving “safe” food... meaning, no bacteria, chemicals or physical hazards in your products.
- Cleanliness leads to organization which leads to better efficiency which leads to improved profits through heightened productivity.



Clean As You Go

Clean as you go. You have undoubtedly heard this before.

- It doesn't take as long when you clean up after yourself throughout the night.
- You keep your work areas clean so you can work easier.
- Your equipment will stay working – properly... this will affect not only your ability to prepare high quality products, but also maintenance costs.
- It is safer for you to work in an environment that is free of clutter and dirt!

Cleaning Schedule

- The Cleaning Schedule will be posted in your work area as well.
- Each shift you will complete all of the Daily Cleaning Tasks.
- Each shift you will also refer to the list of Weekly Cleaning Tasks and complete the appropriate detail cleaning assigned to you for the evening. (i.e. If it is Sunday night, you will complete the detail rack oven cleaning that is assigned to Sundays)
- Detailed cleaning procedural information can be found in the Equipment Basics (EB) cards found in the study section of your Baker Training Manual.



Building and maintaining great relationships with our Retail partners

- This first step is to consistently prepare the highest quality bakes!
- The second, third and fourth steps are communication, cleanliness and food cost! The order will depend on your manager. 😊
- But, cleanliness is definitely one of the most important parts of your job.
- We are a part of the bakery-cafe team. It is up to us to do our part... and to keep our area clean and organized.

Daily Cleaning Tasks

<p>Rack Oven</p>	<ul style="list-style-type: none"> ▪ Wipe exterior with a clean, damp towel. ▪ Polish exterior with Medallion, or similar, sprayed onto a dry towel. ▪ Clean the underside of the door handle. Use a towel from a bucket with all-purpose cleaner and hot water. ▪ When the oven is cool, sweep and mop inside the oven. Use a clean mop with hot water only.
<p>Deck Oven</p>	<ul style="list-style-type: none"> ▪ Brush out any remaining carbon. ▪ Wipe exterior with a clean, damp towel. ▪ Polish stainless steel exterior with Medallion, or similar, sprayed onto a dry towel. Do not put polish on the glass.
<p>Proof Box</p>	<ul style="list-style-type: none"> ▪ Wipe exterior with a clean, damp towel. ▪ Polish exterior with Medallion, or similar, sprayed onto a dry towel. ▪ Clean the underside of the door handles. Use a towel from a bucket with all-purpose cleaner and hot water. ▪ Sweep and mop inside the proof box. Use a clean mop with hot water. ▪ Leave Proof Box door open to allow the floor to dry.
<p>Walk-in Cooler</p>	<ul style="list-style-type: none"> ▪ Organize baker's area in the cooler. Rotate and line up products. ▪ Sweep and mop cooler floor. Use clean mop with all-purpose cleaner. ▪ Wipe down cooler strips with a clean damp towel. ▪ Clean the underside of the door handle. Use a towel from a bucket with all-purpose cleaner and hot water.
<p>Freezer</p>	<ul style="list-style-type: none"> ▪ Organize freezer. Rotate and line up products. Close all boxes. ▪ Sweep freezer floor. ▪ Wipe down freezer strips with a clean damp towel. ▪ Clean the underside of the door handle. Use a towel from a bucket with all-purpose cleaner and hot water.
<p>Baker's Work Area</p>	<ul style="list-style-type: none"> ▪ Scrub baker's table with green scrub pad from a bucket with all-purpose cleaner and hot water. Get the top, sides, shelf and legs. Wipe/rinse with a clean, damp towel. ▪ Wipe down wall behind baker's table with a clean, damp towel. ▪ Wipe down containers with a clean, damp towel.
<p>Smallwares</p>	<ul style="list-style-type: none"> ▪ Wash utensils in dishwasher. Put away in designated area. ▪ Brush off dirty molds and screens. ▪ Wash Muffin, Muffie, Pecan Roll and Brownie pans in dishwasher.
<p>Floors</p>	<ul style="list-style-type: none"> ▪ Sweep floor in back room, in front of ovens, and in the bakery. ▪ Using a clean mop and fresh hot water with all purpose cleaner, mop from the front (the bakery) to the back room. ▪ Complete before 5:00 am when the retail associates begin to arrive.



Weekly Cleaning Tasks

Sunday
<p>Rack Oven</p> <ul style="list-style-type: none"> ▪ Detail clean Rack Oven. Refer to EB 5 for oven cleaning procedures.
Monday
<p>Baker's Area</p> <ul style="list-style-type: none"> ▪ Scrub walls in baker's area. ▪ Empty all ingredient containers. Wash in dishwasher. Dry completely before refilling ingredients in containers. Refer to EB 2 for dishwashing procedures. ▪ Clean baker's table thoroughly and oil tables with mineral oil.
Tuesday
<p>Proof Box</p> <ul style="list-style-type: none"> ▪ Detail clean Proof Box. Refer to EB 6 for proof box cleaning procedures.
Wednesday
<p>Rolling Racks</p> <ul style="list-style-type: none"> ▪ Clean equipment and utility racks with a brush from a bucket of hot water with all-purpose cleaner. ▪ Degrease utility racks and oven rack wheels with a brush from a bucket of hot water with degreaser.
Thursday
<p>Deck Oven and Cooler/Freezer</p> <ul style="list-style-type: none"> ▪ Detail clean Deck Oven. Refer to EB 4 for oven cleaning procedures. ▪ Scrub baker's shelving in cooler with brush from a bucket of hot water with all-purpose cleaner. ▪ Deck brush freezer floor. Refer to freezer floor cleaning product for instructions.



Proof Only

SBS 5: Communication

Why is communication so important?

You may be wondering why we want you to learn communication skills. After all, you can't really talk to the Tomato Basil bread. Well, you could talk to it, but it isn't likely to talk back! 😊

Because baking at Panera can be a singular effort on your part at times, it seems that communication is the least of what you "knead" to learn with all of the different products, toppings, proof times, etc.

On the contrary though, you will need to be able to communicate effectively in order to learn all that you need to learn to become a certified baker!

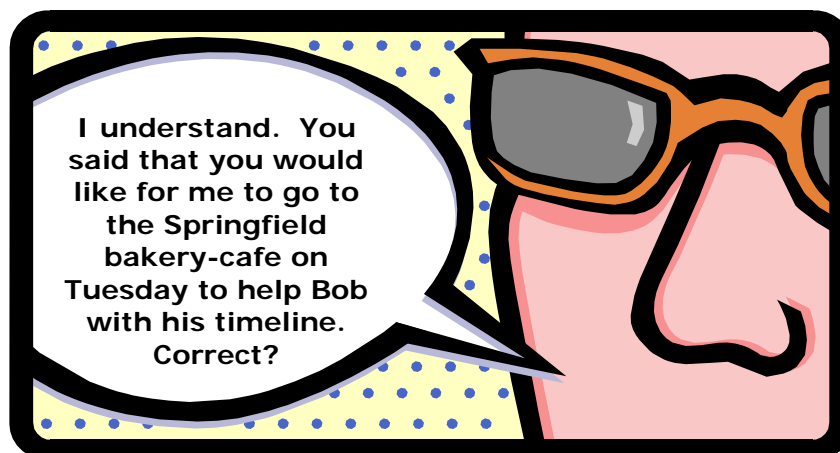
You will have to be able to communicate effectively with:

- Your Baker trainer
- Your BTS
- Your BMM
- Any MITs or Baker helpers that you are working with while in training.
- And last, but certainly not least, the bakery-cafe managers and associates that you work with at the bakery-cafe.

What do we mean when we say "communication"?

Communication includes more than just talking and listening.

- Your ability to actually understand what someone is saying is different than just listening.
- Similarly, your ability to express yourself clearly and concisely is different than just talking!
- Also, remember, it isn't what you say, but how you say it. Pay attention to the tone of your voice when communicating. You may not mean to mumble, or be talking loudly or too quickly... but all of these communicate something beyond the words that you are saying.
- Some people may think you don't really care about what you are saying if you are mumbling. They might think you are mad or frustrated if you are talking loudly. And if you talk too quickly, the person may not catch everything you've said and they may think you are impatient with them.
- Non verbal communication is another form of communication. Nonverbal communication is facial expressions like smiles, gestures, eye contact, and even your posture.



Communication Tips

Stop Talking.

- First and foremost, stop talking! It is difficult to listen and speak at the same time.

Put the other person at ease.

- Give them space and time and “permission” to speak their piece. How we look at them, how we stand or sit, makes a huge difference: relax, and let them relax as well.



Show the other person that you want to hear them.

- Look at them. Nod when you can agree, ask them to explain further if you don't understand. Listen to understand them and their words, rather than just for your turn to talk.

Repeat what was said to ensure understanding.

- This is called paraphrasing. Put the message you heard in your own words and say it back to the person speaking with you. This will show that you are listening actively and confirm that you received the correct message.

Remove distractions.

- Good listening means being willing to stop whatever you are doing and give them your full attention.

Empathize with the other person.

- Especially if they are telling you something personal or painful, or something controversial, take a moment to stand in their shoes, to look at the situation from their point of view.

Be patient.

- Some people take longer to find the right word, to make a point or clarify an issue. Give the speaker time to get it all out before you jump in with your reply.

Watch your own emotions.

- If what they are saying creates an emotional response in you, be extra careful to listen carefully, with attention to the intent and full meaning of their words. When we are angry, frightened or upset, we often miss critical parts of what is being said to us.

Be very slow to disagree, criticize or argue.

- Even if you disagree, let them have their point of view. If you respond in a way that makes the other person defensive, even if you “win” the argument, you make lose something far more valuable.

Ask lots of questions.

- Ask the speaker to clarify, to say more, give an example, or explain further. It will help them speak more precisely and it will help you hear and understand them more accurately.

STOP TALKING!

- This is both the first and the last point, because active listening depends upon it. We have two ears and only one tongue, which is a gentle hint that we should listen twice as much as we talk.

<http://www.mindtools.com>

SBS 6: Managing Product Quality

It's all about PRIDE!

We, the bakers at Panera Bread, are well known for our pride in the products that we produce.

There are stories about bakers leaning over the bread to listen to it crackle... like we are actually communicating with our bread! Of course we cut open our breads to check the cell structure of the crumb. It is what we do... checking and rechecking breads in the oven, to ensure the color is just right.

We work hard to prepare all the products in time for the bakery-cafe to open. But, it is a labor of love. We are proud of what we accomplish each and every night.

Panera Bread – the concept is at stake...

The retail business is our customer. Our products must be of the highest quality to “communicate” that ***Bread is our passion, soul and expertise!***

- We have the word “bread” in our company name! We are a bakery-cafe. Our concept is built on the basis of the highest quality baked goods – in particular, our breads.
- The bakery-cafe managers and associates count on us to prepare the entire bakery product line... but not just to have it there – but for the product to look great!
- Your craftsmanship is on display everyday – under lights – on elevated trays and plates...
- We sell other things like soup and turkey. But are those on display? Nope. We care about the quality of our salads, too. Are they on display? Nope. In fact, our salads are very tasty – but anyone can make a good salad.
- It is the bread that differentiates us at Panera Bread. Each salad comes with BREAD!



How do we effectively Manage Product Quality?

Every Step of the Way

As you learn to prepare all of the products you will see many steps for each product and at each step there is also a check on quality.

- For example, when removing the dough from the transports, you will check for proper weight. You will also manipulate the shape of the dough as needed. Why? Because both of these factors, weight and shape, would greatly affect the end quality of the product.
- You pan up the breads in the correct configuration. Why, just because someone told you to? No. Because if you pan the breads up too close to each other, the crust will not form evenly around the product. If two products are touching, it will affect the end quality of the product!
- When you proof the croissants, you check and recheck until they are the right size. Of course size will affect the end product quality in terms of appearance – but it will also affect the taste of the product. If the product is allowed to over proof, the butter will seep out of the product leaving it tasteless – nothing but flaky air.
- **We present our bake to the opening manager everyday for a review of product quality!**

You must, at all times, follow every procedure the way it is stated in the Baker's Manual. These specifications will ensure the highest quality products each and every time.

Everything we do, we do for a reason. And the reason is QUALITY.

No Shortcuts! *We get the tough stuff done with optimism and mastery.*

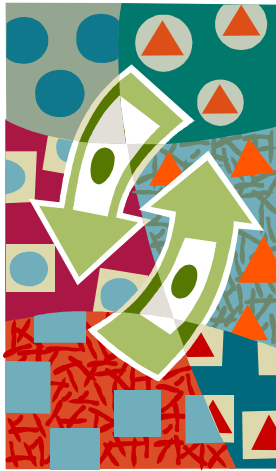
We are master craftsmen and women. We don't compromise quality. Period.



Proof Only

SBS 7: Organization & Efficiency

The Importance of Organization and Efficiency



Two of the most important factors in your success as a Baker Trainee and as a Certified Baker are your level of organization and efficiency.

Why is that?

Panera is a business. Businesses exist to provide a service, but also need to make a profit to continue to operate. Panera spends approximately 28% of our sales on labor dollars paying bakers, bakery-cafe managers, associates, etc.

Product Quality is the most important thing at Panera, but unfortunately none of us would be coming to work if we had great products but weren't making a profit.

Remember our cultural value: **Profit Provides Possibilities** – *profit sustains the growth of our concept and our people.*

We have to do our part for the success of the company and prepare the highest quality products as quickly and efficiently as possible.

Product Value Dollars per Hour

One of the measures we will use to evaluate your performance is your product value in dollars per the hours you work.

For example, if the Pan Up dollars for your bake off are \$1,800.00 and you work for 9 hours we will divide the \$1800 by 9 hours. This is \$200 out of the oven per hour.

Of course, the nine hours that you worked you were not baking the whole time. The daily cleaning tasks and the Pan Up for the next day have to be completed during your shift. Completing the Pan Up for the next day – and completing the cleaning tasks are part of the whole bake process though – so they count.

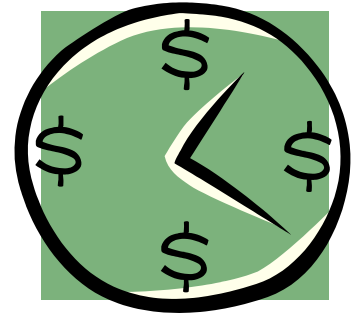
While you are in training, we will not be as focused on your dollars per hour, because we want you to focus on learning how to prepare the products to standard. We want you focused on **product quality**.

As you learn, you will become more efficient.

Using Dollars per Hour as a Measurement of your Performance

We will begin holding you accountable for your dollars per hour when you complete your Baker Training and are baking by yourself in your home bakery-cafe. The BTS will complete a 30, 60 and 90 day evaluation of your performance. During these evaluations, we will measure your performance against the following standards of efficiency.

- \$200 per hour or better – the highest level of efficiency!
- \$180 per hour or better – solid performance with room to improve...
- \$160 per hour or better – minimum expectation; your BTS will support you in your efforts to improve your organization and efficiency.
- Less than \$160 per hour – below expectations.



Please keep in mind that if you have a helper, their hours are also calculated into your dollars per hour figure. The time that they are working they are completing tasks that you would have to complete if they weren't there.

Here's an example. Your Pan Up is \$2300. You worked 9 hours and you had a helper for 4 hours. That is a total of 13 hours. Divide \$2300 by 13 hours = \$177 per hour.

Tips for Improving your Efficiency

Follow a timeline.

- Create and follow a timeline for your bakery-cafe. There are sample baker timelines in the Study section of this manual that you can use as a starting point. Also, refer to the timeline your baker trainer is using as an example.
- Following a timeline will focus your efforts. This will save you time because you have goals set (i.e. complete focaccia pan up by midnight) – and you have the process broken down in an order that makes the most sense for your bakery-cafe set up and product mix.

Clean as you go.

- Keeping your areas clean and free of clutter is another way to ensure you are as efficient as possible. If you clean as you go you won't waste time trying to find room to set things down, or losing things and trying to locate them, etc.
- Keeping the cooler and freezer clean and organized will also help your efficiency. When panning up, it will be easier for you (and quicker 😊), if the items are in the right place.

Stock and Rock!

- Check product quantities and communicate any shortages to the BTS/BMM and bakery-cafe managers **before** you run out!
- Having what you need stocked and available is one of the best ways to keep on track.
- Stock your ingredients at the end of each shift for the next day. Stopping in the middle of the bake to fill up ingredient containers will slow you down.

Ask for feedback.

- Ask for feedback from your trainer and the BTS about your level of efficiency.
- They will be able to give you pointers on how you can improve your efficiency. (i.e. have sheet pan liners closer to you, how to handle focaccia rings more easily, etc.)



Hit the ground running.

- Be fired up when you first get to work. Hustle! The best bakers are focused on getting the bake started in a timely manner.
- They say it is better to really move when you first get there because it wakes you up and you never know what to expect during the night (i.e. oven going down).
- Even if you often receive help, don't wait for someone to show up to help you with your bake. Assume they aren't coming and then if they do – great! 😊

SBS 8: Food Cost

What is food cost?

- Food cost is the cost of the food that is prepared to be sold.
- As a business, the bakery-cafe has to spend money in order to make money.
- We have to pay for the products that are brought into the bakery-cafe that we then prepare to sell to our customers.

Why is food cost important?

The food cost of the bakery-cafe accounts for 27-30% of our sales.

Let's see how it compares with other expenses. How much of every dollar that is put into the registers actually gets to the bank?

- 30 cents for food cost
- 28 cents for labor costs
- 10 cents for controllable expenses like cleaning supplies, utensils, bank charges, trash removal, light bulbs, etc.
- 2 cents for advertising (banners, menu boards, etc.)
- 3 cents for equipment repairs
- 3 cents for utilities
- 8 cents for rent
- 5 cents for the loans/depreciation of equipment

Only 11 cents left...

- If you work for a franchisee, you pay an additional 5 cents for the rights to use the name "Panera".

So – out of every dollar that is rung into the registers, only an average of 8 cents will go to the bank.

These costs can change. If we aren't careful with the food, our cost of food will exceed the 30 cents... and that means we will deposit less than 8 cents for every dollar!



What can I do to help control Food Cost?

We can make a big impact on food cost through careful execution of the following:

Receiving

Check quality

- You may not be at the bakery-cafe when food is delivered. But, you should check the quality of the products that are received when you do arrive.
- Communicate any issues with the bakery-cafe manager (i.e. freezer burn, excessive breakage, expiration dates within 14 days, etc.). Your bakery-cafe manager needs to know so they can call the distributor and obtain a credit.
- Do not use inferior product! It will be returned.
- You should also tell your BMM about any product quality issues. He/she will then follow up with the manufacturer to ensure that it doesn't happen again!

Receiving (cont.)

Check quantity

- You may assist the bakery-cafe manager with ordering items you use in the baking process. If so, check to be sure that what you ordered actually arrived.
- If you are not involved in the ordering, you should still be aware of the amount of product you have on hand. Communicate any shortages to your bakery-cafe manager and BMM.
- If you notice that you have more product than you need on hand, let the bakery-cafe manager know this as well. Excess product sitting on the shelf can lead to waste if the product freshness date expires.
- You should also note any shortages or overages from the Fresh Dough Facility on the Pan Up sheet in the "Adj. Qty" column. Point the shortages/overages out to the bakery-cafe manager in case they don't notice the changes you made on the Pan Up sheet.
- If the shortages or overages from the FDF become common let your BMM know as well.



Storage

FIFO (first in, first out)

- Organize your products in the right order. You want to use the oldest product first, so put them in front of the same product that has a later use by date.
- Never open a new container until you have emptied the first container.
- If you have some product that will expire before you will use it, communicate that with your bakery-cafe manager or BMM. They will attempt to transfer it to another bakery-cafe that will be able to use it before it expires.
- Expired product is like throwing cash into the trash can. Such a waste.

Organization

- Keep products at least 6 inches off the floor. This is to ensure that the air is able to circulate around the product to keep it at the right holding temperature.
- Do not store products under the fans in the walk-in refrigerator or freezer. The fans may drip condensation and contaminate the food.
- All containers must be covered or top box flaps closed. This will keep off flavors, contamination or too much air from getting into the product. If the product is allowed to dry out or become freezer burned, it will dramatically affect the end product quality!



Preparation

Follow the Pan Up

- It is very important that you bake only what you have been asked to bake (i.e. do not pan up an extra Pastry Ring just because you have only one left in the case).
- The bakery-cafe manager has created the Pan Up as accurately as possible. If additional products are produced and not sold, that will cause the food cost to go up. Those additional products will not be sold.
- Although they are not thrown away because we donate our leftovers to local charities, it is still a cost to the bakery-cafe.
- If you are unable to prepare the amount on the Pan Up, let your bakery-cafe manager and BMM know (i.e. you don't have enough muffin batter).

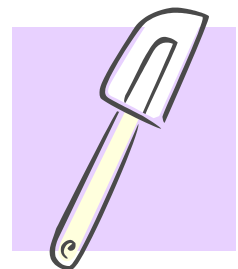


Use the right amount of ingredients – measure!

- If we are careful about how much of the ingredients we use when preparing the products for the customer, then we can do our part to control the cost of food (i.e. Asiago cheese).
- Always measure product ingredients.
- Of course, the amount of ingredients will affect our food cost – but it will also affect the product quality! Too much or not enough of an ingredient will affect the overall flavor profile of our products!
- Consistency is important. **We Build Trust.** This is one of our Concept Essence statements and it couldn't be truer in this case.
- If you are not consistent with the amount of toppings/ingredients you use, our customers will not know what to expect.
- We need to provide them with the same high quality product each time they go to Panera Bread.

Good to the Last Drop!

- Always attempt to scrape every last bit of product out of containers! Be frugal! It will make a huge difference.
- Squish the filling tubes to get everything you can out (like your toothpaste at home!).





Proof Only



EB 1: Baking Equipment/Smallwares

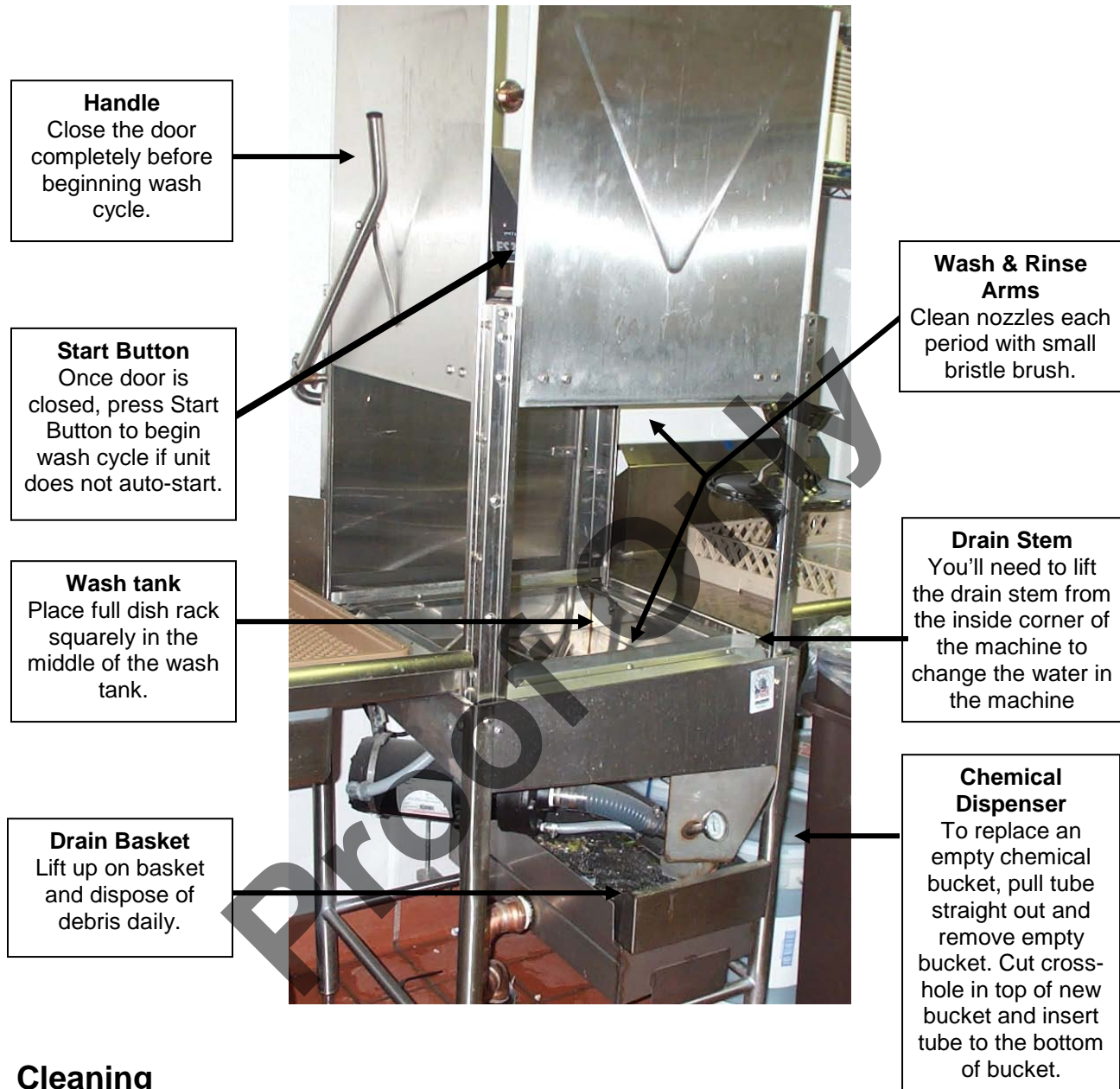
Oven Mitts	Used to safely handle hot pans and other hot items.
Bakers Table	Butcher-Block tabletop used to prepare bakery products.
Bakery rack	Used for storing baked goods in all stages of production. There are two different kinds, one with 10 slots for trays and one with 15 slots for trays.
Sheet Pan	Pans are used for panning up certain products that bake well on a flat surface.
Perforated Screen	Used for baking Bagels and items that need more steam.
Pan Spray	Use to help release the product from baking pans and molds.
4 Slot Mold	Holds four loaves. Set on top of a screen in order to fit on the tray slides of the bakery racks. Use spray before baking.
3 Slot Mold	Holds three loaves. Slide directly into one of the slots on the bakery rack.
Scoring Knife	Used for scoring products.
Cleaning Brush	The tools for brushing screens clean after each use.
Muffin Mold	Holds up to 12 muffins.
Muffie Mold	Holds up to 15 muffies.
Baking Cup Liner	Paper baking cup liner placed inside each muffin mold before muffin is baked.
Rubber Spatula	Used for getting remaining product out of buckets (i.e. brownie batter).
Pastry Brush	Used to apply thin glazes onto products.
Stainless Steel Mixing Bowls	A thirteen-quart steel-mixing bowl for mixing low fat muffin batter.
Spray Bottle	Used to spray water onto breads, bagels and other items prior to applying toppings to help them stick. <i>Bottles must be clearly marked for water and never interchanged with a chemical bottle.</i>
Clear Plastic Lexan Containers	Used to store toppings.
Clear round 6-Qt Cambro Container	Storing any refrigerated toppings and fillings.
1-Qt Measuring Cup	Used to measure liquids for various baking needs.
Thermometer	Used to take temperatures of various baked items.



Baker Scoop Chart

		Ingredient (Product)	Product Yield
Black or Gray #6		Cobblestone Mix (Cobblestone) Apple Filling (Holiday Bread)	1
		White Icing (Babka)	2
Blue #16		Cinnamon Crunch (Bagel) Asiago Cheese (Bagel)	1 = 4
		Asiago Cheese (Demi + Focaccia) Pecans (Pecan Roll) Streusel (Pastry Ring) Cranberries (Cranberry Muffin)	1
		Asiago Cheese (Loaf)	2
		Toasted Pecans (Babka)	3
Red #24		Crumb Topping (holiday bread)	1
		Callebaut Choc. Filling (Babka) Choc Icing (Brownie) Soufflé Mix (Artichoke, Bacon, and 4 cheese)	2
Purple #40		Streusel (Pumpkin Muffin & Muffie)	1 = 4
		Walnuts (Carrot Muffin) Streusel (Cobblestones)	1 = 2
		Cinnamon Crunch (Holiday) Fillings (Pastry Ring) Crumb Topping (Tomato Basil) Asiago Cheese (Soufflé) Cherry Filling (Cherry pastry) Pastry Cream (Cherry/Apple)	1
		Pecan Smear (Pecan Roll) Pecan Filling (Pastry) Cream Cheese Icing (Carrot Cake) Almonds (Bear Claw)	
		Soufflé Mix (Ham and cheese)	3
Plum #70		Orange Icing (Pumpkin Cookie) Pink Icing (Valentine Cookie) Yellow Icing (Easter Egg and Flower Cookie)	1
Silver #100		Sea Salt (Focaccia)	1 = 12
		Pink Sanding Sugar (Valentine Cookie)	1 = 10
		Cinnamon Crunch (Pastries)	1 = 4
		Turbinado Sugar (Muffins) Cinnamon Crunch (Muffin)	1 = 3
		Orange Icing (Mini Scones)	
		Turbinado Sugar (Panettone & Soda Bread) Cinnamon Crunch (Raisin braed)	1 = 2
		Water for White Icing (Babka) Orange Icing (Scone)	1
Pastry Cream (Fruit Pastry)	2		

EB 2: Dishwasher



Cleaning

- Remove screens (with drain basket) from dishwasher at least once per day. Clean debris from screens and replace in machine.
- Clean Wash tank by running 1- 2 cycles through an empty wash tank (delime tank if needed – once a period).
- Check & clean wash arms & rinse arms, top and bottom for any clogs. If necessary (your cleaning supply rep should perform this maintenance each month), clean nozzles on arms using a small bristle brush (coffee pot brush).
- Clean door area and top of dishwasher – wipe with a clean damp cloth and sanitizer solution, followed by a dry cloth to keep dishwasher shiny.
- Check Chemical levels daily (Soap, Rinse and Sanitizer in 5 gallon buckets).



Maintenance

Check Sanitizer Level

- Use blue chlorine sanitizer strips.
- During rinse cycle, place the strip in the water that is draining – the paper should turn the color that indicates 50 ppm.
- If the sanitizer solution tests below 50ppm, follow these steps:
 1. Check the 5 gallon Ultra San pail to confirm that it still has sanitizer in it. If it does not, replace it with a new pail and skip to priming instructions in step 4. If it does, gently push down on sanitizer pick up tube to make sure it is all the way to the bottom of the pail.
 2. Run another cycle and watch the sight tube to see if sanitizer is dispensing. Liquid sanitizer should move through the tube at the start of the rinse cycle.
 3. If no sanitizer moves through the tube during the cycle, wait until the cycle is over and go to the priming instructions in step 4.
 4. To prime the liquid sanitizer, push the sanitizer prime switch to the right and hold it there running the sanitizer pump for 15-20 seconds while watching the sight tube for sanitizer. If none is present, call your Ecolab associate for assistance.
 5. When the liquid sanitizer starts to move through the sight tube, look at the injection tube and watch for the sanitizer to reach the machine.
 6. Once the sanitizer reaches the machine, run a cycle and test the level to make sure it is at 50-100ppm.
 7. If sanitizer still does not test correctly, report the issue to store manager.

De-liming Each Period

- Drain machine by lifting drain stem.
- Remove tube from detergent dispenser (remove and place in an empty pan or bucket).
- Add ½ gallon of Limeaway into washtank. Run 10-15 cycles.
- Drain machine.
- Refill (press start button to fill).
- Run 2 cycles.
- Drain.
- Return detergent tube to dispenser.
- Machine is ready to use.

Safety

- **Use caution** when opening dishwasher - the **steam is hot!**
- When dishes are removed from dishwasher they are **very hot. Be Careful!** Wait for dishes to cool before handling them.
- When handling knives, be careful that you keep the blade side down, and never place knives in “sudsy” water where they can’t be seen.
- Keep floor dry around dishwasher to avoid slips and falls.

Walk-In Cooler

Freezer



The Walk-in Cooler

- The Walk-in Cooler is a refrigerator that must maintain a temperature of below 39°F.
- The fan in the cooler forces the cold air to circulate around the unit and maintain the temperature.
- All food in the cooler must remain covered to prevent any off flavors from being absorbed into the product.
- If the door to the cooler is open for any extended length of time, the temperature will rise. Keep the door closed.

The Freezer

- The freezer must maintain a temperature of -10 to 10°F.
- The fan circulates the cold air around the freezer to maintain the temperature.
- The fan will shut off for a 30 minute period in order to allow the unit to defrost. This keeps ice from building up around the fans so that they will operate properly.
- The coldest part of the freezer is in the back.
- The door must remain closed to maintain temperature.



Walk-in Cooler/Freezer Daily Cleaning

- Organize baker's area in the cooler/freezer. Rotate, day dot and line up products. Ensure all containers are covered and boxes are closed.
- Sweep and mop cooler floor. Use clean mop with all-purpose cleaner.
- Sweep only in the freezer.
- Wipe down air curtains with a clean damp towel.
- Clean underside of door handle. Use a towel from a bucket with all-purpose cleaner and hot water.

Weekly Maintenance

- Door gaskets must be intact, in place and clean – gently inspect gaskets by pulling away from the door, check for cracks and tears.
- Check door handles and hinges; be sure they are in good shape –no loose parts.
- Check air curtain for tears or missing pieces.
- Look at the floor – make sure it's in good repair.
- Inspect drain (drains outside freezer into floor drain). It should be working and free of debris.
- Check fans for ice build-up. *Be sure all fans are running!*
- Look for any leaks.
- Check temperature gauge – is it accurate? Walk-in should be below 39° F; Freezer -10 to 10° F. Check temperature reading against a calibrated thermometer to ensure accuracy.
- All refrigerated and frozen holding units must contain operable NSF thermometers.

Safety

- Make certain there is no standing water on cooler or freezer floor – it will be very slippery.
- When checking fans make certain **not to place hands or fingers in fan blades.**
- **When lifting products and moving them around - bend with your legs, not your back!**

Basic Troubleshooting

If your Cooler/Freezer isn't maintaining proper temperature do the following prior to contacting your BMM:

1	Check the temperature reading. Walk-in should be below 39° F; Freezer -10 to 10° F.
2	Check the circuit breaker.
3	If the door was left open, close the door and check to see if the temperature drops.
4	In freezer, check to see if the fan has ice buildup or if it is in a defrost cycle.

Note: Ask your trainer for further clarification if needed. Also, refer to the Equipment Manual for more detailed equipment and troubleshooting information.

EB 4: Deck Ovens



Baking Decks
Keep the baking decks clean with a deck brush. A clean deck maintains our product quality. We have three and four deck ovens.

Exhaust Hood
Located above oven. Smoke and heat escape through the hood.

Control Panel
Used for setting temp, steam & time on baking cycles.

Operating the Deck Ovens

- Following are the standard steps to using our Deck Ovens. Review these as you go through training to help you remember all the necessary steps and the correct sequence.
- Refer to “Deck Oven Operations” laminate found in bakery-cafe for details.

Preheat Baking Decks

- 1 Check to be sure the vapor exhaust valves are closed.
- 2 Turn on the baking decks with the on/off key.
- 3 Verify baking temperature display is set to desired temperature.
- 4 Verify baking ratios are set to desired settings.
- 5 Turn on all steam generators in the baking decks.
- 6 Turn on oven light.

Note: Baking decks and steam generators take 60 minutes to reach operating temperature.



Bake

- 1 Verify proper baking temperature has been reached.
- 2 Load oven as quickly as possible to avoid losing oven temperature.
- 3 Press the steam key for products requiring steam. The steam will be delivered to the baking deck.
- 4 Press the timer key and the LED will turn on and display, this will flash for 5 seconds.

Note:

- You can change the preset time during this time.
 - As soon as the display stops flashing the time will start to count down, indicated by a flashing point at the lower right of display.
 - Pressing the timer key again will stop the baking cycle.
- 5 When the baking time is over, the LED will start to flash and the “buzzer” will sound. Press the timer key to turn the buzzer off.
 - 6 Remove the finished product from the baking deck.

Delivery of Steam to the Baking Decks

- 1 Press the steam key. The steam will be delivered to the baking deck.

Note: Steam generator must be on for at least 60 minutes to reach the proper temperature.

Detail Cleaning the Deck Oven

1	Turn the power switch to the decks to the “off” position. Allow oven to cool.
2	Brush out loose crumbs, use deck scraper to loosen or remove excessive debris.
3	Use a hand brush to dust flour off the outside surface and glass of oven.
4	Wipe outside of ovens including the handles. Use a towel from a bucket with all-purpose cleaner and hot water. Note: <ul style="list-style-type: none"> ▪ Take care not to use dripping wet towels. Water cannot get into the control panels of the ovens. ▪ Do not use a scrub pad as this will scratch the stainless steel surface of the oven.
5	An oven cleaner may be used on the oven glass to remove any stains that cannot be removed by warm soapy water. After applying cleaner, allow chemicals to act. Rinse thoroughly to remove the cleaning agent; use a clean towel from a bucket of just hot water.

Note: Always use caution when using chemical cleaners. **Read product safety instructions.**

Safety

- The ovens will be HOT when in use. Use Caution when working with or around the ovens!
- NEVER use ice or water inside oven to clean baking decks.
- NEVER use any chemicals inside the oven.



Basic Troubleshooting

If your Deck Oven goes down or is not reaching temp do the following prior to contacting your BMM:

1	Press the reset button.
2	Check the circuit breaker.
3	Check the gas hook up and water control valves.

Note: Ask your trainer for further clarification if needed. Also, refer to the Equipment Manual for more detailed equipment and troubleshooting information.



Proof Only

EB 5: Rack Oven



Operating the Rack Oven

Following are the standard steps to using our Rack Ovens. Review these as you go through training to help you remember all the necessary steps and the correct sequence.

Preheat Oven

- 1 Press **bake**. The bake light and all temperature and time displays come on.
- 2 Adjust the **Set Temperature** by pressing (^ up) or (v down). This will increase or decrease the temperature.

Note:

- The **door** must be **closed** to operate the **Oven Fan** and **Heat**.
- The **Heat on** light is on when the heat is.
- It takes about 20 minutes for the oven to reach operating temperature.
- Closing the vent will heat the oven up faster.



Bake

- 1 Adjust the **Bake Time** (minutes) (^ up or v down). This will increase or decrease the bake time.
Adjust the **Steam Time** (seconds) (^ up or v down). This will increase or decrease steam time.
- 2 If the steam time is set for more than the maximum steam time (25 seconds) the oven will provide steam for the maximum amount of time then pause the rest of the time.
- 3 **Load** oven with the double rack or two single racks. Refer to **JOG** for loading and unloading.
- 4 Press **Timer Start**. The flashing light in the bake time display will stop and Rack rotation will stop at the next load/unload position.
- 5 When baking cycle is complete, (**Bake time 00**), the buzzer will sound and displays will flash. Heat and Rack Rotation continue until you press **Timer Stop**.

Note: Remember, closing the vent will heat the oven up faster.

Off

- 1 Press **Off** and hold in for ½ second.

Note:

- All displays and control turn off.
- Rack Rotation stops immediately, if running.
- The Stack fan (in exhaust system) will stay running for 20 minutes after control is turned off.

Fan

- 1 Press **Fan**. The Fan light and all temperature and time Displays come on.

Note:

- Only Fan is operational.
- The door limit switch is not operational (the door can be opened).
- Bake time and Steam time are not operational.

JOG

- 1 With the bake light on (in Preheat or Bake modes) and with the door closed, press **00**.

The rack rotation device will start turning and continue turning until it stops at the next "load/unload position."



Oven Damper Control

- 1 **Cool down** the oven by opening the **damper**.

When changing to a product which requires a lower baking temperature. Exhausting heat from the oven using the **damper** can cool down the oven.

Preset Values

Note:

- The set temperature cannot be set higher than 650° (280°C).
- When turned on, the set temperature automatically reads 350° (175°C).
- Service Technician can change the readout control from Fahrenheit to Celsius.

Detail Cleaning the Rack Oven

1	Turn the switch on the front of the oven to the “off” position. Allow oven to cool.
2	Wipe the outside of the oven including the handle. Use a towel from a bucket with all-purpose cleaner and hot water. Note: <ul style="list-style-type: none"> ▪ Take care not to use dripping wet towels. Water must not get in control panel of the oven. ▪ Do not use a scrub pad as this will scratch the stainless steel surface of the oven.
3	Polish exterior with Medallion, or similar, sprayed onto a dry towel.
4	Sweep out loose crumbs.
5	Clean the sides of the inside of the oven. Use a towel from a bucket with all-purpose cleaner and hot water. Let the solution sit for one minute.
6	Rinse thoroughly to remove cleaning agent; use a clean towel from a bucket of just hot water.
7	Clean the floor. An oven cleaner may be used to loosen stubborn debris. After applying cleaner, allow chemicals to act, then mop with a clean, wet mop.
8	Rinse floor with a very clean mop and hot water. No residue should be left behind. Steam cycle may also be activated to help remove residual chemicals left behind.

Note: Always use caution when using chemical cleaners. **Read product safety instructions.**

Weekly Maintenance

- Check the door gaskets – they must be intact, in place and clean.
- Make sure the door handle and door hinges are firmly in place, not loose (notify the bakery-cafe manager or BMM for repairs if needed).
- Check for leaks – including steam leaks.
- Run a steam check; put an empty rack in oven and set steam for 20 seconds to see if steam gathers on rack.

Safety

- The oven will be **HOT** when it is in use. Use Caution when working with or around the oven!
- Racks are very hot! Use caution when moving racks in and out of oven.
- Turn oven off immediately and **don't open the door** if the odor of gas is present.
- Turn off oven if you ever hear popping sounds.



Basic Troubleshooting

If your Rack Oven goes down or is not reaching temp do the following prior to contacting your BMM:

1	Press the reset button.
2	Check the circuit breaker.
3	Check to ensure fan settings are programmed properly.
4	Check the gas hook up and water control valves.

Note: Ask your trainer for further clarification if needed. Also, refer to the Equipment Manual for more detailed equipment and troubleshooting information.

EB 6: Proof Box



Proof Box Overview

The purpose of the Proof Box is to create a warm, moist environment that allows yeast products to rise to a specified height prior to baking. The warm temperature of 90° causes the yeast to become active, releasing gases and making the dough rise.

The relative humidity of 90% allows the outer surface of the dough to remain elastic, so that it stretches easily as the product rises. Having the proper temperature and the proper humidity is critical to the proofing of all our products.

When a yeast product “proofs” it literally “proves that it can rise”. In other words, the yeast is working and doing the job. When a product does not “proof”, it does not rise because something is wrong with the yeast.

Relative Humidity means the moisture in the air is relative. The humidity percentage depends on the temperature of the air. For example, if the air temp is 50° and the relative humidity is 75%, there is actually much less moisture in the air than if the air temperature is 90° with relative humidity of 75%. Warmer air can hold more moisture.



Operating the Proof Box

- 1 Turn the Control or Fan switch on. This switch starts the operation of the entire Proof Box.
Note:
 - The Control switch turns on the thermostats. The thermostat settings should not be used to turn the Proof Box on or off.
 - One thermostat will control the humidity in the Proof Box and the other will control the heat.
 - Indicator lights next to each thermostat will come on to indicate when the thermostat is calling for heat or humidity.
 - The light will go off when the temperature and humidity has met the thermostat setting: 90°F with 90% humidity.
 - Always keep the Heat temperature higher than the Humidity temperature or droplets of water will fall on the floor.
- 2 Turn the Control or Fan switch off. This switch will shut down the operation of entire Proof Box.

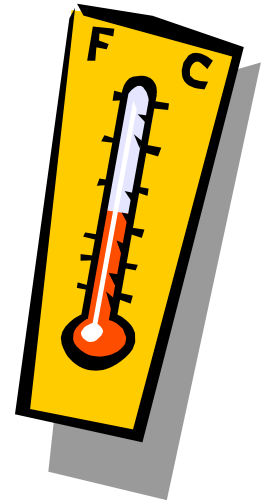
Detail Cleaning the Proof Box

1	Turn the power to the Proof Box to the "off" position.
2	Leave doors open to allow the Proof Box to cool and the humidity to escape.
3	Open access panel to expose the filter (access may vary depending on model), remove filter for cleaning. Spray with hot water, this will clean/kill any bacterial growth on the filter.
4	Wipe the inside and outside of the Proof Box including the handles. Use a towel from a bucket with all-purpose cleaner and hot water. Note: Do not use a scrub pad as this will scratch the stainless steel surfaces of the Proof Box.
5	Check spray nozzles for calcium build up. If they are clogged, soak the nozzles for 30 minutes in Lime-A-Way* to remove any build up. (*2 parts water to one part Lime-A-Way mixture.)
6	Clean drain pan. Note: After cleaning the drain pan, a diluted bleach solution can be poured down the drain to remove any additional bacteria growth.
7	Rinse all surfaces with clean towel and hot water only. No residue should be left behind.
8	Sweep floor.
9	Mop with a clean, wet mop. Leave doors open to allow the Proof Box to air dry.

Note: Always use caution when using chemical cleaners. **Read product safety instructions.**

Weekly Maintenance

- Check the door gaskets – they must be intact, in place and clean.
- Make sure the door handle and door hinges are firmly in place, not loose (notify the bakery-cafe manager or BMM for repairs if needed).
- Check that control dials are working properly – test this by switching on power, then set both temperature and humidity to 90 (90° for temp 90% for humidity).
- Look at the seal on the floor around the Proof Box, it must be intact with no standing water on the floor (notify the bakery-cafe manager or BMM for repairs if needed).
- Inspect the floor around Proof Box for leaks (notify the bakery-cafe manager or BMM for repairs if needed).
- Check the temperature for accuracy; compare the wet bulb and thermometer (hygrometer) located inside the proof box for actual humidity and temperature settings.



Safety

- Prevent slips and falls by keeping floor dry at all times.

Basic Troubleshooting

If your Proof Box goes down or is not reaching temp/proper humidity do the following prior to contacting your BMM:

1	Check the temperature setting. The temperature should be set on 90° with 90% humidity.
2	Check the circuit breaker.
3	Check to see if the spray nozzles are not clogged with calcium build up. If they are clogged the nozzles must be soaked over night in lime away.

Note: Ask your trainer for further clarification if needed. Also, refer to the Equipment Manual for more detailed equipment and troubleshooting information.



Proof Only