

**Mission statement:**

The mission of **An Cheng Ai Restaurant (安诚爱)** is to provide a **peaceful** environment with **sincere, friendly** service and delicious Chinese food to remind people of home.

**安诚爱**的使命宣言是提供一个**安宁的**环境，并提供**真诚的，爱心的**服务和美味的中餐，以提醒人们家园。

**Theme:**

Chinese/Taiwanese

**Segment:**

Casual Dining

**Hours of operation**

Monday-Friday: 8:00am-10:00pm

Saturday, Sunday: 7:30am-11:30pm

**Max. seating capacity**

Indoor: 68 guests

Outdoor: 24 guests

Total: 92 guests

**I. Facility Related Standards****A. Parking****1. Ample lighting**

a) Parking spaces will have type V light distribution

b) LED parking lot light heads of 20,000 lumens (150W)  
each at 15-20 feet high on the pole

c) Poles will be 20 feet apart

**2. There will be 3 designated handicap parking spaces**

3. Clean and maintained twice a month (sooner if mess is obvious or maintenance/repairs need immediate attention)

4. Parking aisles will be a two-way traffic

## B. Grounds

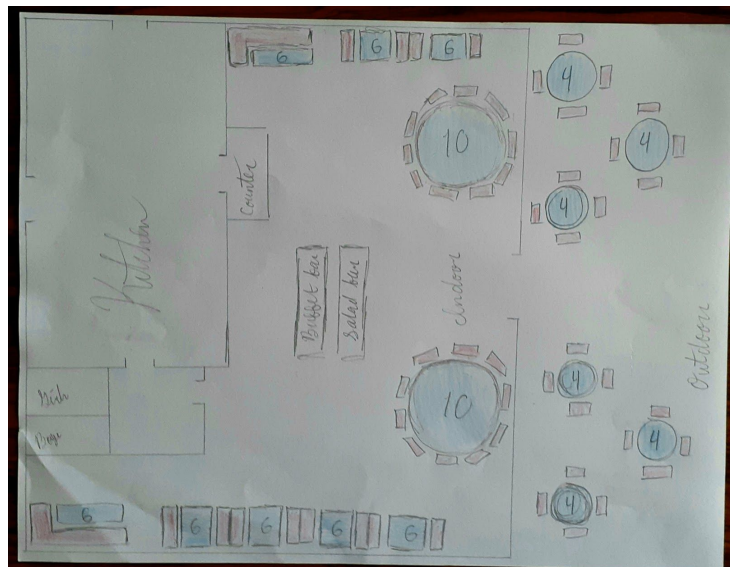
1. No smoking allowed
2. There will be 2 trash receptacles
3. Tables and chairs for outside dining
4. Shade and lighting will be provided; will use table lamps for dining

## C. Building

1. The building will be painted sand pearl (PPU7-18) and black plum (PMD-62)
2. The building sign will be white
3. Restaurant canopies and umbrellas will be pine forest (PPG1134-7)
4. Building walls and roof will be deep cleaned once a month

## D. Interior Design

1. Theme: Modern Chinese/Taiwanese
2. Walls are painted China silk (PPG1060-2)
3. Flooring will be Brazilian walnut wooden planks, varnished and polished
4. Modern bamboo furniture
  - a) 2 family dining tables (seating of 10 people per table)
  - b) 8 booths (seating of 6 people per table)
  - c) 6 four-top outdoor tables (seating of four people)
5. There will be a buffet and salad bar



#### **E. Decor**

1. Decorations to include, but not limited to, are: Chinese paintings, Chinese folding screen, decorative bamboo, etc.
2. Decorations will be cleaned and maintained every week

#### **F. Lighting**

1. Ambient lighting on the ceiling will be provided
2. Will use Chinese style pendant lights, suspended over the tables

#### **G. Sound**

1. Soft traditional and modern Chinese music will play in the background

#### **H. Temperature**

1. AC will be centralized and kept to a temperature of 75 degrees Fahrenheit

### **II. Safety and Security Related Standards**

#### **A. Security**

##### **a. Armed Robberies**

- i. The most vulnerable times for an armed robbery are during openings and closings
- ii. Cash in restaurant should be kept to a minimum
- iii. No one is allowed to be alone in the restaurant
- iv. When threatened or held at gunpoint, surrender the money to robbers. Employees and guests' lives are more important
- v. Employees should enter and leave utilizing the "buddy system"
  1. When opening, one enters and checks for security-related problems
  2. The other employee waits outside until an "all clear" sign is given

3. When closing, one exits the restaurant, proceeds to his/her vehicle, and drives around the restaurant to look for any security-related concerns
4. If no problems are observed, an “all clear” signal should be given before others leave under the observation of the first employee
5. If problems occur during opening or closing procedures, one employee should always be in a position to call for or get help

**b. Burglaries**

- i. Intrusion detection alarm systems will be installed to detect burglars

**c. Honesty Policy**

- i. Should have an honesty policy applicable to all employees stating clearly and briefly theft or conversion of any restaurant assets is unacceptable
- ii. Employees should sign the honesty policy stating they understand and will comply with it

**d. Prosecution Policy**

- i. Prosecution for all crimes in the restaurant should be fairly and consistently pursued

**e. Loss Reporting**

- i. All losses caused by criminal activities should be reported and properly investigated

**f. Employee Screening**

- i. Screening procedures should include the conduct of reference checks with previous employers
- ii. Criminal and credit checks should be conducted on any employee with access to the building's safe or keys

- iii. *Employers can be held legally responsible for the violent crimes by employees negligently hired*

**g. Training**

- i. *Honesty and prosecution policy*
- ii. *Robbery prevention and response procedures*
- iii. *Operation of security systems and equipment*

**h. Crime Prevention Through Environmental Design (CPTED)**

- i. *Any possible hiding places on the exterior of the restaurant should be eliminated*
- ii. *Exterior lighting should be no less than 5 footcandles*
- iii. *Closed-circuit television cameras may be used to monitor exterior areas, eg. parking lots*
- iv. *Exterior motion detection lighting systems should be employed*
- v. *Parking lots speed or ripple bumps*

**i. Physical Security**

**i. CCTV**

- 1. *Electronic alarm system components will periodically need to be replaced and updated*
- 2. *Electronic alarm systems should be centrally monitored*
- 3. *Key restaurant staff need special training in disabling and activating procedures*

**ii. Freezers and Coolers**

- 1. *May serve as temporary safe rooms*
- 2. *Should be capable of being unlocked from the inside*
- 3. *Should have an alarm or communication device inside*

**iii. Restrooms**

- 1. *Stalls should be checked before closing*

2. Should not have dropped ceilings - could be used as hiding places

iv. Exterior Doors

1. All exterior doors should have door viewers
2. Rear door leading to the waste containers should have a buzzer to request re-entry. Should *never* be propped open

v. Roof Access

1. Any roof access to the restaurant should be locked on the inside of the building
2. Exterior ladders on the side of the building should not provide access to the roof

vi. Safe Management

1. Combination to the restaurant safe should be changed every time an employee with access is terminated
2. Never hide a safe combination in proximity to the safe
3. Always scramble combinations upon closure of a safe
4. Wheels should be removed from safes

B. Fire Extinguishers

- a. Must have at least one ABC fire extinguisher at a reachable, easy-to-find place in FOT
- b. Must have at least one ABC fire extinguisher and one class K fire extinguisher at a reachable, easy-to-find place in BOT
- c. All fire extinguishers must be tagged, any untagged fire extinguisher should be inspected and tagged before it can be used
- d. Wet chemical fire suppression systems will be installed in the kitchen

- e. Placards will be placed above all fire extinguishers stating that the automatic fire extinguisher system is to be activated *prior* to usage
- f. Fire extinguisher should be checked every month, note the date on the back of the tag; should be recertified annually

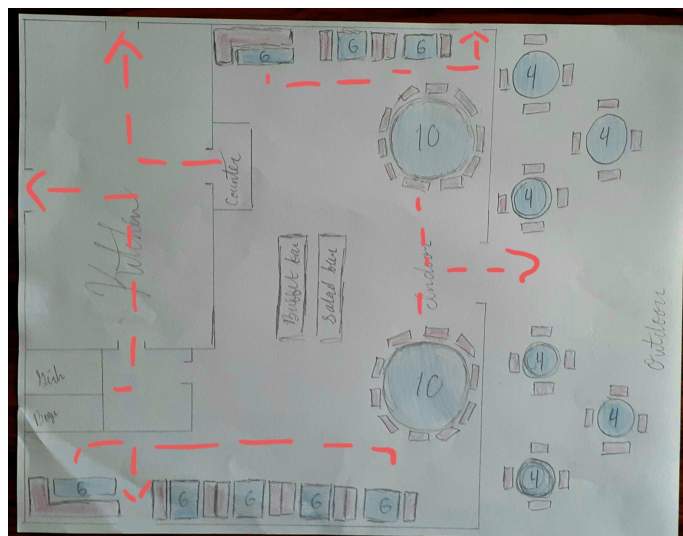
### C. Grease Traps

- a. Building maintenance--must be pumped, clean, and inspected every month

### D. First Aid

- a. Must have a first aid kit readily available in all common areas of the establishment
  - i. Must be easily accessible and every employee should know where the kits are located
- b. Every employee should receive training in basic first aid
  - i. Safety training will be given every year
  - ii. One or two full-time employees should have CPR instruction, know the Heimlich maneuver (for choking), and be taught how to administer adrenaline to a distressed patron in anaphylactic shock
- c. First Aid Contents
  - i. Should be well-stocked and contain an adequate supply of items. All items should be clean and up-to-date (non-expired); should be checked on a periodic basis, i.e. monthly
  - ii. Major injuries or trauma
    1. (1) Scissors
    2. (1) Forceps
    3. (10) Gauze pads
    4. (1) Adhesive tape
    5. (1) Tourniquet
    6. (1) Mouth barrier for CPR\
    7. (1) First aid guide

- ### E. Fire Evacuation Plan





- a. Install exit signs
  - i. Every door leading to an exterior door or directly outside must feature an exit sign
  - ii. Emergency lighting installation to guide the way even in a blackout
- b. Keep emergency exits clear
  - i. Every room must have at least two ways to exit, preventing people from becoming trapped
  - ii. Avoid placing furniture, boxes, and other obstacles in front of emergency exits
  - iii. Exits can include exterior doors, windows, and doors leading to hallways that have an exterior door
- c. Fire sprinkler systems
  - i. Yearly inspections and tests of fire sprinkler systems
  - ii. Physical checks, sensors, fire pump test, water flow tests, pre-action valve tests, etc.
  - iii. All records of inspections must be fully maintained
- d. Fire and smoke detection system
  - i. Should be tested every month
- e. Hood and ducts
  - i. Should be cleaned and inspected every month
- f. Evacuation plan
  - i. In the event of a fire or other emergencies, the discoverer should alert all occupants by operating a fire pull station. The manager (or discover) should call the **Fire Department** by telephone at **475-9082/3** (or **911**) and await the first responding "Officer-In-Charge"
  - ii. Upon the fire alarm's activation, the store manager, assistant manager, kitchen employees, waiters, and hostess should assist customers to the exits, assembling at an evacuation area (i.e. parking lot).

*Customers are to be advised not to attempt accessing their vehicles until the Fire Department vehicles have arrived. The Fire Department will control vehicle departures. All personnel and customers should be accounted for at the evacuation area*

- iii. The manager and another assigned employee shall check the building, ensuring all occupants are evacuated. The kitchen staff should turn off all gas appliances*
- iv. A first aid kit located behind the counter should be taken outside to the assembly area*
- v. The major hazards associated with this location are as follows:*
  - 1. The cooking surfaces along with the hood and duct system in the kitchen*
  - 2. The occupant load of customers*
  - 3. The heating, ventilation, and air conditioning system located on the roof*
- vi. The manager and assistant manager are responsible for employing qualified technicians to have the fire extinguishers, automatic extinguishing system, automatic fire sprinkler system, and manual and automatic fire, and smoke detecting system inspected periodically.*
  - 1. The fire extinguishers shall be inspected and tested once a year*
  - 2. The automatic extinguishing system shall be inspected and tested every 6 months*
  - 3. The automatic fire sprinkler system shall be inspected once a year*
  - 4. The manual and automatic fire and smoke detection shall be inspected once a year*

5. The hood and ducts shall be cleaned and certified every month
6. The emergency back-up power for emergency lighting and exit signs shall be tested once a month for 15 minutes and once a year for 90 minutes
7. The manager should keep a log of these tests
8. A qualified technician shall be employed to perform periodic maintenance on the HVAC system

#### **F. Emergency Numbers**

##### **a. EMERGENCIES - 911**

- i. For people who are deaf/hearing impaired:  
**475-9080/711 - Telephone Relay Service**

##### **b. POLICE**

- i. Police Precincts | 472-8911
- ii. Dededo (Northern) | 632-9808/11
- iii. Hagåtña (Central) | 475-8537
- iv. Tamuning (Central) | 649-3660
- v. Agat (Southern) | 475-8628/30/34
- vi. **CRIME STOPPERS HOTLINE** | 472-HELP (4357)

##### **c. FIRE**

- i. Fire Dispatch | 475-9082/3
- ii. Agat | 565-2700
- iii. Astumbo | 633-6626
- iv. Barrigada | 734-2264
- v. Dededo | 632-5197
- vi. Inarajan | 828-8177
- vii. Piti | 472-8139
- viii. Sinajaña | 472-6342
- ix. Talofofo | 789-3473
- x. Tamuning | 646-8801/2

- xi. Umatac/Merizo | 828-8572
- xii. Yigo | 653-3473
- xiii. Yoña | 789-2231
- xiv. Agat Marina | 565-4118

d. HOSPITAL

- i. **Guam Memorial Hospital Authority** |  
647-2330/2552-6
- ii. Ambulance | 475-9082/3
- iii. Emergency Room | 647-2489/2442/2281
- iv. Emergency Room (Poison Control) | 646-8104
- v. Poison Control Telephone Advice | 1-800-222-1222
- vi. **U.S. Naval Hospital** | 344-9340

**III. Product Related Standards**

Appetizer: Pork Belly Buns 叉烧包 | Soft, fluffy bao buns stuffed with delicious braised pork belly in a soy based glaze and garnished with cilantro

A. Standardized Recipe (4-6 servings)

a. *Ingredients (Pork)*

- i. 1 lb (450g) pork belly
- ii. 1 tablespoon peanut oil (or vegetable oil)
- iii. 4 cloves garlic, smashed
- iv. 2 green onions, knotted
- v. 3 slices ginger
- vi. 1 star anise
- vii. 1 cinnamon sticks
- viii. 6 dried Chinese chili peppers
- ix. 3 tablespoons Shaoxing wine (or dry sherry)
- x. 2 tablespoons light soy sauce (or soy sauce)
- xi. 1 tablespoon dark soy sauce (or soy sauce)
- xii. 1 tablespoon brown sugar (or regular sugar)
- xiii. 1/2 teaspoon white pepper
- xiv. 3 cups water

b. *Ingredients (Buns)*

- i. 5 to 10 homemade steamed bao buns (or store-bought buns)*
- ii. Homemade pickled shallots (or Chinese pickled mustard greens)*
- iii. 1/4 cup peanuts, crushed*
- iv. 1/4 cup cilantro, chopped*
- c. Instructions*
  - i. (Optional) Cook the pork during the first rise of the dough. Shape the steamed buns while the pork is cooking then steam the buns after the pork belly is cooked.*
  - ii. Heat a large skillet over medium-high heat and add the oil. Once the oil is hot add the pork belly, cooking on both sides until the edges have just turned golden. Transfer to a plate.*
  - iii. Add the garlic, green onions, and ginger to the same skillet. Stir to release the fragrance, about 1 minute, then add the star anise, cinnamon, and chilis. Stir and cook for another 30 seconds.*
  - iv. Pour in the shaoxing wine, scraping the bottom of the pan with a wooden spatula to release the brown bits. Then add the light soy sauce, dark soy sauce, and sugar. Stir to mix well.*
  - v. Add the browned pork back to the pan, flipping once to coat with the seasonings. Add the white pepper and water. Bring to a boil, then reduce to a simmer. Braise, covered, for 1 to 1.5 hours, flipping occasionally until the pork turns tender but not to a degree that it falls apart.*
  - vi. Once the pork is done, remove it from the pan and place it onto a big plate. Cover with plastic wrap to prevent drying.*
  - vii. Add a mesh strainer over a tall cup (or an oil separator), strain the braising liquid and discard all the solid spices. Use a ladle or big spoon to skim the fat off the top and discard. Once you've removed most of the oil, return the*

liquid to the pan. Cook over medium-high heat and let the broth reduce until thickened, 10 minutes or so.

- viii. Slice the pork belly into 2.5" (6 cm) pieces and add it to the reduced sauce. Flip a few times to coat the pork, then transfer to a serving plate with the remaining sauce on the side in a small bowl.
- ix. Take a bun and add 2 to 3 slices of pork, some pickled shallots, a sprinkle of crushed peanuts, and a few sprigs of cilantro. Drizzle some extra sauce over the filling.

## B. HACCP Plan (Pork Belly)

### a. Purchasing

- i. Only buy from approved and reputable sources

### b. Receiving

- i. Should have no ice crystals or any signs of contamination, pests, or time-temperature abuse. Reject if necessary
  - 1. Receive pork at 41 degrees Fahrenheit and below
  - 2. Receive frozen pork at 32 degrees Fahrenheit and below

### c. Storing

- i. Store pork at 41 degrees Fahrenheit and below
- ii. Store frozen pork at 32 degrees Fahrenheit and below

### d. Preparation

- i. Use a red cutting board to prepare pork. Clean and sanitize the board, knife, and prep area before and after use

### e. Cooking

- i. Cook pork to an internal temperature of 145 degrees Fahrenheit

### f. Holding

- i. Hold pork to an internal temperature of 135 degrees Fahrenheit until ready to serve

### g. Reheating

- i. Reheat to an internal temperature of 165 degrees Fahrenheit

*h. Cooling*

*i. Cool within 6 hours*

1. Cool from 135 degrees Fahrenheit to 70 degrees Fahrenheit within 2 hours
  - a. If it is not met within 2 hours, reheat the food and cool it again
2. Then from 70 degrees Fahrenheit to 41 degrees Fahrenheit and below within the next 4 hours
  - a. If the total cooling time exceeds 6 hours, discard the food

*i. Service*

- i. Monitor temperatures every 2 hours, make sure it is held at 135 degrees Fahrenheit or higher.
  1. Reheat food if temperature is below 135 degrees Fahrenheit then reserve
- ii. If monitored every 4 hours and internal temperature is below 135 degrees Fahrenheit, discard food
- iii. Can be held without temperature control for no more than 4 hours

**C. HACCP Plan (Shaoxing Wine)**

*a. Purchasing*

- i. Only buy from approved and reputable sources

*b. Receiving*

- i. Should have no signs of contamination, package damaging, or pests. Reject if necessary
  1. Receive at room temperature

*c. Storing*

- i. Store in a cool, dry place at room temperature

*d. Preparation*

- i. Clean and sanitize the prep area, glasses, and wine opener before and after use

*e. Cooking*

- i. No cooking

*f. Holding*

- i. Held at room temperature until ready to serve

*g. Reheating*

- i. No reheating

*h. Cooling*

- i. No cooling

*i. Service*

- i. Can be served at room temperature or with ice

*Entree: Three Cup Chicken 三杯鸡* | A glazed, tender, sweet and savory chicken cooked with sesame oil, soy sauce, and Chinese rice wine

**A. Standardized Recipe (4 servings)**

*a. Ingredients*

- i. 2 tablespoons toasted sesame oil
- ii. 20g ginger (cut into a thick julienne)
- iii. 28g garlic (halve the cloves if they are large)
- iv. 560g boneless skin-on chicken thighs
- v. 1/4 cup Chinese rice wine (mijiu or shaoxing)
- vi. 1 tablespoon dark soy sauce
- vii. 1 tablespoon soy sauce
- viii. 2 teaspoons brown sugar
- ix. 10g Thai basil (leaves only)

*b. Instructions*

- i. Heat a large pan or wok until hot. Add the sesame oil, ginger, and garlic and fry until fragrant, but don't let it brown.
- ii. Add the chicken in a single layer, skin-side down and fry until the skin is well browned.
- iii. Flip the chicken over and add the rice wine, dark soy sauce, regular soy sauce, and sugar. Cover and simmer over medium heat for 10-15 minutes, or until the chicken is tender, flipping the chicken over a few times as it cooks.
- iv. Remove the lid and turn up the heat, reducing the liquid into a thick sauce.



v. Add the Thai basil leaves and toss to coat. Serve with rice.

**B. HACCP Plan (Chicken)**

*a. Purchasing*

i. Only buy from approved and reputable sources

*b. Receiving*

i. Should have no ice crystals or any signs of contamination, pests, or time-temperature abuse. Reject if necessary

1. Receive chicken at 41 degrees Fahrenheit and below

2. Receive frozen chicken at 32 degrees Fahrenheit and below

*c. Storing*

i. Store chicken at 41 degrees Fahrenheit and below

ii. Store frozen chicken at 32 degrees Fahrenheit and below

*d. Preparation*

i. Use a yellow cutting board to prepare chicken. Clean and sanitize the board, knife, and prep area before and after use

*e. Cooking*

i. Cook chicken to an internal temperature of 165 degrees Fahrenheit

*f. Holding*

i. Hold chicken from to an internal temperature of 135 degrees Fahrenheit until ready to serve

*g. Reheating*

i. Reheat to an internal temperature of 165 degrees Fahrenheit

*h. Cooling*

i. Cool the within 6 hours

1. Cool from 135 degrees Fahrenheit to 70 degrees Fahrenheit within 2 hours

a. If it is not met within 2 hours, reheat the food and cool it again

2. Then from 70 degrees Fahrenheit to 41 degrees Fahrenheit and below within the next 4 hours

- a. If the total cooling time exceeds 6 hours,  
discard the food

- i. *Service*

- i. Monitor temperatures every 2 hours, make sure it is held at 135 degrees Fahrenheit or higher.
  - 1. Reheat food if temperature is below 135 degrees Fahrenheit then reserve
- ii. If monitored every 4 hours and internal temperature is below 135 degrees Fahrenheit, discard food
- iii. Can be held without temperature control for no more than 4 hours

C. HACCP Plan (Soy Sauce)

- a. *Purchasing*

- i. Only buy from approved and reputable sources

- b. *Receiving*

- i. Should have no signs of contamination, package damaging, or pests. Reject if necessary
  - 1. Receive at room temperature

- c. *Storing*

- i. Store in a cool, dry area at room temperature

- d. *Preparation*

- i. Clean and sanitize prep area and other materials before and after use

- e. *Cooking*

- i. No cooking

- f. *Holding*

- i. Held at room temperature until ready to serve

- g. *Reheating*

- i. No reheating

- h. *Cooling*

- i. No cooling

- i. *Service*

- i. Served at room temperature

Dessert: Pineapple Cake 凤梨酥 | A soft, buttery cake with a rich, sweet pineapple filling

A. Standardized Recipe (22 servings/pieces)

a. *Ingredients (Filling)*

- i. 2 (20-oz) cans crushed pineapples, drained
- ii. 1 cup granulated sugar
- iii. 1/2 cup corn syrup
- iv. 1/4 cup honey
- v. 2 tablespoons all-purpose flour

b. *Ingredients (Pastry)*

- i. 250g cake flour
- ii. 60g icing sugar
- iii. 1/4 cup fat free milk powder
- iv. 1/4 cup custard powder
- v. 180g cold unsalted butter (cut into small pieces)
- vi. 2 egg yolks

c. *Instructions*

- i. In a medium, nonstick saucepan, add drained crushed pineapples. Bring to a simmer on the stove and cook, uncovered, for about 20 minutes or until most of the excess liquid evaporates and mixture thickens
- ii. Stir in sugar, corn syrup, and honey. Cook mixture at a low simmer for about 40 minutes, until it becomes quite thick, with very little liquid. Stir occasionally. Taste test a few minutes after everything is mixed together to see if the filling is sweet enough. If not, add a little more sugar. Stir in the flour and cook for an additional 15 minutes. Pour filling into a glass bowl, cover with plastic wrap and refrigerate for at least one hour.
- iii. To make the pastry, add all the ingredients, except for the egg yolks, into a food processor. Turn on and let it mix for about 2 minutes or until it becomes little balls of dough.

*Add the egg yolks in and pulse for about 1 minute, until a smooth dough forms.*

- iv. Scoop out 1.5 tablespoons of dough and shape them between palms to form round balls. Continue until all the dough is used up and set aside.*
- v. Take the pineapple filling from the fridge and scoop out 1 tablespoon, compressing between palms. Filling will be sticky and wet to work with. Gently roll between palms to shape into balls. Make enough to match the dough balls.*
- vi. Lightly grease the inside of your square molds, brushing them with oil.*
- vii. Take a sheet of plastic wrap and stretch over a flat surface, keeping it as smooth as possible. Take one of the dough balls and place it on top of the plastic wrap. Press down with your palm until it spreads out to a thin circle. Keep the middle section slightly thicker and thin out more on the edges.*
- viii. Place a pineapple filling in the middle of the circle, lift one side of the plastic wrap and peel from that side. Lift the circle completely from the plastic wrap and then cover the pineapple filling with the dough, sealing the edges on top, attempting to smooth them as much as possible.*
- ix. Place the square mold on top of the plastic wrap. Place the dough ball inside the square with the bunch up ends facing up and the smooth side facing down. Carefully push and spread your ball until it spreads out completely across the mold. Try to smooth the surface as much as possible and flip over. The underside should look nearly, completely smooth and should fill the entire mold.*
- x. Place the mold, with the smooth side facing up, on a baking sheet lined with silicone mats or parchment paper. Preheat*

your oven to 350 degrees Fahrenheit. While your oven is heating up, finish making the rest of your pineapple cakes.

- xi. Bake for about 25 minutes or until the tops turn a light golden brown. Remove from the oven and let it cool for a few minutes. After about 15 minutes, gently push the cakes out the molds. Store in an airtight container at room temperature.

## B. HACCP Plan (Canned Pineapples)

### a. *Purchasing*

- i. Only buy from approved and reputable sources

### b. *Receiving*

- i. Should have no signs of contamination, package damaging, or pests. Reject if necessary

- 1. Receive at room temperature (most preferably between 50 and 70 degrees Fahrenheit)

### c. *Storing*

- i. Store at room temperature (between 50 and 70 degrees Fahrenheit)

- ii. Excess pineapple not in use can be stored in a container and refrigerated at 41 degrees Fahrenheit and below

- 1. Make sure to label the MRD (Made-Ready-Discard)

### d. *Preparation*

- i. Clean and sanitize the prep area, can opener, and other materials before and after use

### e. *Cooking*

- i. No cooking

### f. *Holding*

- i. Hold cold, refrigerated pineapple at 41 degrees Fahrenheit and below until ready to serve

### g. *Reheating*

- i. No reheating

### h. *Cooling*

- i. No cooling

### i. *Service*

- i. Can be served at room temperature
- ii. Cold and refrigerated pineapple must be served and held at 41 degrees Fahrenheit and below; monitored every 2 hours
  - 1. Can be held without temperature control for no more than six hours if temperatures does not exceed 70 degrees during service

### C. HACCP Plan (Unsalted Butter)

#### a. Purchasing

- i. Only buy from approved and reputable sources

#### b. Receiving

- i. Should have no signs of contamination, package damaging, pests, or time-temperature abuse. Reject if necessary
  - 1. Receive butter at 41 degrees Fahrenheit and below

#### c. Storing

- i. Store butter at 41 degrees Fahrenheit and below

#### d. Preparation

- i. Clean and sanitize utensils and prep area before and after use

#### e. Cooking

- i. Smoke point of 200-250 degrees Fahrenheit

#### f. Holding

- i. Store butter packets at 41 degrees Fahrenheit until ready to serve

#### g. Reheating

- i. No reheating

#### h. Cooling

- i. No cooling

#### i. Service

- i. Can be held without temperature control for no more than 4 hours

### Condiments

#### a. Salt

#### b. Pepper

#### c. Sugar packets

- d. Soy sauce
- e. Chilli sauce

### *Beverages*

- a. Pearl Milk Tea 珍珠奶茶
- b. Chrysanthemum Tea 菊花茶
- c. Suanmeitang 酸梅汤
- d. Soybean Milk 豆乳
- e. Yunnan Coffee 云南咖啡
- f. Coconut Milk 椰奶
- g. Ginger Tea 姜茶
- h. Oolong Tea 乌龙茶
- i. Iced Tea 冰茶
- j. Coca Cola 可乐
- k. Sprite 雪碧
- l. Mountain Dew 激浪
- m. Fanta 芬达

## **IV. Employee Related Standards**

### *A. Uniform Standards*

- a. Put uniform on *after* arriving at work
- b. Uniform must be clean
- c. Hair must be pulled back and tied for servers and hair restraints for kitchen staff
- d. No jewelry; \*only *plain* wedding bands are allowed\*
- e. Slip-resistant, close-toed shoes
- f. Simple Chinese styled uniforms or appropriate attire matching the dress code (black and red)

### *B. Hygiene and Appearance Standards*

- a. Personal Hygiene
  - i. Follow proper hand-washing procedures
  - ii. Maintain personal cleanliness
  - iii. Wear clean clothing

- iv. **\*For servers\*** natural, minimal makeup or **NO** makeup at all
  - 1. **NO** heavy makeup, foundation, etc. that will make one's face cakey
  - 2. **NO** fake eyelashes
  - 3. Makeup must be kept to a minimum
  - 4. Absolutely **NO** perfume or cologne of any kind
  - 5. **Kitchen staff** are **NOT** allowed to wear any makeup
- v. Avoid unsafe habits and practices
- vi. Maintain good health
- vii. Report any illness
- b. Managers must
  - i. Establish proper personal hygiene policies
  - ii. Train servers on personal hygiene policies and retrain when necessary
  - iii. Lead by example; model proper behavior for servers at all times
  - iv. Supervise food safety practices continuously, retraining when necessary
  - v. Revise policies when necessary or when laws and regulations change

### **C. Greeting Guests**

- a. Smile and make eye-contact with the guest(s)
- b. Say: “欢迎光临 (huānyíng guānglín), welcome to An Cheng Ai Restaurant. My name is . . . how may I be of service?”

### **D. Seating Guests**

- a. After greeting the guests, escort them to their table if they're not taking to-go orders.
  - i. Guests may seat anywhere they please when it is slow



- ii. During rush hour and the establishment is busy, employees should disperse guests evenly among the stations to avoid overloading/overwhelming a server
  - iii. Large groups should be seated together whenever possible
- b. Bring out booster seats or high chairs for families with young children
  - i. \*Do not put the children onto the seats, allow the parents to do it themselves
  - ii. Ensure the availability of bibs and extra napkins
- c. Customers with Disabilities
  - i. Always ask permission before touching a guide animal, wheelchair, or other pieces of guest's equipment
  - ii. Guide dogs should be placed at the guest's feet, if possible to do so, or at a place near the table where it is out of the way but can see its owner. Servers should not allow anyone to pet, feed, or disturb the guide dog
  - iii. Guest's canes, walkers, and crutches should be stored next to them, or somewhere safe if the guest allows, but not under the table or in the way of other guests
  - iv. Guests in wheelchairs may or may not choose to sit in the establishment's chairs
    - 1. If they prefer to sit on the chair, make sure the wheelchair is stored and kept away from other guests

#### **E. Taking Reservations in Person**

- a. Smile, make eye contact, and greet the guest

- i. “欢迎光临 (huānyíng guānglín), welcome to An Cheng Ai Restaurant. My name is . . . how may I be of service?”
- b. Reservation book or logs must be kept in either a designated book or computer
- c. Guest’s reservation information:
  - i. Proper spelling of guest’s name
  - ii. Date and time of reservation
  - iii. Number of people dining
  - iv. Special seating or requests
  - v. Contact information (telephone number or email)
  - vi. Name of employee taking the reservation
- d. Bid them farewell
  - i. “Thank you for choosing An Cheng Ai Restaurant, we look forward to having you soon. Enjoy the rest of your day, 慢走啊 (mànzǒu a)”

#### F. Taking Reservation Over the Phone

- a. Smile and greet the guest
  - i. “喂, 您好 (wéi nínhǎo) Thank you for calling An Cheng Ai Restaurant. My name is . . . how can I help you?”
- b. Follow the format from *Taking Reservations in Person*
- c. Bid them farewell
  - i. “Thank you for choosing An Cheng Ai Restaurant, we look forward to having you soon. Enjoy the rest of your day, 再见 (zàijiàn)”

#### G. Presenting Menu

- a. Present the menu with the server’s right to the guest’s right; or the with the server’s left to the guest’s left
- b. Distribute menus to each diner old enough to read
- c. Inform guests of the daily specials

- i. Must be described and explained clearly and indicate the price
- d. Inform guests of any unavailable menu items
- e. Customers with Disabilities
  - i. Vision impairments
    - 1. Over various strengths of reading glasses for those who left their glasses at home
    - 2. Provide menus in Braille
  - ii. Hearing impairments
    - 1. Speak clearly and slowly, it is not necessary to speak loudly

#### H. Suggestive Selling/Upselling

- a. Suggestive selling: recommending an item to the customer
  - i. E.g. "Today's daily specials are ..."
- b. Upselling: offering an item we think they might want to the guests
  - i. E.g. "Would you like dumplings with that?"

#### I. Taking Guest Orders

- a. Ask if there are any allergies to be aware of
- b. Pay attention to guests' orders
- c. Repeat the order to the guests, ensuring accuracy
- d. Communication barrier
  - i. If a server can speak the language, have them serve the guest
  - ii. If there are no one who can speak the language, use a translator, if possible, or communicate through pictures and pointing

#### J. Delivering Guest Orders

- a. English-style meal service (family styling dining)
- b. Food is brought to tables on platters and serving bowls
- c. Food is passed around the table, everyone can help themselves

- d. *Avoid touching the food contact surfaces*
- e. *Take-away orders*
  - i. *Ensure safety of food products*
  - ii. *Maintain proper product temperatures and packaging*

#### **K. Guest Payment**

- a. *Payment forms*
  - i. *Cash*
    - 1. *All staff must be trained in cash-handling*
    - 2. *Staff should be trained for special situations such as robbery, dealing with quick-change artists, etc.*
      - a. *Quick-change artists confuse cashiers to steal from the business*
    - 3. *Give guests change in the highest form possible, e.g. one 5 dollar bill instead of five 1 dollar bills.*
    - 4. *Count the change aloud with the guest to ensure the correct amount is given*
    - 5. *Thank the customer and bid them farewell*
      - a. *E.g. "Thank you for dining at An Cheng Ai Restaurant, please come again. Enjoy the rest of your day, 慢走啊 (mànzǒu a)"*
  - ii. *Debit card*
    - 1. *Verify payment amount*
    - 2. *Identify the form of payment (credit or debit)*
    - 3. *Have the guest swipe the card (or insert if it has a chip) and input their pin*
    - 4. *Once approved, two slips will print*
      - a. *Keep the merchant copy (no need for a signature since it is not credit)*
      - b. *Give the customer the guest copy*

5. Thank the customer and bid them farewell
  - a. E.g. “Thank you for dining at An Cheng Ai Restaurant, please come again. Enjoy the rest of your day, 慢走啊 (mànzǒu a)”

iii. Credit card

1. Verify payment amount
2. Identify the form of payment (credit or debit)
3. Verify with picture ID then swipe guest's card
4. Verify card number with the one displayed on the screen
5. Once approved, two slips will print
  - a. The guest signs the merchant copy, the operation keeps this copy
  - b. Give the customer the guest copy for them to keep
6. Thank the customer and bid them farewell
  - a. E.g. “Thank you for dining at An Cheng Ai Restaurant, please come again. Enjoy the rest of your day, 慢走啊 (mànzǒu a)”

b. Voids

- i. A void is when a cash register entry has to be corrected by canceling and entering the correct item
- ii. Happens when a cashier inputs the wrong item/amount or when a customer changes his/her mind after the transaction has begun
- iii. Must have manager's approval when voiding items

c. Card declined

- i. Sometimes a guest's credit/debit card will not be accepted; will show “not approved” or “declined”
- ii. May be an electronic error, must attempt again a second time

- iii. If it declines the second attempt, inform the guest discreetly. Do not let the other guests hear otherwise he/she may feel embarrassed
- d. Other forms of payment
  - i. Gift certificates
    - 1. Amount must be clearly indicated and the expiration date must be valid
  - ii. Gift cards
    - 1. Issued in various amounts
    - 2. Change may be returned to guests or remain in the card
  - iii. Promotional coupons
    - 1. May include “dollars off the purchase”
    - 2. Should be entered in POS and retained in cash register like cash payments
  - iv. Frequent diner program redemptions (stamp cards)
    - 1. Used to increase customer loyalty and provide incentive towards customers who purchase a specified number of meals/items or visit in a restaurant

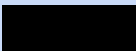
#### **L. Service Recovery**

- a. Entire staff must be trained on how to handle customer complaints
- b. Online Complaints
  - i. Thank the reviewer
  - ii. Apologize to the guest
  - iii. Explain why and what happened
  - iv. Identify what was done to address the problem
  - v. Invite him/her to visit again
  - vi. Thank the customer again in the concluding statement
- c. On-Premise Complaints

- i. *Listen to the guest*
  - ii. *Avoid arguing, shouting, fighting, etc.*
  - iii. *Be patient, polite, and empathetic; treat the guest with courtesy and respect*
  - iv. *Summarize their understanding of the problem, confirming with the customer*
  - v. *Take responsibility and ownership of the complaint, don't place it on another employee*
  - vi. *Offer a solution by explaining what can be done to resolve the problem or ask the guest how (s)he feels the problem can be best resolved*
  - vii. *Involve the manager if the situation escalates and security if it starts becoming violent*
- d. *Communicating to Employees*
- i. *Review guest feedback data*
  - ii. *Recognize employees' good work and provide compliments*
  - iii. *Identify changes or enhancements addressing specific issues*
  - iv. *Develop a plan to address the need changes and improvements*
  - v. *Retrain employees as needed*
  - vi. *Implement operational changes*

### *M. Staff Scheduling*

#### *Employee Staffing #1*

<i>Name</i>	<i>Station</i>	<i>Mon 1/4/21</i>	<i>Tues 1/5/21</i>	<i>Wed 1/6/21</i>	<i>Thurs 1/7/21</i>	<i>Fri 1/8/21</i>	<i>Sat 1/9/21</i>	<i>Sun 1/10/21</i>	<i>Hours</i>
	<i>Server</i>	<i>7:30am- 2:00pm</i>	<i>Off</i>	<i>Off</i>	<i>7:30am- 2:00pm</i>	<i>7:30am- 2:00pm</i>	<i>7:00am- 1:00pm</i>	<i>7:00am- 1:00pm</i>	<i>31.5</i>

██████████	Server	2:00pm-6:00pm	2:00pm-6:00pm	2:00pm-6:00pm	2:00pm-6:00pm	2:00pm-6:00pm	Off	Off	20
██████████	Server	Off	7:30am-2:00pm	7:30am-2:00pm	Off	2:00pm-6:00pm	1:00pm-7:00pm	1:00pm-7:00pm	29
██████████	Server	6:00pm-10:30pm	Off	2:00pm-6:00pm	2:00pm-6:00pm	Off	7:00am-1:00pm	7:00am-1:00pm	24.5
██████████	Server	2:00pm-6:00pm	2:00pm-6:00pm	Off	6:00pm-10:30pm	Off	7:00pm-12:00am	7:00pm-12:00am	22.5
██████████	Server	7:30am-2:00pm	7:30am-2:00pm	7:30am-2:00pm	7:30am-2:00pm	7:30am-2:00pm	Off	Off	32.5
██████████	Server	6:00pm-10:30pm	Off	6:00pm-10:30pm	Off	6:00pm-10:30pm	1:00pm-7:00pm	1:00pm-7:00pm	25.5
██████████	Server	Off	6:00pm-10:30pm	Off	6:00pm-10:30pm	6:00pm-10:30pm	7:00pm-12:00am	7:00pm-12:00am	23.5
██████████	Cashier	Off	Off	6:30pm-10:30pm	6:30pm-10:30pm	6:30pm-10:30pm	7:30pm-12:00am	7:30pm-12:00am	21.5
██████████	Cashier	Off	7:30am-2:00pm	7:30am-10:30am	7:30am-10:30am	7:30am-10:30am	Off	1:00pm-7:00pm	21.5
██████████	Cashier	6:00pm-10:30pm	6:00pm-10:30pm	Off	3:30pm-6:30pm	3:30pm-6:30pm	3:30pm-7:30pm	Off	19
██████████	Cashier	7:30am-2:00pm	Off	10:30am-3:30pm	10:30am-3:30pm	10:30am-3:30pm	10:30am-3:30pm	Off	26.5
██████████	Cashier	2:00pm-6:00pm	2:00pm-6:00pm	3:30pm-6:30pm	Off	Off	7:00am-10:30am	7:00am-1:00pm	20.5
██████████	Cook	Off	7:30am-3:00pm	7:30am-3:00pm	7:30am-3:00pm	Off	7:00am-3:30pm	7:00am-3:30pm	39.5
██████████	Cook	Off	3:00pm-10:30pm	Off	3:00pm-10:30pm	3:00pm-10:30pm	3:30pm-12:00am	3:30pm-12:00am	39.5
██████████	Cook	3:00pm-10:30pm	3:00pm-10:30pm	3:00pm-10:30pm	Off	7:30am-3:00pm	Off	7:00am-3:30pm	37.5
██████████	Sous	7:30am-3:00pm	7:30am-3:00pm	Off	7:30am-3:00pm	7:30am-3:00pm	7:00am-3:30pm	Off	38.5



	<i>Chef</i>								
<i>Donovin I.</i>	<i>Head Chef</i>	<i>3:00pm-10:30pm</i>	<i>Off</i>	<i>3:00pm-10:30pm</i>	<i>Off</i>	<i>3:00pm-10:30pm</i>	<i>3:30pm-12:00am</i>	<i>3:30pm-12:00am</i>	<i>39.5</i>
<i>Jonahlyn R.</i>	<i>Cook</i>	<i>7:30am-3:00pm</i>	<i>Off</i>	<i>7:30am-3:00pm</i>	<i>3:00pm-10:30pm</i>	<i>Off</i>	<i>7:00am-3:30pm</i>	<i>7:00am-3:30pm</i>	<i>39.5</i>