



The Frugal Steward

Tips for Great Service,
Maximizing your Budget, and
Excellent Operations

A customer is the most important visitor on our premises, he is not dependent on us. We are dependent on him.

He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it.

We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.

~ *Mahatma Gandhi*

We are visitors on our customer's premises. We are the guests in their home.

Let's treat it with respect and courtesy.

We wrote this little book to offer insights into taking a fresh look at your operation, to help continue to improve our customer service, and to do it by working smarter and sharing with one another what we have learned.

We hope you will take the time to teach your crew whenever you have the chance. Every one of us had the chance to move up because someone else took the time to help us. Be generous with what you know.

If you have an idea, we'd love to put it in the next edition of the Frugal Guide and give you credit.

Thanks!

How do YOU define Great Service?

Think about what YOU expect when you enter a restaurant, a hotel, or a store. How do you want to be treated?

What experiences stand out in your mind in a positive way?

Isn't it always the friendly, efficient and caring person that you remember the most?

Service is personal. It is how we treat each and every person we meet each and every day.

A huge part of SONOCO's service is keeping our customer's house neat and clean. For example, let's think about that dining room. And all the stuff in it. 😊

Pretty hard to keep clean isn't it? Think how much easier to achieve our goal if we had a little less inventory on those shelves. Who really needs 19 bottles of chocolate syrup, anyway?

So, about that inventory. Wouldn't your life be easier if you had the right amount? What you really need?



Well, what IS the right amount, anyway?

It depends.

And that is where your knowledge, experience, expertise, and your professionalism matter the most.

No two platforms are the same, and so while one may eat hot sauce like crazy, another may avoid it like the plague. But they love peanut butter. And so on.

It is up to US to be aware of that, and to use our skills and judgement to adjust. Every time you order.

Sorry, we're getting preachy. Let's get on to the tips.

Look Before You Leap!

Check your inventory and see what you have. Look in those cabinets.



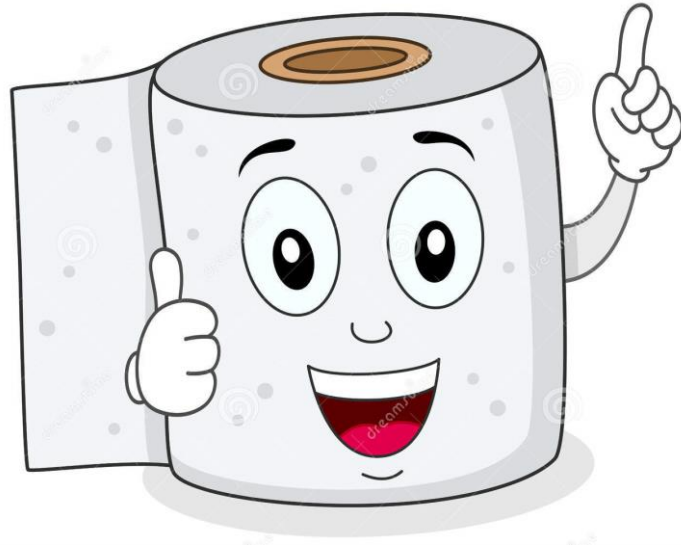
Check those cereals. Which ones are the movers? Order those. The slow movers? Maybe hold off until the next order. Or the one after that.

How about the eggs? Do you have enough? About a dozen per person per week is what you should have on hand.

Go down the hall or upstairs where the janitorial supplies are. Maybe in the bathrooms too?

Overstock of chemicals and paper is a problem. You can't order properly and they can't clean well around all that stuff.

And often, they don't. :-)



Hi. I'm toilet paper.

Please don't forget me when
you order?

Thanks.

Order from your menu

This is a real opportunity to make your life easy on grocery day. Just order what you know you'll be serving. Not serving liver? Don't order it.

Liberate that freezer space.

Freedom for your freezer space!

And less lifting for all.

And less clutter too.

**THERE ARE NO
TRAFFIC JAMS ALONG
THE EXTRA MILE.**

~ ROGER STAUBACH

Make a List of your Overstock Items

Keep the list handy and check it when you order.



By not ordering each week, you work it down to the right level.

Work them into your menu.

You can make killer baked goods with most of the cereals that are sitting on your shelf.

Yeah, we're looking at you, Mueslix.

Base your order on POB

Know the number of people you'll be ordering for and base the order on that.

For example, a two week order for 30 people should be about \$10,000 or less.



Make your roux in the oven. It costs about a fifth of the pre-made, and it's super easy. Oh, and it never scorches. Here's how:

- 1) Put flour and oil in a black skillet and into the oven at 325 - 350F
- 2) Check every hour or so; stir well with a wire whip. Return to oven
- 3) When it starts to darken, check every half hour or so
- 4) Cook to the desired color
- 5) Remove and store until needed

Order Online

Know your cost as you order.

SONOCO Online - Mozilla Firefox

sonocoweb.sontheimeroffshore.com/orders/summary.php?cartid=TEST1

SONOCO SHOPPING CART SUMMARY

Meats	455.40
Produce	167.45
Dairy	259.06
Frozen	129.96
Beverage	284.72
Condiments	57.77
Paper	162.20
Buyouts	0.00

CART TOTAL	1,516.56

ITEM	DESCRIPTION	UNIT	QTY	PRICE EXT
131130	Egg Roll, Shrimp & Pork (4 ct)	Each		4.45 0.00
131131	Lasagna, Shouffers (21oz)	Each		4.30 0.00
		Each		2.91 0.00
		Each		4.42 0.00
		Each		4.02 0.00
		Each		8.68 0.00
		Each		8.68 0.00
		Each		8.68 0.00
		Each		8.68 0.00
		Each		4.02 0.00
		Each		3.61 0.00
		Each		3.02 0.00
		Each		20.27 0.00
		Each		31.30 0.00
		Each		11.73 0.00
		Box		4.25 0.00
		Each		4.25 0.00

Convenience Items

Let's be honest. Yes, those pizzas are easy to use and so are the jars of roux, canned biscuits and instant potatoes.

But they don't compare to a scratch made biscuit or real mashed potatoes. We do our customers no service when we choose those items. They're just more costly.

So why carry them? Mainly for when extra people show up and you have to have those mashed potatoes now.

And then we also have items for our customers who don't have a cook on their location.

But us? Well, we're professionals, and that's our chosen career. We show it by making all of these great items ourselves. Not by opening a box and adding water.

And that's what separates the pros from the "cons" if you'll pardon the expression.

~~Convenience
FOODS~~

Q:

How much more does canned chicken cost than our whole fryers?

A:

Nearly $2\frac{1}{2}$ times as much per ounce served.

**Bonus question:
Which one tastes better?**



Buyouts

Try to avoid them as much as you can.

If an item isn't stocked then it is an additional cost to our customer.

If it's something the customer wants, let them know. If it's something you think you need, let's talk.

If it is something you think will be popular on the menu, let's work to find a good substitute. Let's help our customer.



We're hung up on numbers.

So often we see that what's being ordered is 12 of this, 12 of the next item, then 12, 12, 12, and on down the entire page. That can't be right can it?

Check your stock and order what you need. It frees up space and makes your job easier when it comes time to order again.



When I have a leftover item I always try to work it into another meal. Pork roast for a stir-fry. Or spaghetti sauce into a lasagna. That gives me an extra entrée to run without breaking out another meat.

Lionel Neal
Steward, Independence Hub

Prepping for Success

It's not just what you put on the serving line, but what you do **BEFORE** that counts.

Everything we do leading up to that meal we serve - every potato peeled, every tomato sliced - results not only in a great meal but a great cost. It is **both** of these, together, that make for a great operation.

**Whatever your life's
work is, do it well.**

**A man should do his job
so well that the living,
the dead, and the unborn
could do it no better.**

- Dr. Martin Luther King, Jr.



PEELING POTATOES

Use a peeler, not a knife. According to the U.S. Navy:

A knife takes 30% longer to do the same task.

It also results in nearly twice as much waste.



CHILL JUST CHILL

Are you using safe thaw procedures?
Keep foods cold while they thaw.

- ✓ Thaw in the refrigerator.
- ✓ In a pan on the bottom shelf.

The tighter your storage space, the more important it is to be organized.

It is never a good practice to thaw food outside of refrigeration.

If necessary, thaw in a pan under very slowly running water.

ICEBERG LETTUCE

Keep it green longer. Here's how:

Whether you're making salad or prepping for sandwiches and burgers, soak it in an ice water bath with about an ounce of salt for 10 minutes or so.

Drain well and then put in a fresh plastic bag. A small can liner works great for this.

Gently squeeze out the excess air and twist the top closed.

LETTUCE.2

Romaine lettuce can be prepped and kept the same way as iceberg.

A word about yield: Romaine is almost entirely edible and tasty.

Cut down until there's barely a small stub left.

By the way, the really dark outer leaves make a great garnish for your serving line too.



**WELL DONE IS
BETTER THAN
WELL SAID.**

BENJAMIN FRANKLIN

TAKE STOCK

Or, make it we should say.

Don't toss those onion scraps, carrot tops, chicken bones and trimmings. Use them to make fresh stock for your meals.

That's what the finest restaurants in the world do, and it's what our moms did (if you grew up poor like some of us did).

Nothing beats the taste of a gravy or gumbo made with fresh stock. Canned broth just doesn't cut it next to a fresh stock.

And it makes the galley smell great too.

PROCEDURE:

Fill a stock pot (12 or 20 quart) about 2/3 full with water.

Put your bones and any meat trimmings into a stockpot. If cutting chickens, add the backs, skin flaps, fat, neck and so on. If beef or pork then do the same. Bones are key here. Use them.

Add bits of leftover onions, celery (including the base) and carrots from your day's prep. Add the parts you normally wouldn't serve; they're full of flavor. Don't add bell pepper or tomato as they change the flavor profile.

Add water to stockpot and bring to boil.

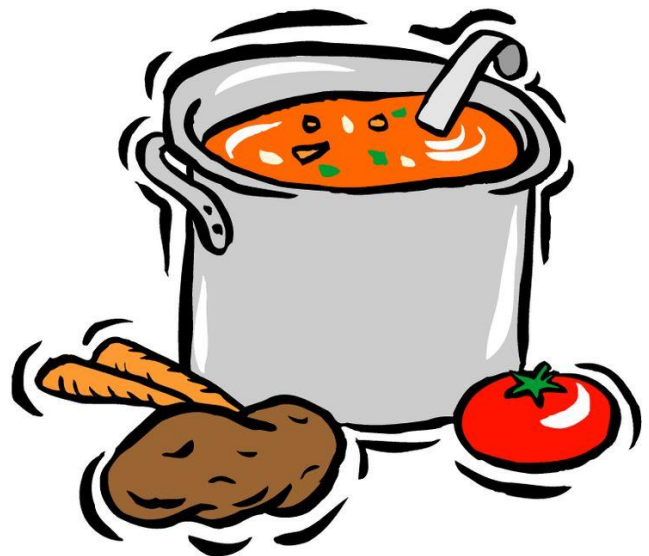
Reduce to a simmer and let it cook for a long time - hours if you like at a slow simmer. Taste but don't add salt, which should be added when used in cooking.

Remove the stock pot and strain through a china cap or a fryer strainer filter.

Return it to the stove and reduce the liquid to about half its original volume.

Transfer to smaller containers and refrigerate or freeze.

Use whenever you need broth for gravy, soup, gumbo, etc.



Other Notes:

Keeps refrigerated 5 days. Or freeze in small containers, pop out and put in bags for easy use as needed.

For example, to make a small batch of gravy, grab a few cubes and incorporate them into a roux.

To season some greens or green beans, grab a few chicken cubes and toss them into the pot.



TOMATOES

If you save the first slice of tomato, that's nearly 8% of your tomatoes!

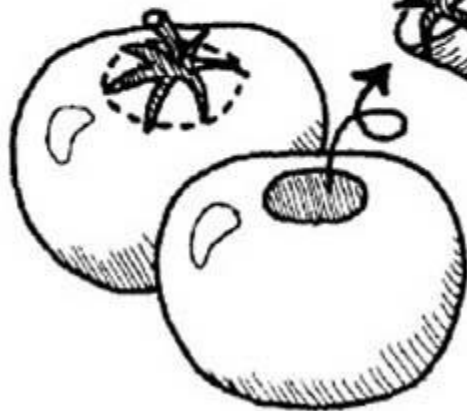
Instead of lopping off the first slice and tossing it in the trash, first core the tomato with a paring knife.

Then take a thin, thin slice just below the skin. Discard it. Slice as you normally do. You have a perfectly usable, extra slice of tomato.

If you use 10 pounds of tomatoes per week, you just saved 23 slices a week - over 1,200 slices per year, or 80 lbs.



Insert
paring
knife
diagonally.



Cut
out
stem.

Eggs and the Frugal Steward

A great operator doesn't put scrambled eggs on the line. Why?

Three reasons:

- 1) Eggs to order are a better product and just better service.
- 2) They dry out and can turn green. And we're not Dr. Seuss. 😊
- 3) It's wasteful. We do the math on the next page.

If you put eggs on the line and have only 3 eggs left over at the end of the meal that are thrown away, here's how that works out:

3	eggs
365	days
<u>1,095</u>	<u>eggs per year</u>
91	dozen eggs thrown away

So, just by offering better service, you saved the customer more than 90 dozen eggs a year.

If you throw away more each day - and that's likely even on a small job - then the savings are even bigger.

More about breakfast?

Sheesh! Sorry to go on and on about breakfast, but it is a great place to offer a great experience and to run a great cost too.

We said "Great" three times in that sentence so you know it's got to be important.

Here are some other thoughts to help you make the most of your breakfast menu, keep our customers happy, and run a great cost in the bargain.

YOU CAN MESS UP IN A
LOT OF OTHER COST
AREAS AND MAKE IT UP IN
BREAKFAST.

BUT IF YOU LOSE ON
BREAKFAST, THEN YOU'VE
PROBABLY LOST THE
WHOLE DAY.

WAYNE DORSEY

Biscuits

While we're talking about breakfast, we just want to mention that a canned biscuit costs more than **4 times** as much as a fresh made biscuit from a high-quality biscuit mix.

Which is what we have: A high-quality mix.



Pre-Made



Fresh Made

Sell those pancakes like, well, like hotcakes...

We talked about no eggs on the line. How about pancakes? Same thing - serve to order. You'll never throw away a single pancake.

And, it's a chance to do something different. Chocolate chip pancakes? Blueberry?

Put some hot syrup and melted butter on the serving line (where the pancakes might have been).

S.O.S.

There's a reason we call it that. So are you serving it day in, day out and then tossing it out because you have one customer who loves it?

Try this instead:

Make a small batch, keep it chilled. It'll keep for almost a week (5 days).

When that one customer who loves it comes in, heat a little for him or her and serve.

They'll appreciate the extra service, and you the cost savings.

Variety is important but...

Too much doesn't help and it can hurt. Don't go crazy with breakfast meats. Sausage and bacon are an everyday expectation.

Save those ham steaks, smoked links, and other specialty meats for a "Sunday special" breakfast.

So what do you put out in its place?

Do a rotating item every day. That keeps your menu interesting and the customers looking forward to coming in without knowing what to expect:

Here are some ideas:

- Hot apple crisp or a hot peach or fruit cobbler
- Fresh bran and banana muffins
- Grilled cheese, grilled ham & cheese sandwiches
- Breakfast burrito
- Egg and muffin sandwich
- Huevos ranchos
- Loaded cheese grits (with bacon)
- Corn cakes (made from a standard cornbread recipe)
- Quiche. Seriously. Easy and good.
- Hash brown casserole

“Stay focused, go after your dreams and keep moving toward your goals.”

LL Cool J

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Things you can do with Ground Beef

- 1) Porcupine meatballs in gravy
- 2) Meatball stew
- 3) Beef pot pie (stew in a crust)
- 4) Mock filet mignon with bacon
- 5) Meatball Stroganoff
- 6) Braciola with sausage (ask us)
- 7) Swedish meatballs
- 8) Hamburger steaks in gravy
- 9) Beefy baked beans
- 10) Deep dish pizza
- 11) Taco soup
- 12) Hot dog chili
- 13) Cincinnati style chili spaghetti
- 14) Asian lettuce wraps

- 15) Ginger beef and broccoli
- 16) Taco salad
- 17) Enchiladas
- 18) Burritos
- 19) Tortilla pie
- 20) Italian meat loaf
- 21) Cheeseburger baked potatoes
- 22) Heart spinach beef frittata
- 23) Sweet & Sour meatballs
- 24) Cheesy stuffed meat loaf & roasted potatoes
- 25) Meatball kabobs
- 26) Spicy meat pies
- 27) Beef & pineapple tacos
- 28) Beef & biscuit casserole
- 29) Working Man's Beef Wellington (in puff pastry crust)

- 30) Meatball subs
- 31) Korean beef bowl

Got leftover meat loaf?

- 32) Stuffed peppers
- 33) Cabbage rolls
- 34) Patty Melt with grilled onions
- 35) Rice dressing
- 36) Spaghetti sauce
- 37) Classic Chili with beans
- 38) Chili mac & cheese
- 39) Lasagna
- 40) Lasagna roll ups
- 41) Sloppy joes
- 42) Dirty rice
- 43) Pizza topping
- 44) Shepherd's pie
- 45) Taco meat Chili pie

- 46) Cheeseburger macaroni
- 47) Tamale pie
- 48) Cheesy stuffed French bread
- 49) Beef pot pie
- 50) Salisbury steak & gravy
- 51) Taco stuffed loaded potato
- 52) Chili cheese French bread
- 53) Pizza patty melt
- 54) Taco lettuce wrap
- 55) Sloppy Joe tacos
- 56) Stuffed zucchini
- 57) Taco lasagna

Remember proper sanitary procedures

- ✓ Quick-chill in small batches.
- ✓ Reheat quickly to serving temp

When doing your order, get up
off your keister and see what
you've got.

How can you order if you
don't know what you have?

Randy Jablonowski
Steward, VK 826

STEAK DAY IDEAS

A high point of the week for our customers. And the most predictable too: Steaks, maybe some chicken and burgers, baked potato, mushrooms, onions, broccoli. Right?

Sure we have to do most of these things because it's tradition, it's popular, and it's expected.

But not everyone wants to get stuck in that same old rut.



Prepare a **great** steak.

“LEAVE IT ALONE. JUST LEAVE IT ALONE. MAGIC STUFF IS GOING ON IN THERE.”

- ANTHONY BOURDAIN

Good advice from a guy who knows how to make a great steak. Here's ours:

Don't marinate it in things. Don't rub stuff on it. Don't add tenderizer. We use Choice Angus. It doesn't need it.

About an hour before cooking, set the steaks out to come to room temperature.

Salt generously but don't overdo it. And do it just before putting on the grill.

Grill them. Don't overload the grill. You end up with steamed steak, which sucks.

Turn the steak over once. Just once. Don't poke it, prod it, smash it and mess around with it.

You're done.

And now, the rest of the steak night story...

Add some pizzazz to your steak day. Change up the sides a little. And those same old, tired burgers? Maybe it's time to offer something more interesting.

Here are some proven ideas that our customers love, and that will boost your bottom line at the same time:

Kabobs - basically steak on a stick, except with some veggies.

Pork filet - our bacon wrapped filet is an outstanding alternative and some prefer it to steak.

Jazz up a chicken breast. Don't just grill it. Make kabobs, toss it in lemon pepper and grill it. Blacken it. Top it with creole sauce, lemon butter, or toss it in garlic parmesan butter. The list goes on.

Or just a simple seafood dish. Steak night is expensive, so you want to entice

your customers away to something tasty but not necessarily costly.

How about blackened tilapia? Top with a creole sauce, blacken it, or prepare as we suggest for the chicken dishes.

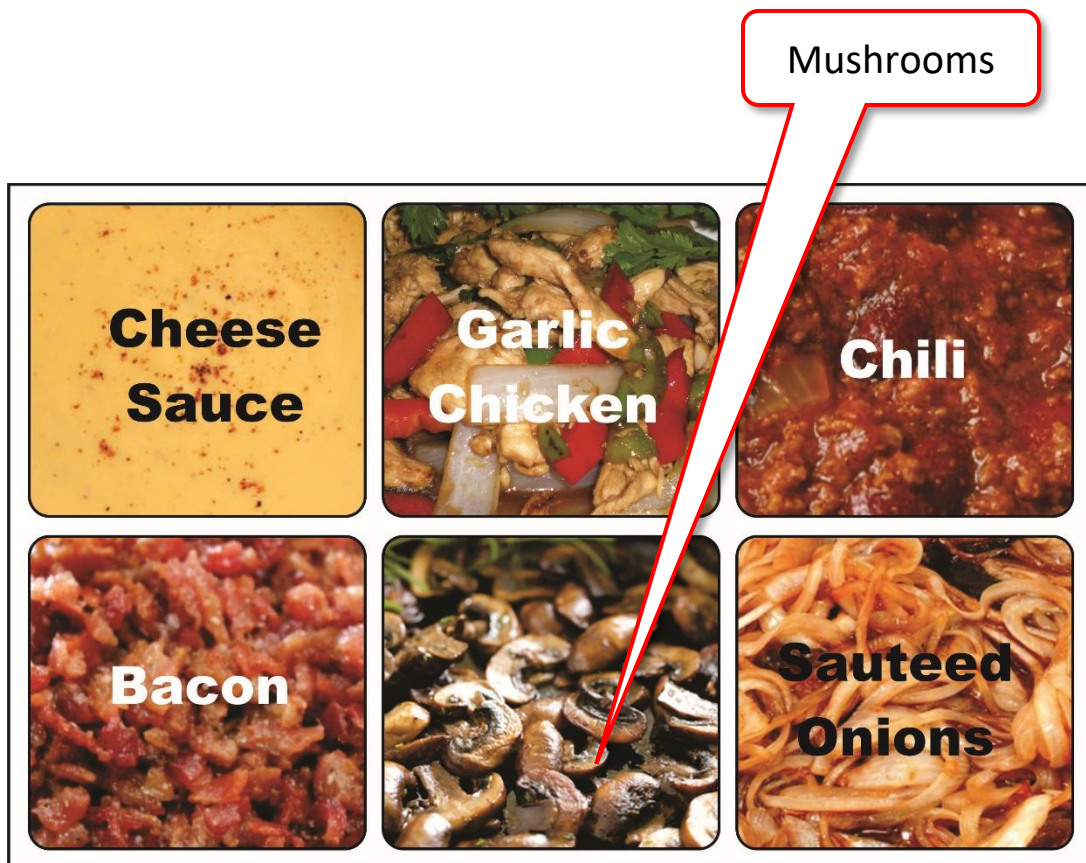
Maybe a shrimp creole using smaller shrimp? Or scampi with angel hair pasta.

Quiche. Seriously. Back in the 80's we served it and got a bunch of laughs. But you'd be surprised at how many people loved it. You make one 8" pie from mostly your breakfast omelet items, cut it in 8 portions and someone will like it. And it's different, healthy, tasty, and low cost.

Potato Bar

What's better than a loaded potato? A potato bar filled with good stuff so our customers can load their own.

Here is a sample setup in a single well serving line. Keep it interesting.



**A PERSON WHO NEVER MADE A
MISTAKE NEVER TRIED ANYTHING
NEW.**

ALBERT EINSTEIN

Taking Sides...

It truly is the sides that make the meal. In fact, a National Restaurant Association survey found that 38% of people returned to a restaurant because of a side they really liked.

Offer colorful, eye catching items and fresh vegetables. For example:

Grilled fresh zucchini and squash is super easy. Slice both in $\frac{1}{4}$ " rounds; julienne bell pepper and onion and toss it all in oil with salt and pepper.

Grill on the flat grill or in a skillet until they begin to take on just a bit of color and the onions and peppers are wilting.

Variation: Ratatouille (ra-ta-too-ee)
Add stewed tomatoes, or fresh tomatoes that are otherwise going to waste, parmesan cheese and Italian seasoning.



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Things you can do with Leftover Chicken

There are so many ways to prepare chicken, Chef Auguste Escoffier the father of modern cuisine, said he could prepare it every day for a year and never repeat it. And he did.

This isn't 365, but it's a start. None of them call for boneless breast.

Leftover, left on the bone:

- 1) Fricassee
- 2) Smothered with onions
- 3) Chicken & Sausage stew
- 4) Cacciatore
- 5) Chicken & mushroom gravy

- 6) BBQ (finished in the oven)
- 7) Chicken scampi
- 8) Chicken spaghetti
- 9) Chicken in Diablo sauce
- 10) Bacon, broccoli and chicken in pasta Alfredo with green peas
- 11) Smothered chicken (using leftover fried chicken!)
- 12) Sautéed in chili sauce over rice
- 13) Chicken, bacon & spinach pasta with garlic butter sauce
- 14) In cheese sauce with fiesta rice

Leftover, deboned:

- 15) Chicken salad
- 16) Chicken salad with walnuts & grapes
- 17) Curried chicken salad

- 18) Chicken a la King
- 19) Chicken tetrazzini
- 20) Chicken Noodle soup
- 21) Pot pie
- 22) Enchiladas
- 23) Chicken and dumplings
- 24) Gumbo
- 25) Taco filling
- 26) Enchiladas
- 27) Sloppy Joes
- 28) BBQ sandwiches
- 29) Gumbo
- 30) Jambalaya
- 31) Chicken & rice soup
- 32) Cream of chicken
- 33) Chicken lo Mein
- 34) Chicken veggie stir-fry

- 35) SONOCO chicken wraps
- 36) Chicken sausage jambalaya
- 37) Broccoli chicken Divan
- 38) King Ranch chicken
- 39) White chicken chili
- 40) Sesame chicken salad
- 41) Chicken pot pie with biscuit
crust
- 42) Chicken creole
- 43) Chicken etouffe'
- 44) Garlic pasta with chicken
- 45) Chicken spaghetti
- 46) Fajitas
- 47) Chimichangas
- 48) Chicken croquettes
- 49) Chicken & mushroom chowder
- 50) Chicken chowder

- 51) Grilled chicken Cordon Bleu sandwiches
- 52) Tortilla soup
- 53) Chicken & pasta Alfredo
- 54) Chicken lasagna
- 55) Curry chicken over rice
- 56) Chicken & Cabbage fried rice
- 57) Quesadillas
- 58) Hot or cold lemon pasta salad
- 59) Mexican taco chicken wraps
- 60) Broccoli & chicken Alfredo with penne or rotini
- 61) Chicken stroganoff
- 62) Sausage, broccoli pasta with chicken and cream sauce
- 63) Buffalo chicken mac & cheese
- 64) Garlic chicken over pasta

- 65) In lemon butter sauce with mushrooms over rice or pasta
- 66) Chicken tacos with Asian slaw
- 67) Flautas
- 68) Sour cream chicken enchiladas
- 69) Orange sesame chicken sandwiches or wraps
- 70) Shredded chicken marinara sub
- 71) Bacon-ranch enchilada casserole
- 72) Pot pie with cornbread topping
- 73) Ginger chicken & broccoli

**“IT’S NOT ABOUT WHAT YOU’RE
CAPABLE OF. IT’S ABOUT WHAT
YOU’RE WILLING TO DO.”**

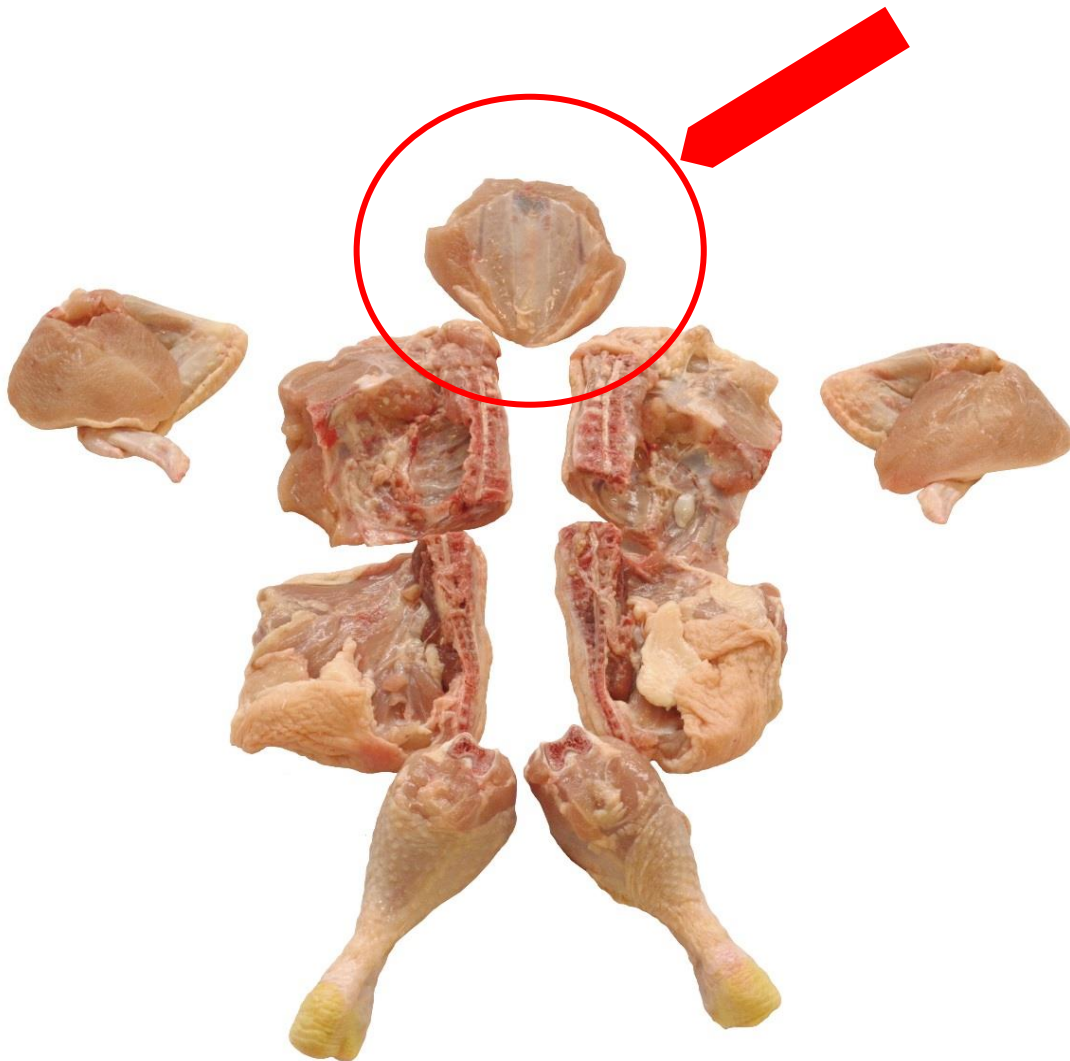
MIKE TOMLIN

**“ONCE YOU LEARN TO QUIT, IT
BECOMES A HABIT.”**

VINCE LOMBARDI JR.

More on chicken:

The largest chicken chain in the U.S. cuts their chicken to get a 3rd breast piece. It's called a "keel" and the photo below shows that it's simply a cut across each breast piece and into the cartilage.



Refried Beans

At 4 times the cost, there's no reason to ever buy canned. A quick recipe:

Per pound of pinto beans, add 2 tsp salt, 2 oz. oil. Add water an inch over beans. Bring to a boil; reduce to a simmer until tender. Add water as needed.

Drain beans but reserve some liquid. Mash in a mixer or with hand mixer. Add liquid if you need during blending. Serve.

You can use your leftover pintos the same way.

This recipe costs about $\frac{1}{4}$ what a can of refried beans does.

Enchilada Sauce

Here's another quick and easy one, made from ingredients already on hand and better than canned.

- $\frac{1}{4}$ cup cooking oil
- 3 Tbsp flour
- 3 Tbsp chili powder
- 1 tsp ground cumin
- 1 Tbsp paprika
- 2 cups water
- 1 can tomato sauce (15 oz. can)

Combine oil, and spices in saucepan and cook a few minutes. Add flour and cook another minute. Add tomato sauce and water. Bring to boil and then simmer about 10 minutes. That's it. Serve.

Sweet & Sour Sauce

This is probably the easiest sauce to make and is excellent for all kinds of dishes. Makes about 3 $\frac{1}{2}$ cups

1 cup	vinegar (cider is better)
1 cup	sugar (can use brown)
1 $\frac{1}{2}$ Tbsp.	salt
$\frac{1}{2}$ cup	orange juice
$\frac{1}{2}$ cup	pineapple juice
$\frac{1}{2}$ cup	tomato paste
	cornstarch & water

Combine everything but cornstarch and water in a pan. Bring to a boil and then reduce to a low simmer about 5 minutes.

Thicken a little with the corn starch.

“Have a vision.

Be demanding.”

General Colin Powell

When it's all on the line...

What pans are you using? We tend to use a big old pan and fill it up so we don't have to mess with it during meal time. But product gets cold, looks terrible by the end of the meal and then you throw away the excess.

Next time you reach for a pan, think about these things:

How will the product look in it? Not just at first, but after a few guests have served themselves.

Do you have to cook extra to fill that pan? That leads to waste.

Let's walk through a new way of looking at that serving line, and how to improve on it, with almost no effort.

First, let's make sure we're using the same language:

Full pan: 1 pan will fill a well

Half pan: 2 pans to fill a well

Third pan: 3 pans to fill a well

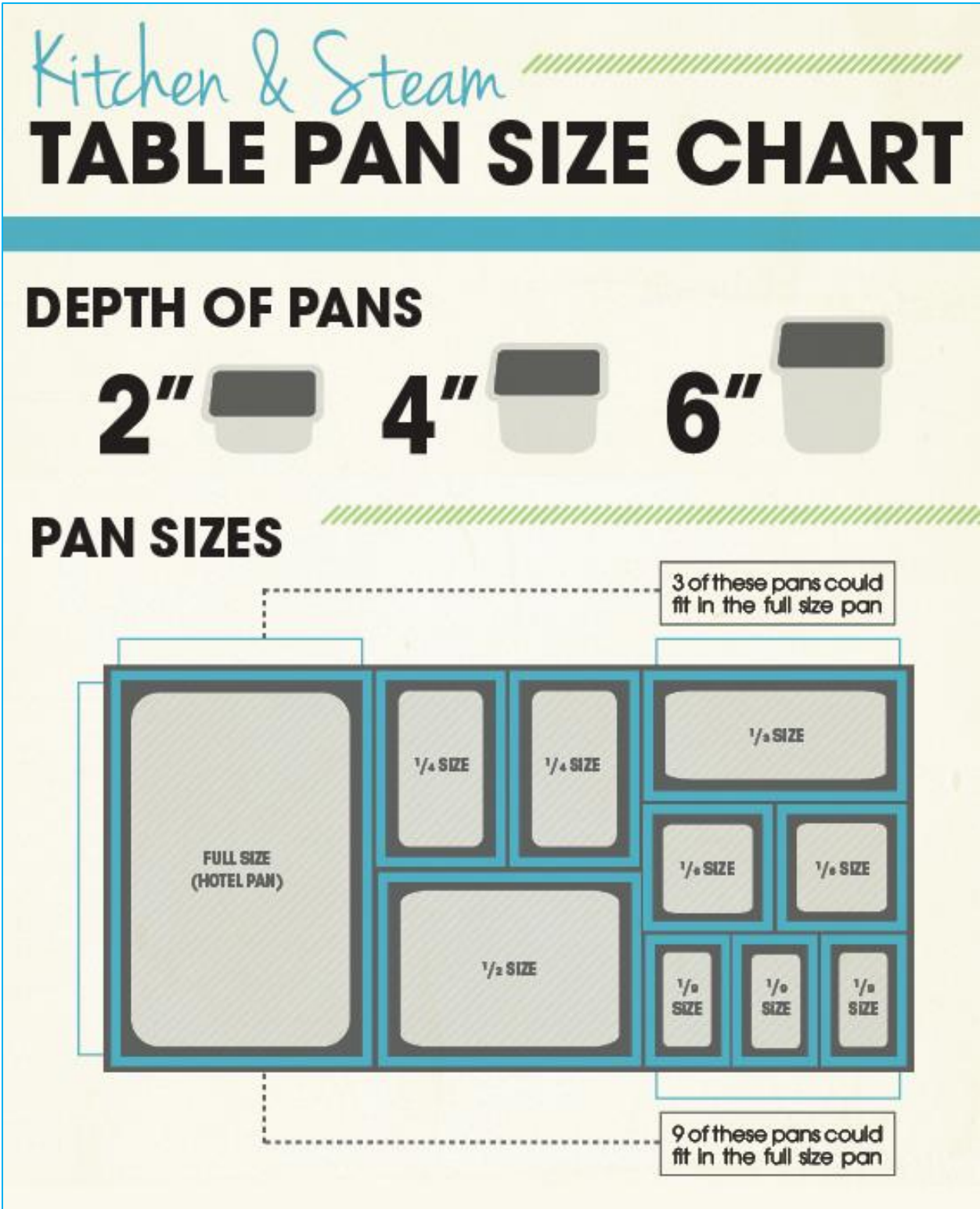
Fourth pan: 4 pans to fill a well

Sixth pan: 6 pans to fill a well

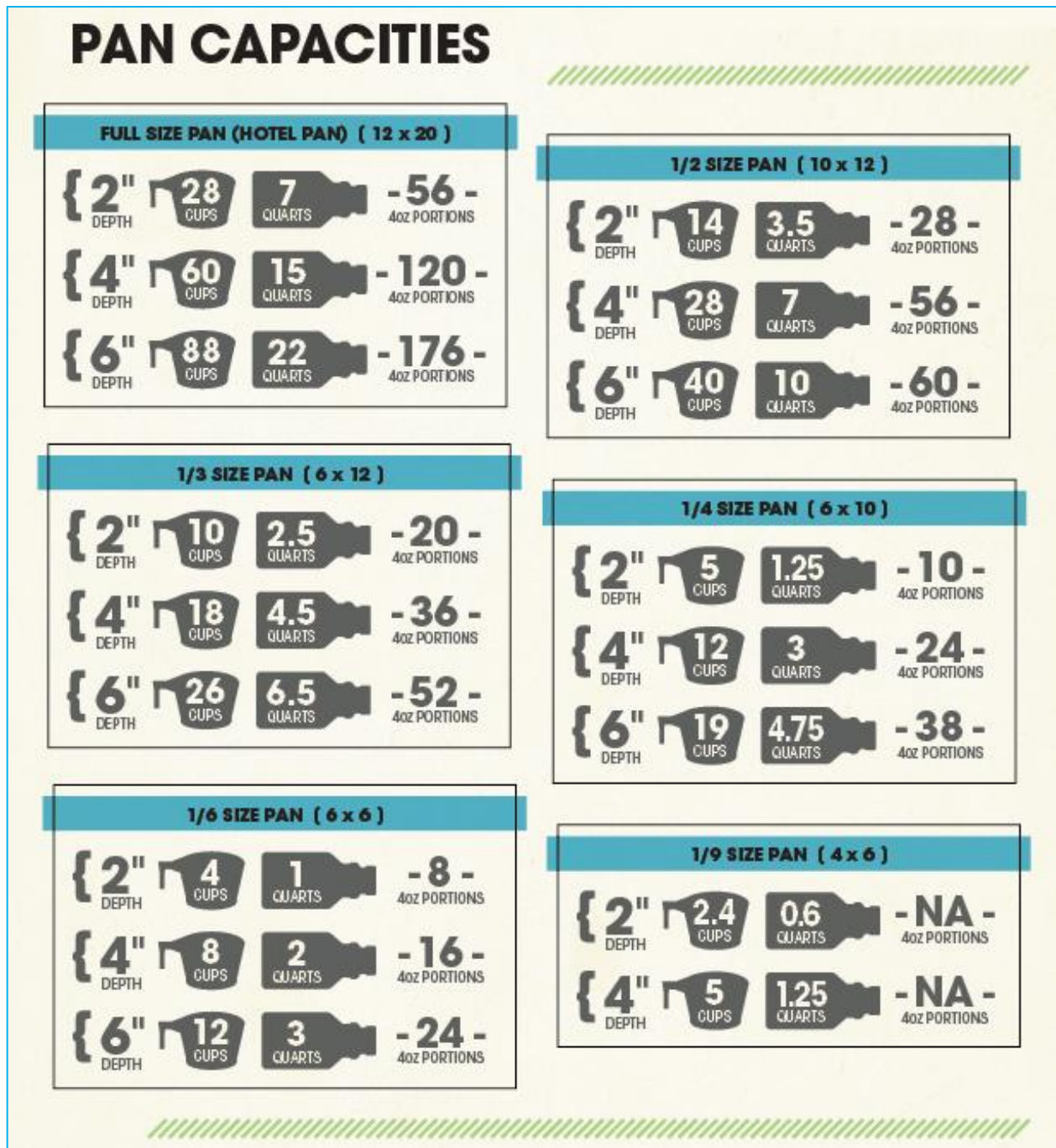
Ninth pan: 9 pans to fill a well

They come in all several different depths, but the commonly used ones are 2, 4, and 6 inch depth. That's what we use.

Here's a chart of the sizes:



This chart shows how much product each pan can hold. More on this to follow.



Here's a real world example of pan capacity. The picture below shows three one-third pans: 2, 4 and 6" deep.

A 2 inch pan will hold about 5 (#303) cans of product; enough for most meals.

A 4 inch pan will hold about 10 cans.

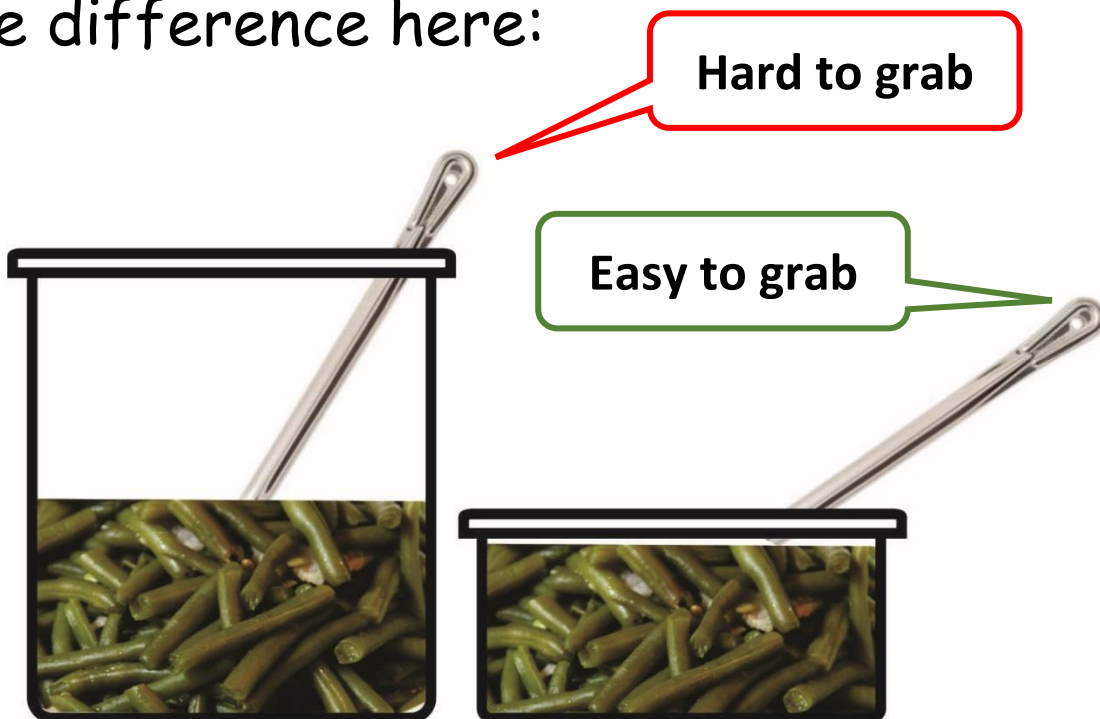
And then there's the 6" pan. It will hold over about 18 cans!



So when do you need a 6" pan? Almost never. There really isn't a good use for them on the serving line (although they're great for prep and storage).

For all but the largest crowds, you want to use a 2 or 4 inch deep pan.

Plus, they're easier for the customer to reach into and serve from. You can see the difference here:



Especially with fried foods, you don't want to over-fill. It causes food to steam and lose its crispness.

Put in a drain grate, work in small batches and keep it fresh.

Overfilling really applies to any item, and good managers maintain the look of their line throughout the meal.



**If you won't use something in
the next 30 days, don't order it.**

Jim Ruquet
Steward, EC 373

Keep Your Balance

Is your menu balanced? Not just nutritionally, but is it top-heavy with heavy entrees? Consider:

A creative casserole at one meal each day is a cost-effective opportunity to offer comfort food that will be enjoyed.

Creative potato dishes are always a good complement to an entrée and often can be incorporated into a dish.

A simple pot roast with skin-on red potatoes and a natural gravy is always popular and uses lesser - and leaner - cuts of meat.

A balanced meal should also include a nice choice of starches including potatoes, pasta, grains, and beans (legumes).

Also consider polenta. Easy to make, it's nothing more than yellow corn meal, cooked low and slow in chicken stock with some butter and cream. Call them grits with a fancy name or a college degree.

People pay top dollar for it in good Italian restaurants.

You can chill it, then grill it too. As shown here.



And don't forget the sweet potatoes. Simply baked and with cinnamon and butter available, you'll be able to offer a great option for even one or two people with no effort at all.

Use the unserved portions in a pie, muffins, or even cake or pancakes.



SWEET POTATO PANCAKES

- 1 lb. *baked sweet potatoes, mashed well and cooled (at least room temp)
- 2 Cup flour
- 4 tsp baking powder
- 1 tsp salt
- ½ tsp nutmeg
- 2 eggs, beaten
- 2 Cup milk
- ¼ Cup oleo, melted

Mix wet ingredients in a bowl. Mix dry in another. Combine the two and make a batter. Cook as a normal pancake batter.

These are fantastic with Steen's syrup.

*You can use boiled potatoes instead

Don't forget the veggies

We won't go on and on about it, but suffice it to say that you need to fill out that line with attractive stuff, and you can't just put out 8 meats.

Vegetables play an important role. In personal health, in making your meal look really great (or not), and in balancing your cost too.

Getting the customer to eat their veggies is always a challenge, but more and more we find that if you take the time to do something creative, it will be well received. Even spinach.

Easy Spinach “Casserole”

You'll build this in a 2" deep 1/3 pan. Use more pans for a large operation. Don't go with deeper pans. It doesn't work.

- Drain canned spinach well, put a layer in the bottom of the pan (oil the pan 1st).
- Top with sliced Swiss cheese and some crumbled bacon. Sprinkle a bit of salt.
- Repeat. Do about 3 layers max. This should take about 6 cans of spinach. For a smaller group, use fewer layers.
- Top with more cheese, a dab or two of oleo, and foil wrap. Bake until bubbly.
- Place on the serving line

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CHUCK NORRIS

House Odds...

A few words on the housekeeping side of the business this time around and we'll add more next edition.

First things first: This is an area where the greatest opportunity to save cost exists in your operation.

It is also an area where you can make your life easier, Super Steward. Take control of your inventory and how your crew uses it and you'll find it so much easier to order, and your crew will do a much better job cleaning too.

So let's clean up our act...

Cost-wise that is. One of the greatest areas of waste is laundry detergent.

Notice how many loads of clothes each bottle is good for. This is what the experts who make it say to use.



The key is to measure it.



If you have your hands measure it every time they use it, here's what you would need on an average 10 person job:

10	people = 10 loads per day
X 7	days per week
<hr/>	
70	loads per week
÷ 64	loads per bottle
= 1.2	bottles per week

Yes, that's less than 2 per week. This doesn't include bedding but you get the idea.

A Closer Look:

So what does this mean for an average operation? Well, the average operation currently orders about 6 times that amount of detergent.

So if a bottle costs \$10, here's the math:

\$10	per bottle
6	bottles extra per week
<u>\$60</u>	dollars per week wasted
\$3200	dollars per year

And who couldn't use an extra 3k every year? And this is just soap. One item.

Because we don't measure it.

Sample Usage Chart

This chart shows what you SHOULD BE using if:

- You wash clothes for every person on board
- You do this every day
- You also wash sheets or towels on board

POB	LOADS / DAY	LOADS / WEEK	BOTTLES PER WEEK
10	11	77	1 1/2
20	22	154	3
30	33	221	3 1/2
40	44	304	5
50	55	385	6
60	66	462	7 1/2
70	77	539	8 1/2
80	88	616	10
90	99	693	11
100	110	770	12

Getting it together

One of the problems we face in controlling our janitorial and paper goods is that, by necessity, they're all over the place on a typical platform.

Storage space is usually at a premium and we find it where we can. Doesn't it make sense, then, to keep only what we need and no more?

And the best way to do that is by having a good inventory and knowing what you use.

Here's the best way to manage it:

Don't stock the bathrooms with cleaners. Instead, use a caddy:

- It's easier to use because everything is at hand.
- It can be stocked up at start of end of shift. At shift end, it's put away
- You minimize the number of open items you have to manage.
- The bathrooms are less cluttered
- You have more room for other items, such as paper goods.



Speaking of bathrooms:

Each time you enter a bathroom – for any reason - wash your hands before you leave. Even if you just went in to inspect. Why?

Well, you touched the door handle. And you can bet that someone before you didn't wash their hands. They touched the door handle too.

And now you just did.

Also, your customers (our customers) don't know what you were doing in there. If they see you come out drying your hands off, they know you washed them.

Oh, and use that paper towel to open the door.
Not your bare hand 😊

Really, control **is all about you.**

How well you see your operation. It takes “Super Vision” to be a great supervisor.

It also takes personal pride, humility, patience, perseverance and willingness not only to learn, but to teach.

Most people want to do a good job. They just need to know how. You can teach what you know.

You’ll have a better operation for it. And you’ll have the pride of knowing that you improved someone’s skills and, in the process, their life.

**Continuous effort – not
strength or intelligence – is
the key to unlocking our
potential.**

Winston Churchill

**ATTITUDE IS MORE IMPORTANT THAN THE
PAST, THAN EDUCATION, THAN MONEY,
THAN CIRCUMSTANCES, THAN WHAT
PEOPLE DO OR SAY. IT IS MORE
IMPORTANT THAN APPEARANCE,
GIFTEDNESS, OR SKILL.**

W.C. FIELDS

LEADERSHIP

1. Understand the importance of Leadership (and it isn't the same as "Management")

A Leader has vision and makes sure that his team has a clear picture of that goal. They know where they are going and that they are going to go there together. They know what is expected of them.

Your role as a Leader is to be a motivator, a positive influence and "cheerleader". You want to get people excited about your goals; make them THEIR goals.

2. Be A Clear Communicator

The most effective leaders are great at getting their message across.

Don't just talk "at" your team. Talk **to** them. LOOK at and LISTEN to them. Are they getting it? Can you see it in their faces? Remember, don't blame or shame in public 😊

Whether talking to a team or a single person, be clear and to the point. Be tactful and not harsh. Nobody can hear you if you are being hard or pointing the finger at anyone.

3. Set Clear Goals

Here's a goal: "Improve the customer experience by causing a paradigm shift through employing our current benchmarks to empower our human capital, and developing metrics to create a feedback loop to manage step change that will result".

Say what?!

Yes, that is an actual goal found on the web. Compare to this:

Give our customers the best service through great hospitality, food and cleanliness.

That's a clear, simple goal. It is understandable, easy to break down into manageable pieces. Everyone can have a stake in it, and everyone knows what it means.

Goals should be realistic and achievable. And measurable. Break them down into steps. That's the value of simple, clear goals: you can break them down and everyone can take a piece of them and work on them.

There are lots of steps to getting there and that's what you have to do each day: all the parts that get your team to that goal.

4. Delegate and Follow Up.

A good leader also has to be aware of his or her skills and personality. You can't do it all yourself and have to rely on others. But, so often, we fail to even try to delegate and just do it on our own.

That's a sure recipe for overload and, probably, failure. Learn to delegate, and then follow up. You'll be amazed at how much more "you" can get done.

Good management consists in showing average people how to do the work of superior people.

John D. Rockefeller

5. Praise

If you worked really hard on something, or if you took the initiative to do something on your own, do you think you'd like to hear your supervisor say "thank you". Probably so.

Always say thanks for a job well done. It isn't just common courtesy; it's a fact that it encourages people to do a better job. Much more effective than dire threats or harsh warnings for a bad job, if you praise people for doing a good job, they usually will seek out other opportunities for more praise.

6. Respect is EARNED.

Respect is something you earn. It isn't given easily or freely by your team. You have to prove that you deserve it to receive it, and one of the most important things is to GIVE it.

Leadership isn't about being popular, or a buddy, or the coolest person on the team. It definitely isn't about being the meanest or the biggest bully.

It's more about being a coach; being the person who can see how to bring out the best in each of the team and help them to contribute to the best of their ability. It's about being willing to do what is

necessary for the good of the team (and the customer) because that's the most important goal. You earn respect by being firm, fair and friendly.

Consistently.

