



SNS News 2/15/17

Post in All Corporate Stores

IN THIS ISSUE

- French Toast POS Keys
- Powdered Sugar Garnishes

FRENCH TOAST STICKS—2 POS KEYS!

| Breakfast Menu | | | |
|------------------------|--------------------------------------|--------------------------------|------------------------|
| Classic Bkfst 1 Egg | Classic Bkfst 2 Eggs | Cheddar Scrambler | Homestyle Breakfast |
| Brkfstbwl No HB | Breakfast Bowl | Bicuits 'n Gravy | 1/2 order Bisc/Grvy |
| Port/Ssg Skillet | California Skillet | Country Skillet | |
| 1 Brkfast Shooter | 1 Egg/Chs Shooter | 2 Bkfst Shooters w/HB | |
| Banana Pancakes | Cakes 'n Eggs | Choc Chip Pancakes | Bluebery Pancakes |
| A la Carte | All You Can Eat Pancakes | French Toast Sticks | |
| Breakfast Tacos | Drive Thru Breakfast Menu | | |
| Breakfast Sandwiches | Breakfast Beverage and A La Carte | | |

There are 2 keys for French Toast Sticks on the POS— “French Toast Sticks” on the Breakfast Menu and “Kids French Toast Sticks” on the Kids Menu. This will ensure kids ordering French Toast in the dining room qualify for the Kids Eat Free All Day—Every Day promotion.

All orders of French Toast Sticks come with 5 pieces of French toast sprinkled generously with powdered sugar and served with a side of syrup.

| Kids Menu | | | |
|-------------------|--------------------------|-----------------------|-------------------------------------|
| Pancakes | Kids Breakfast Minis | Choc Chip Pancakes | Kids Eggs Toast |
| Steakbrgr | Steakburger w/Cheese | Chicken Fingers | Kids French Toast Sticks |
| Kids Minis 2 | Kids Minis Cheese - 2 | Add Mini | Add Mini Chs |
| Grilled Cheese | Mac N Cheese | Kids Steak Frank | Kids Corn Dogs |

Don't Forget the Powdered Sugar!

**4 shakes
per order**



Our new French Toast Sticks and Banana Pancakes are both sprinkled with a generous garnish of Powdered Sugar.

- ◆ Use 4 generous shakes of Powdered Sugar on French Toast Sticks. (Garnish on a plate before packaging to-go orders).
- ◆ Use 4 generous shakes of Powdered Sugar on Banana Pancakes (for topping: add bananas first, then powdered sugar, and whipped topping last).



COOLING DOWN

Spaghetti



- ☑ Place spaghetti in a colander under cold running water
- ☑ Stir frequently and rinse until water runs clear
- ☑ Drain, then add to holding pan no more than half full

- ☑ Place spaghetti pan in walk-in to cool
- ☑ Stir every 15 minutes and record temperatures
- ☑ Once below 41°F, portion into 5 ounce baggies



Fundamental Five!

1 Wash Your Hands



2 Monitor Temperatures



3 Use Clean Equipment



4 Stay Home If You're Sick



5 Wear Gloves



TO BE POSTED WEEK OF FEBRUARY 15th

What's at Steak

Post in the Office for
Manager Review & Sign Off

Weekly Updates





February 15, 2017

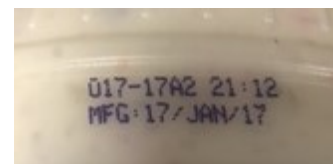
LOOK OUT FOR THIS WEEK'S KEY DATES

| Weds | Thurs | Fri | Sat | Sun | Mon | Tues |
|-------------------|-------|-----|----------------------|-----|-----|--------|
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| NPL Promo Begins! | | | High Volume Saturday | | | P2 END |


New This Week


 **Product Change—Sliced Onions** We are transitioning to a NEW 1/4" pre-sliced onion. To help lower cost and reduce waste, the **pack size on sliced yellow onions** will change from the current 20 LB case (4/5# bags) to a new 10 LB Case (**2/5# bags per case**). Sliced Red Onion will remain 1/#5 bag per case. Red and Yellow Diced Onions will no longer be available; you will use the centers of the sliced onions to dice. New Onions will be automatically substituted at each distribution center beginning next week as supplies are available. Please post and review the Diced Onion Prep station aid on page 3.


 **Tartar Sauce** The date printed on the Tartar Sauce containers is the **Date of Manufacture** (production). The date on the jar is **NOT** the Expiration or Use By Date. The shelf life/use by date for Tartar Sauce is 6 months after the date of manufacture.




See Photo Example — MFG: 17/JAN/17 means the product was produced on January 17, 2017—NOT that it has expired!

 **Period 2 Ends Tuesday, February 21st.** You should complete period end inventories next week.

 **Oil Test Kits** If need a replacement Oil Test Kit, please email Heather.Rice@steaknshake.com

 **OSHA** If your restaurant receives ANY contact from OSHA (phone calls, visits, letters, etc.) it should be **IMMEDIATELY forwarded to the Safety & Risk email** (and Larry Offutt). Safety & Risk will handle ALL communication and responses to OSHA. There is typically a very short timeline allowed for response, so you must contact Safety & Risk IMMEDIATELY via email or at 1-877-699-7475.

 **Bonus Calculator** The [Bonus Calculator](#) has been updated with the new 2017 Excellence Bonus Program metrics. You can use this tool to approximate your estimated bonus based on your current results, or you can see what your bonus could be if you improved a specific metric. Please remember this tool is for estimation purposes, and is not a guarantee of payment or payment amounts.

Click to review the [Bonus Program Metrics](#) and [Bonus Program Summary](#) posted on the Digital Ops Manual.



Diced Onion Prep

Delivery

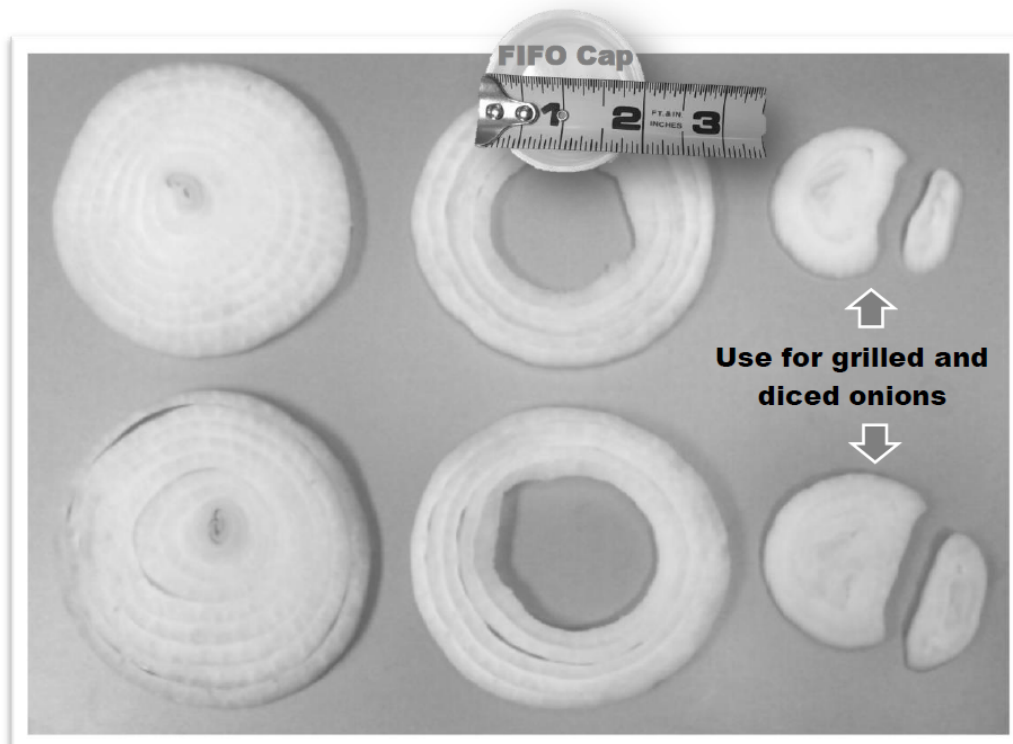
To help **lower costs** and **reduce waste**, we will be making a change to our diced onion procedures. Diced onions will now need to be prepared from the smaller inner rings of the ready to use onion slabs. You will no longer be receiving ready to use diced onions.

To help **enhance the flavor** of our Steakburgers, we are also moving to a thicker onion slice. There is no change in procedure however, the case amounts for the new onion slices have changed. Everyone will be moving into this new pack size beginning March 1st.

- ▶ Yellow Sliced – 2 | 5 pound bags
- ▶ Red Sliced – 1 | 5 pound bag

Diced Onion Prep

- 1) Remove inner rings (2 inches in diameter or the size the cap of a FIFO bottle) and place in a separate pan to be used for grilled and diced onions (see picture below).
- 2) Wearing a cutting glove, place dicer on prep table over a clean cutting board.
- 3) Place several inner onion rings onto dicer grid.
- 4) Raise handle and firmly press down in a single motion to dice onion rings.
- 5) Place diced onions in a 1/9-size holding pan.
- 6) Cover pans with plastic wrap and label with discard day's Day Dot (3 days not to exceed best by date).
- 7) Immediately place prepped onion pans in walk-in cooler.
- 8) Fill appropriate number of 1/9-size pans according to Prep & Pull.



Coupon Scanning

Coupons should be scanned as often as possible. If your scanner is not working, you may manually enter a coupon by using the 5-digit coupon number from the coupon(s). You will no longer be able to manually select the coupon from the coupon list on the POS. (The full list coupons on the POS has been removed.)

All coupons must be scanned or have the correct 5-digit coupon number entered.

As a reminder, no coupon discount should be given if the guest does not present a valid coupon.

Front Counter Trigger Scanners

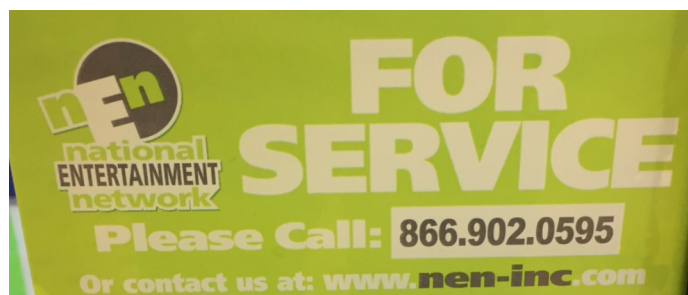
Over the next few weeks, all corporate restaurants will receive new Trigger Scanners at the Front Registers. These new scanners (the same ones you have in Drive Thru) will replace the current coupon scanner as well as the current white LevelUp Rewards App Scanner. The New Trigger Scanner will be used to scan **all Coupons AND SNS Rewards App transactions!**

- ◆ Installations begin the week of February 20th—a full weekly schedule is posted by district on the SNS landing page at MySteaknShake.com
- ◆ Technicians will complete the installation Monday—Friday during the following times: 8am-11am, 2pm-5pm or 8pm-11pm.
- ◆ Technicians will remove current scanners (LevelUp and Coupon Scanners at the front counter).
- ◆ Print and complete the verification on Page 4 to review with all associates and managers upon install.

Crane Machine Maintenance

Crane machines should be in full working order at all times in order to maximize revenue and provide fun entertainment for our guests. The machines are serviced by the National Entertainment Network company (NEN). If you have any issues with your Crane Machine, immediately contact the NEN Service Number (located on each machine) **1-866-902-0595**.

- ◆ If your machine is not working properly, **call for service immediately!**
- ◆ DO NOT simply wait for the next regular visit to refill the machine to report maintenance issues. Typically the technician doesn't have the correct parts on site to fix the issue, causing the machine to be out of service longer, and lowering revenue.





Handheld Scanner

What

The new handheld barcode scanner provides all-in-one scanning of barcodes found on our meal tickets, coupons and customer phone's rewards app. The scanner is easy to use and considered best in class in the industry. The view finder projects an aiming beam that can be positioned in any direction and will detect usable barcodes.

Why

Since many of our locations have not had a working scanner, or had a scanner that was constantly failing, they will now be equipped with a device that will speed up the checkout process. This new scanner will be replacing all current coupon scanners as well as the LevelUp (white box) rewards app scanner at the cash counter.

Who (is affected)

All restaurants will be installed with two handheld barcode scanners for the front cash counter (drive-thru has already been equipped with this scanner). The installation of these scanners will be handled by our IT department following a district rollout schedule.

How (watch training video)

Coupon & Meal Tickets - Hold guest meal ticket or coupon in front of scanner (do not pull trigger) until the system beeps twice and flashes green. The aiming beam is smaller when the scanner is close to the code and larger when it is further away. Hold the scanner close for smaller bar codes and farther away for large.

Rewards App – Initiate rewards entry by tapping the [SNS Rewards] button on the payment screen. Hold the scanner's trigger down and aim the scanner an arm's length away from the guest's phone (never hold guest's phone). Center the aiming beam over the barcode while continuing to hold down the trigger until the scanner beeps twice and flashes green. If the phone screen is highly reflective or out of focus, you may need to tilt the scanner at an angle so the bar code can be scanned.

The scanner's reading performance may degrade if the beam window is not clean. If the window is visibly dirty, or if the scanner isn't operating well, clean the window using a dampened towel with water. If the scanner is not functioning properly, check that the cable is connected properly and that the window is free of smears. If the aiming beam still does not illuminate, contact the help desk for assistance.

Apple Pay – Apple Pay customers will continue to use the VeriFone credit card device for payments. For drive-thru orders, hold VeriFone device out window for guest to reach (never hold guest's phone). Guest will hold their phone over the VeriFone device to activate apple pay.

Training Verification

| Name Signature |
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| Name Signature |
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All managers, cashiers, drive-thru associates must sign this verification form

Steak 'n Shake 1/30/2017

Chairman's Club



TGM
SNS #214
Peru, IL

**NANCY
DRZEWIECKI**



GM
SNS #610
Newnan, GA

**FATIMA
GRAHAM**



GM
SNS #6
Forsyth, IL

**TANYA
SCHIEBLY**



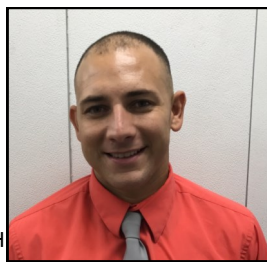
TGM
SNS #609
Cumming, GA

**JANE
HERRON**



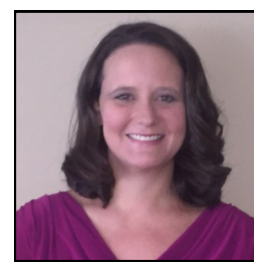
TGM
SNS #501
St. Clairsville, OH

**TAUNYA
JOHNSON**



TGM
SNS #343
Ypsilanti, MI

**GEISON
CUNHA**



HRTM
St. Louis Market

**STEPHANIE
LINVILLE**

Congratulations to the 7 new members of the Chairman's Club!
SNS Family

We are pleased to announce some exciting changes within the Steak 'n Shake Family!

INTERNAL PROMOTIONS

- ◆ Jennifer Pegram, Market Manager (Cleveland Group Market)
- ◆ Josh Garnel, Market Manager (Indianapolis Group Market)
- ◆ Josiah Hoffman, District Manager (Cleveland Group Market)

NEW FAMILY

- ◆ Larry Brakefield, District Manager (Atlanta Group Market)
- ◆ Brandon Bowling, District Manager (Dallas Group Market)
- ◆ Frank Tardy, District Manager (St. Louis Group Market)
- ◆ Randy Stratton, District Manager (Indianapolis Group Market)
- ◆ Remie Roy, District Manager (Atlanta Group Market)